

Redmine - Defect #9857

Cannot create new tickets

2011-12-21 17:40 - Tobias Bayer

Status:	Closed	Start date:	
Priority:	Urgent	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Affected version:	1.3.0
Resolution:	Invalid		

Description

Steps to reproduce:

1. Click on an existing project in the main view

2. Click on "new ticket"

Expectation:

The "new ticket" screen opens and a new ticket can be created.

Actual behaviour:

The browser window shows:

Internal error

An error occurred on the page you were trying to access.
If you continue to experience problems please contact your Redmine administrator for assistance.

If you are the Redmine administrator, check your log files for details about the error.

In the logfile the following error message can be found:

Processing SettingsController#index (for 212.18.18.20 at 2011-12-21 12:58:35) [GET]
Parameters: {"action"=>"index", "controller"=>"settings"}
Rendering template within layouts/admin
Rendering settings/edit

ActionView::TemplateError (undefined method `default_issue_start_date_to_creation_date?' for #<Class:0x2b8433cc31d8>): on line #8 of app/views/settings/_issues.html.erb:
5:
6: <p><%= setting_check_box :issue_group_assignment %></p>
7:
8: <p><%= setting_check_box :default_issue_start_date_to_creation_date %></p>
9:
10: <p><%= setting_check_box :display_subprojects_issues %></p>
11:

app/helpers/settings_helper.rb:74:in `send'
app/helpers/settings_helper.rb:74:in `setting_check_box'
app/views/settings/_issues.html.erb:8
app/views/settings/_issues.html.erb:1
app/views/common/_tabs.html.erb:24
app/views/common/_tabs.html.erb:23:in `each'
app/views/common/_tabs.html.erb:23
app/helpers/application_helper.rb:222:in `render_tabs'
app/views/settings/edit.html.erb:3
app/controllers/settings_controller.rb:25:in `index'
/usr/lib/ruby/1.8/webrick/httpserver.rb:104:in `service'
/usr/lib/ruby/1.8/webrick/httpserver.rb:65:in `run'
/usr/lib/ruby/1.8/webrick/server.rb:173:in `start_thread'
/usr/lib/ruby/1.8/webrick/server.rb:162:in `start'

```
/usr/lib/ruby/1.8/webrick/server.rb:162:in `start_thread'  
/usr/lib/ruby/1.8/webrick/server.rb:95:in `start'  
/usr/lib/ruby/1.8/webrick/server.rb:92:in `each'  
/usr/lib/ruby/1.8/webrick/server.rb:92:in `start'  
/usr/lib/ruby/1.8/webrick/server.rb:23:in `start'  
/usr/lib/ruby/1.8/webrick/server.rb:82:in `start'
```

Rendering /var/redmine-1.3.0/public/500.html (500 Internal Server Error)

Environment:

Ruby 1.8.7

Rails 2.3.14

Hint: Recently upgraded from 0.8.x like described in <http://www.redmine.org/projects/redmine/wiki/RedmineUpgrade> with no error messages.

History

#1 - 2011-12-21 17:57 - Etienne Massip

- Status changed from New to Closed

- Resolution set to Invalid

You have replaced your config/settings.yml with your old one when you did the migration so it lost the new default_issue_start_date_to_creation_date setting.

You can add it manually (see [here](#)).

#2 - 2011-12-21 17:59 - Etienne Massip

You must have missed the VERY IMPORTANT: do NOT overwrite config/settings.yml with the old one. part in the Update =).

#3 - 2011-12-21 18:36 - Tobias Bayer

Ooops. You're right. Everything's fine now. :)