# Scrum - Defect #1494

## Internal Server Error

2017-10-23 10:50 - Pavel Pavel

| | | | | |
|---|---|---|---|---|
| **Status:** | Rejected | | | |
| **Priority:** | Normal | | | |
| **Category:** | Settings & admin | | | |
| **Target version:** | Scrum v0.18.1 | | | |
| **Source:** | Development | **Blocked:** | No | |
| **Detected on version:** | Scrum v0.18.0 | **Alone:** | No | |

**Description**

```
Environment:
  Redmine version                3.4.3.stable.17016
  Ruby version                   1.9.3-p327 (2012-11-10) [i686-linux]
  Rails version                  4.2.8
  Environment                    production
  Database adapter               Mysql2
SCM:
  Subversion                     1.8.8
  Git                            1.7.1
  Filesystem
Redmine plugins:
  advanced_roadmap_v2            2.4.3
  redmine_agile                  1.4.5
  redmine_lightbox2              0.4.3
  redmine_timesheet_plugin       0.7.0
  redmine_xls_export             0.2.1.t10
  scrum                          0.18.0

Started GET "/settings/plugin/scrum" for 127.0.0.1 at 2017-10-23 12:41:44 +0200
Processing by SettingsController#plugin as HTML
  Parameters: {"id"=>"scrum"}
  Current user: ppo (id=95)
  Rendered plugins/scrum/app/views/settings/_license.js.erb (0.5ms)
  Rendered plugins/scrum/app/views/settings/_license.html.erb (1.7ms)
  Rendered plugins/scrum/app/views/help/scrum/_settings.html.erb (0.4ms)
  Rendered plugins/scrum/app/views/help/_support.html.erb (0.8ms)
  Rendered plugins/scrum/app/views/help/_help.js.erb (0.6ms)
  Rendered plugins/scrum/app/views/help/_help.html.erb (4.2ms)
  Rendered plugins/scrum/app/views/settings/_scrum_settings.html.erb (226.1ms)
  Rendered settings/plugin.html.erb within layouts/admin (227.9ms)
Completed 500 Internal Server Error in 242ms (ActiveRecord: 11.5ms)
```

Module Scrum doesn't work in projects too.

---

**History**

**#1 - 2017-11-01 18:11 - Emilio González Montaña**

I need a debug log instead of a production one.

