Scrum - Defect #1546

Internal Server Error

2018-09-21 13:51 - Thibaut Curbera

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

Description

Hi, I have some troubles using your plugin (500 Internal Server Error)
The debug log doesn't help me a lot.
Thanks for your advice.
Redmine Specs :

```
Environment:
  Redmine version                3.4.6.stable.17495
  Ruby version                   1.9.3-p484 (2013-11-22) [x86_64-linux]
  Rails version                  4.2.8
  Environment                    development
  Database adapter               Mysql2
SCM:
  Subversion                     1.8.8
  Git                            1.9.1
  Filesystem
Redmine plugins:
  scrum                          0.18.1
```

Log when using Module :

```
I, [2018-09-21T14:38:10.030631 #13670]  INFO -- : Started GET "/settings/plugin/scrum" for 172.31.
10.65 at 2018-09-21 14:38:10 +0200
I, [2018-09-21T14:38:10.042828 #13670]  INFO -- : Processing by SettingsController#plugin as HTML
I, [2018-09-21T14:38:10.043050 #13670]  INFO -- :   Parameters: {"id"=>"scrum"}
D, [2018-09-21T14:38:10.050643 #13670] DEBUG -- :   SQL (4.7ms)  UPDATE `tokens` SET `tokens`.`upd
ated_on` = '2018-09-21 14:38:10' WHERE `tokens`.`user_id` = 1 AND `tokens`.`value` = '66fb2f0dc554
ce8b2954502c381e16c9753157c8' AND `tokens`.`action` = 'session'
D, [2018-09-21T14:38:10.052037 #13670] DEBUG -- :    (0.3ms)  SELECT MAX(`settings`.`updated_on`)
FROM `settings`
D, [2018-09-21T14:38:10.054247 #13670] DEBUG -- :   User Load (0.2ms)  SELECT  `users`.* FROM `use
rs` WHERE `users`.`type` IN ('User', 'AnonymousUser') AND `users`.`status` = 1 AND `users`.`id` =
1 LIMIT 1
I, [2018-09-21T14:38:10.055282 #13670]  INFO -- :   Current user: admin (id=1)
I, [2018-09-21T14:38:10.188167 #13670]  INFO -- :   Rendered plugins/scrum/app/views/settings/_lic
ense.js.erb (0.2ms)
I, [2018-09-21T14:38:10.188543 #13670]  INFO -- :   Rendered plugins/scrum/app/views/settings/_lic
ense.html.erb (1.7ms)
I, [2018-09-21T14:38:10.191633 #13670]  INFO -- :   Rendered plugins/scrum/app/views/help/scrum/_s
ettings.html.erb (0.1ms)
I, [2018-09-21T14:38:10.193516 #13670]  INFO -- :   Rendered plugins/scrum/app/views/help/_support
.html.erb (0.6ms)
I, [2018-09-21T14:38:10.194709 #13670]  INFO -- :   Rendered plugins/scrum/app/views/help/_help.js
.erb (0.2ms)
I, [2018-09-21T14:38:10.194931 #13670]  INFO -- :   Rendered plugins/scrum/app/views/help/_help.ht
ml.erb (4.7ms)
D, [2018-09-21T14:38:10.197058 #13670] DEBUG -- :   CustomField Load (0.2ms)  SELECT `custom_field
s`.* FROM `custom_fields` WHERE `custom_fields`.`type` = 'IssueCustomField' AND `custom_fields`.`f
ield_format` IN ('int', 'float', 'string', 'list')
D, [2018-09-21T14:38:10.198315 #13670] DEBUG -- :   CustomField Load (0.2ms)  SELECT `custom_field
```

```
s`.* FROM `custom_fields` WHERE `custom_fields`.`type` = 'IssueCustomField' AND `custom_fields`.`f
ield_format` = 'bool'
D, [2018-09-21T14:38:10.199461 #13670] DEBUG -- :   CACHE (0.0ms)  SELECT `custom_fields`.* FROM `
custom_fields` WHERE `custom_fields`.`type` = 'IssueCustomField' AND `custom_fields`.`field_format
` = 'bool'  [["type", "IssueCustomField"]]
D, [2018-09-21T14:38:10.200396 #13670] DEBUG -- :   Tracker Load (0.2ms)  SELECT `trackers`.* FROM
 `trackers`
D, [2018-09-21T14:38:10.202075 #13670] DEBUG -- :   CACHE (0.0ms)  SELECT `trackers`.* FROM `track
ers`
D, [2018-09-21T14:38:10.206020 #13670] DEBUG -- :   IssueCustomField Load (0.2ms)  SELECT `custom_
fields`.* FROM `custom_fields` INNER JOIN `custom_fields_trackers` ON `custom_fields`.`id` = `cust
om_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`type` IN ('IssueCustomField') AND `cu
stom_fields_trackers`.`tracker_id` = 1
D, [2018-09-21T14:38:10.209166 #13670] DEBUG -- :   IssueCustomField Load (0.2ms)  SELECT `custom_
fields`.* FROM `custom_fields` INNER JOIN `custom_fields_trackers` ON `custom_fields`.`id` = `cust
om_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`type` IN ('IssueCustomField') AND `cu
stom_fields_trackers`.`tracker_id` = 2
D, [2018-09-21T14:38:10.212434 #13670] DEBUG -- :   IssueCustomField Load (0.2ms)  SELECT `custom_
fields`.* FROM `custom_fields` INNER JOIN `custom_fields_trackers` ON `custom_fields`.`id` = `cust
om_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`type` IN ('IssueCustomField') AND `cu
stom_fields_trackers`.`tracker_id` = 3
D, [2018-09-21T14:38:10.213966 #13670] DEBUG -- :   IssueStatus Load (0.2ms)  SELECT `issue_status
es`.* FROM `issue_statuses`
D, [2018-09-21T14:38:10.216570 #13670] DEBUG -- :   CACHE (0.0ms)  SELECT `trackers`.* FROM `track
ers`
D, [2018-09-21T14:38:10.222675 #13670] DEBUG -- :   CACHE (0.0ms)  SELECT `issue_statuses`.* FROM
`issue_statuses`
D, [2018-09-21T14:38:10.224339 #13670] DEBUG -- :   CACHE (0.0ms)  SELECT `issue_statuses`.* FROM
`issue_statuses`
D, [2018-09-21T14:38:10.226532 #13670] DEBUG -- :   Enumeration Load (0.2ms)  SELECT `enumerations
`.* FROM `enumerations` WHERE `enumerations`.`type` = 'TimeEntryActivity'  ORDER BY `enumerations`
.`position` ASC
I, [2018-09-21T14:38:10.230371 #13670]  INFO -- :   Rendered plugins/scrum/app/views/settings/_scr
um_settings.html.erb (44.3ms)
I, [2018-09-21T14:38:10.230673 #13670]  INFO -- :   Rendered settings/plugin.html.erb within layou
ts/admin (171.3ms)
I, [2018-09-21T14:38:10.231342 #13670]  INFO -- : Completed 500 Internal Server Error in 188ms (Ac
tiveRecord: 6.7ms)
```

History

#1 - 2018-09-25 21:31 - Emilio González Montaña

It seems to be an installation issue, please take a look to wiki page to ensure installation steps are done (including plugin DB migration one).

#2 - 2021-05-29 09:23 - Emilio González Montaña

- Status changed from New to Rejected