

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
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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`.`updated_on` = '2018-09-21 14:38:10' WHERE `tokens`.`user_id` = 1 AND `tokens`.`value` = '66fb2f0dc554ce8b2954502c381e16c9753157c8' 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 `users` 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/_license.js.erb (0.2ms)
I, [2018-09-21T14:38:10.188543 #13670] INFO -- : Rendered plugins/scrum/app/views/settings/_license.html.erb (1.7ms)
I, [2018-09-21T14:38:10.191633 #13670] INFO -- : Rendered plugins/scrum/app/views/help/scrum/_settings.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.html.erb (4.7ms)
D, [2018-09-21T14:38:10.197058 #13670] DEBUG -- : CustomField Load (0.2ms) SELECT `custom_fields`.* FROM `custom_fields` WHERE `custom_fields`.`type` = 'IssueCustomField' AND `custom_fields`.`field_format` IN ('int', 'float', 'string', 'list')
D, [2018-09-21T14:38:10.198315 #13670] DEBUG -- : CustomField Load (0.2ms) SELECT `custom_field`
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s`.*. FROM `custom_fields` WHERE `custom_fields`.`type` = 'IssueCustomField' AND `custom_fields`.`field_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 `trackers`
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` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`type` IN ('IssueCustomField') AND `custom_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` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`type` IN ('IssueCustomField') AND `custom_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` = `custom_fields_trackers`.`custom_field_id` WHERE `custom_fields`.`type` IN ('IssueCustomField') AND `custom_fields_trackers`.`tracker_id` = 3
D, [2018-09-21T14:38:10.213966 #13670] DEBUG -- :   IssueStatus Load (0.2ms)  SELECT `issue_statuses`.*. FROM `issue_statuses`
D, [2018-09-21T14:38:10.216570 #13670] DEBUG -- :   CACHE (0.0ms)  SELECT `trackers`.*. FROM `trackers`
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/_scrum_settings.html.erb (44.3ms)
I, [2018-09-21T14:38:10.230673 #13670] INFO -- :   Rendered settings/plugin.html.erb within layouts/admin (171.3ms)
I, [2018-09-21T14:38:10.231342 #13670] INFO -- :   Completed 500 Internal Server Error in 188ms (ActiveRecord: 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