**#2 - 2017-11-15 22:45 - Tomasz Garbowski**

Maybe this will help:

```
Started GET "/settings/plugin/scrum" for .... at 2017-11-07 14:38:04 +0000
Processing by SettingsController#plugin as HTML
  Parameters: {"id"=>"scrum"}
  [1m[35mSQL (54.4ms)[0m  UPDATE `tokens` SET `tokens`.`updated_on` = '2017-11-07 14:38:04' WHERE `tokens`.`us
er_id` = 3 AND `tokens`.`value` = '46b20cbdf7a2cdc0d4d28cf8b1ffa6a26a3e6115' AND `tokens`.`action` = 'session'
  [1m[36m (0.1ms)[0m  [1mSELECT MAX(`settings`.`updated_on`) FROM `settings`[0m
  [1m[35mUser Load (0.1ms)[0m  SELECT `users`.* FROM `users` WHERE `users`.`type` IN ('User', 'AnonymousUser'
) AND `users`.`status` = 1 AND `users`.`id` = 3 LIMIT 1
  Current user: tgarbowski (id=3)
```

```
  Rendered plugins/scrum/app/views/settings/_license.js.erb (0.4ms)
  Rendered plugins/scrum/app/views/settings/_license.html.erb (1.3ms)
  Rendered plugins/scrum/app/views/help/scrum/_settings.html.erb (0.3ms)
  Rendered plugins/scrum/app/views/help/_support.html.erb (0.5ms)
  Rendered plugins/scrum/app/views/help/_help.js.erb (0.4ms)
  Rendered plugins/scrum/app/views/help/_help.html.erb (3.3ms)
  [1m[36mCustomField Load (0.1ms)[0m  [1mSELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_fields`.`
type` = 'IssueCustomField' AND `custom_fields`.`field_format` IN ('int', 'float', 'string', 'list')[0m
  [1m[35mCustomField Load (0.1ms)[0m  SELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_fields`.`typ
e` = 'IssueCustomField' AND `custom_fields`.`field_format` = 'bool'
  [1m[36mCACHE (0.0ms)[0m  [1mSELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_fields`.`type` = 'Is
sueCustomField' AND `custom_fields`.`field_format` = 'bool'[0m  [["type", "IssueCustomField"]]
  [1m[35mTracker Load (0.1ms)[0m  SELECT `trackers`.* FROM `trackers`
  [1m[36mCACHE (0.0ms)[0m  [1mSELECT `trackers`.* FROM `trackers`[0m
  [1m[35mIssueCustomField Load (0.1ms)[0m  SELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom_fi
elds_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`typ
e` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 1
  [1m[36mIssueCustomField Load (0.1ms)[0m  [1mSELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom
_fields_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`
type` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 2[0m
  [1m[35mIssueCustomField Load (0.1ms)[0m  SELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom_fi
elds_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`typ
e` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 3
  [1m[36mIssueCustomField Load (0.1ms)[0m  [1mSELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom
_fields_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`
type` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 4[0m
  [1m[35mIssueCustomField Load (0.1ms)[0m  SELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom_fi
elds_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`typ
e` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 5
  [1m[36mIssueStatus Load (0.1ms)[0m  [1mSELECT `issue_statuses`.* FROM `issue_statuses`[0m
  [1m[35mCACHE (0.0ms)[0m  SELECT `trackers`.* FROM `trackers`
  [1m[36mCACHE (0.0ms)[0m  [1mSELECT `issue_statuses`.* FROM `issue_statuses`[0m
  [1m[35mCACHE (0.0ms)[0m  SELECT `issue_statuses`.* FROM `issue_statuses`
  [1m[36mEnumeration Load (0.1ms)[0m  [1mSELECT `enumerations`.* FROM `enumerations` WHERE `enumerations`.`typ
e` = 'TimeEntryActivity'  ORDER BY `enumerations`.`position` ASC[0m
  Rendered plugins/scrum/app/views/settings/_scrum_settings.html.erb (74.4ms)
  Rendered settings/plugin.html.erb within layouts/admin (126.5ms)
Completed 500 Internal Server Error in 188ms (ActiveRecord: 56.0ms)
Started GET "/settings/plugin/scrum" for ........ at 2017-11-07 14:40:02 +0000
Processing by SettingsController#plugin as HTML
  Parameters: {"id"=>"scrum"}
  [1m[35mSQL (60.1ms)[0m  UPDATE `tokens` SET `tokens`.`updated_on` = '2017-11-07 14:40:02' WHERE `tokens`.`us
er_id` = 3 AND `tokens`.`value` = '46b20cbdf7a2cdc0d4d28cf8b1ffa6a26a3e6115' AND `tokens`.`action` = 'session'
  [1m[36m (0.1ms)[0m  [1mSELECT MAX(`settings`.`updated_on`) FROM `settings`[0m
  [1m[35mUser Load (0.1ms)[0m  SELECT  `users`.* FROM `users` WHERE `users`.`type` IN ('User', 'AnonymousUser'
) AND `users`.`status` = 1 AND `users`.`id` = 3 LIMIT 1
  Current user: tgarbowski (id=3)
  Rendered plugins/scrum/app/views/settings/_license.js.erb (0.1ms)
  Rendered plugins/scrum/app/views/settings/_license.html.erb (0.3ms)
  Rendered plugins/scrum/app/views/help/scrum/_settings.html.erb (0.0ms)
  Rendered plugins/scrum/app/views/help/_support.html.erb (0.2ms)
  Rendered plugins/scrum/app/views/help/_help.js.erb (0.1ms)
  Rendered plugins/scrum/app/views/help/_help.html.erb (0.7ms)
  [1m[36mCustomField Load (0.1ms)[0m  [1mSELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_fields`.`
type` = 'IssueCustomField' AND `custom_fields`.`field_format` IN ('int', 'float', 'string', 'list')[0m
  [1m[35mCustomField Load (0.1ms)[0m  SELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_fields`.`typ
e` = 'IssueCustomField' AND `custom_fields`.`field_format` = 'bool'
  [1m[36mCACHE (0.0ms)[0m  [1mSELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_fields`.`type` = 'Is
sueCustomField' AND `custom_fields`.`field_format` = 'bool'[0m  [["type", "IssueCustomField"]]
  [1m[35mTracker Load (0.1ms)[0m  SELECT `trackers`.* FROM `trackers`
  [1m[36mCACHE (0.0ms)[0m  [1mSELECT `trackers`.* FROM `trackers`[0m
  [1m[35mIssueCustomField Load (0.1ms)[0m  SELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom_fi
elds_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`typ
e` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 1
  [1m[36mIssueCustomField Load (0.1ms)[0m  [1mSELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom
_fields_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`
type` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 2[0m
  [1m[35mIssueCustomField Load (0.1ms)[0m  SELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom_fi
elds_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`typ
e` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 3
  [1m[36mIssueCustomField Load (0.1ms)[0m  [1mSELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom
_fields_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`
type` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 4[0m
  [1m[35mIssueCustomField Load (0.1ms)[0m  SELECT `custom_fields`.* FROM `custom_fields` INNER JOIN `custom_fi
elds_trackers` ON `custom_fields`.`id` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`typ
```

```
e` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 5
  [1m[36mIssueStatus Load (0.1ms)[0m  [1mSELECT `issue_statuses`.* FROM `issue_statuses`[0m
  [1m[35mCACHE (0.0ms)[0m  SELECT `trackers`.* FROM `trackers`
  [1m[36mCACHE (0.0ms)[0m  [1mSELECT `issue_statuses`.* FROM `issue_statuses`[0m
  [1m[35mCACHE (0.0ms)[0m  SELECT `issue_statuses`.* FROM `issue_statuses`
  [1m[36mEnumeration Load (0.1ms)[0m  [1mSELECT `enumerations`.* FROM `enumerations` WHERE `enumerations`.`typ
e` = 'TimeEntryActivity'  ORDER BY `enumerations`.`position` ASC[0m
  Rendered plugins/scrum/app/views/settings/_scrum_settings.html.erb (18.8ms)
  Rendered settings/plugin.html.erb within layouts/admin (19.4ms)
Completed 500 Internal Server Error in 83ms (ActiveRecord: 60.9ms)
```

