Scrum - Defect #1569

Internal Server Error on scrum_tips

2020-02-14 07:07 - Quan Nguyen

Status:	Rejected		
Priority:	Normal		
Category:	General		
Target version:			
Source:	Development	**Blocked:**	No
Detected on version:	Scrum v0.20.0	**Alone:**	Yes

Description

Hi,

I cannot start redmine with your plugin.

Redmine info:

```
Environment:
  Redmine version                4.0.0.stable
  Ruby version                   2.5.3-p105 (2018-10-18) [x86_64-linux]
  Rails version                  5.2.2
  Environment                    production
  Database adapter               Mysql2
  Mailer queue                   ActiveJob::QueueAdapters::AsyncAdapter
  Mailer delivery                smtp
SCM:
  Git                            1.8.3.1
```

Log as below:

```
Completed 500 Internal Server Error in 39ms (ActiveRecord: 12.1ms)

ActionView::Template::Error (uninitialized constant Scrum::Setting
Did you mean?  Setting
               String):
    1: <%- tips = scrum_tips -%>
    2: <%- unless tips.empty? -%>
    3:   <h3><%= l(:label_tip_title) %> <%= image_tag("help.png") %></h3>
    4:   <ul>

plugins/scrum/lib/scrum/application_helper_patch.rb:99:in `scrum_tips'
plugins/scrum/app/views/scrum_hooks/_scrum_tips.html.erb:1:in `_plugins_scrum_app_views_scrum_hook
s__scrum_tips_html_erb___2516469347768283280_73904820'
lib/redmine/hook/view_listener.rb:59:in `block (2 levels) in render_on'
lib/redmine/hook/view_listener.rb:57:in `map'
lib/redmine/hook/view_listener.rb:57:in `block in render_on'
lib/redmine/hook.rb:61:in `block (2 levels) in call_hook'
lib/redmine/hook.rb:61:in `each'
lib/redmine/hook.rb:61:in `block in call_hook'
lib/redmine/hook.rb:58:in `tap'
lib/redmine/hook.rb:58:in `call_hook'
lib/redmine/hook.rb:96:in `call_hook'
app/helpers/application_helper.rb:1459:in `view_layouts_base_sidebar_hook_response'
app/helpers/application_helper.rb:1455:in `sidebar_content?'
app/views/layouts/base.html.erb:99:in `_app_views_layouts_base_html_erb___3685052083580796633_6109
7320'
lib/redmine/sudo_mode.rb:63:in `sudo_mode'
```

History

#1 - 2020-02-14 07:56 - Emilio González Montaña

Hi, when you say:

> I cannot start redmine with your plugin.

Do you really mean running rails server? I mean start redmine, because the log seems to be a page rendering not redmine start log.

If I'm right, did you restart your redmine instance (+ plugins db migration) after updating the scrum plugin? I guess yes, but it's to be 100% sure.

#2 - 2020-02-14 08:09 - Quan Nguyen

Emilio González Montaña escribió:

> Hi, when you say:
>
> > I cannot start redmine with your plugin.
>
> Do you really mean running rails server? I mean start redmine, because the log seems to be a page rendering not redmine start log.
>
> If I'm right, did you restart your redmine instance (+ plugins db migration) after updating the scrum plugin? I guess yes, but it's to be 100% sure.

I install your plugin (first time I use this one), after that I restart redmine. But when I open my page, I got error 500 Internal Server Error. I get error log of production which I mention in this issue.

#3 - 2020-02-14 13:12 - Emilio González Montaña

And did you run plugins db migrate?

#4 - 2020-02-14 13:14 - Emilio González Montaña

https://redmine.ociotec.com/projects/redmine-plugin-scrum/wiki#Installation

#5 - 2020-02-17 04:02 - Quan Nguyen

Emilio González Montaña wrote:

> https://redmine.ociotec.com/projects/redmine-plugin-scrum/wiki#Installation

I already install plugin db migrate

Emilio González Montaña wrote:

> https://redmine.ociotec.com/projects/redmine-plugin-scrum/wiki#Installation

I already step by step installing as below:

- Put your plugin in <redmined>/plugins folders (remove version of plugin, Name is only "scrum")
- Run command for migrating (RAILS_ENV=production bundle exec rake redmine:plugins:migrate)
- Restart redmine

#6 - 2020-04-04 08:05 - Emilio González Montaña

- Alone changed from No to Yes

- Sprint set to Sprint 38

- Description updated

- Subject changed from Internal Server Error to Internal Server Error on scrum_tips

#7 - 2020-04-04 08:25 - Emilio González Montaña

- Target version deleted (Scrum v0.20.0)

- Status changed from New to Rejected

Quan Nguyen wrote:

> Emilio González Montaña wrote:
>
> > https://redmine.ociotec.com/projects/redmine-plugin-scrum/wiki#Installation

I already install plugin db migrate

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- Restart redmine

No way to reproduce it, I rejected unless I get more info to reproduce it. Quan, is still happening? Did you tried with Redmine 4.1 series?

I've tested again on 4.1 but no error message... all the steps you have commented are OK, but the error is similar to other errors when the plugin folder is not scrum... maybe it's an issue of Redmine 4.0.0 with the scrum plugin, please consider to test it with 4.1 and latest master scrum plugin (only available for Patreon supporters https://www.patreon.com/ociotec).

#8 - 2022-03-17 14:32 - Rafael Vargas

I had the same problem, using the exact same Redmine(4.0.0-stable), Ruby(2.5.3-p105) and Rails (5.2.2) versions and Scrum plugin (v0.20.0) version.

I did the installation process (untar to plugins/scrum directory, rake redmine:plugins:migrate) and all that went OK.

And had the exact same error occurring to me:

```
Completed 500 Internal Server Error in 39ms (ActiveRecord: 12.1ms)

ActionView::Template::Error (uninitialized constant Scrum::Setting
Did you mean?  Setting
               String):
    1: <%- tips = scrum_tips -%>
    2: <%- unless tips.empty? -%>
    3:   <h3><%= l(:label_tip_title) %> <%= image_tag("help.png") %></h3>
    4:   <ul>

plugins/scrum/lib/scrum/application_helper_patch.rb:99:in `scrum_tips'
```

I managed to solve it by copying the entire Scrum::Setting class definition and pasting it inside the Scrum module in the lib/scrum/application_helper_patch.rb file.

Could not manage to get a require or require_dependency call to solve this.

It seems to be working for now.

I know this issue is marked as rejected, but if someone else is still having the same issue (which seems to be some incompatibility with Redmine 4.0.x), this seems to be a solution to it.