My setup is:

```
Environment:
  Redmine version              3.4.2.stable
  Ruby version                 1.9.3-p194 (2012-04-20) [i486-linux]
  Rails version                4.2.8
  Environment                  production
  Database adapter             Mysql2
SCM:
  Subversion                   1.8.19
  Mercurial                    2.2.2
  Bazaar                       2.6.0
  Git                          1.9.1
  Filesystem
Redmine plugins:
  redmine_github_hook          2.2.0
  scrum                        0.18.1
```

### #3 - 2021-02-20 16:27 - Tomasz Garbowski

Tomasz Garbowski wrote in [#note-2](#note-2):

> Maybe this will help:
>
> [...]
>
> My setup is:
>
> [...]

In my case, I manage to get the settings page to load only if I comment out all the link generation code for the labels in _scrum_settings.html.erb:

```
<%= link_to('', '#', :class => "icon #{ScrumHelper::LOWEST_SPEED_ICON}") %>
...
<%= link_to('', '#', :class => "icon #{ScrumHelper::LOW_SPEED_ICON}") %>
...
 <%= link_to('', '#', :class => "icon #{ScrumHelper::HIGH_SPEED_ICON}") %>
```

should I have those icons

```
  DEVIATION_ICONS = [LOWEST_SPEED_ICON = "icon-major-deviation",
                     LOW_SPEED_ICON = "icon-minor-deviation",
                     HIGH_SPEED_ICON = "icon-below-deviation"]
```

somewhere in my assets? I do not see any of them there.

### #4 - 2021-05-29 09:24 - Emilio González Montaña

It seems a deployment issue, did you have any special assets loading that needs assets to be regenerated in plugins manually?

### #5 - 2021-05-29 09:24 - Emilio González Montaña

*- Status changed from New to Rejected*