

## Redmine - Defect #18771

### Redmine crashes with 'cache error - permission denied'

2015-01-07 12:55 - Eitan Har-Shoshanim

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Urgent	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	2.6.0
<b>Resolution:</b>	Invalid		

#### Description

We recently upgraded to redmine 2.6.0:

##### Environment:

Redmine version 2.6.0.stable  
Ruby version 2.0.0-p594 (2014-10-27) [i386-mingw32]  
Rails version 3.2.19  
Environment production  
Database adapter Mysql2  
SCM:  
Subversion 1.8.10  
Git 1.9.5  
Filesystem  
Redmine plugins:  
redmine\_code\_review 0.6.4  
redmine\_issue\_templates 0.0.9  
redmine\_ldap\_sync 2.0.4  
redmine\_logs 0.0.5  
redmine\_wiki\_extensions 0.6.5

All this beauty installed on Windows server 2008R2 using the Bitnami Redmine stack.

Since the upgrade, Redmine keeps crashing at very high interval.

I started investigating this and noticed that the logs at the admin interface looks normal.

I started suspecting that it is the underlying 'thin' that causes the problems.

I ran Redmine from the 'C:\Bitnami\redmine-2.6.0-3\use\_redmine.bat' (Bitnami's way to ensure all environment variables are set before working) with the following commands:

```
"c:\Bitnami\redmine-2.6.0-3\ruby\bin\ruby.exe" "c:\Bitnami\redmine-2.6.0-3\apps\redmine\htdocs\bin\thin" start -p 3001 -e production -c "c:\Bitnami\redmine-2.6.0-3\apps\redmine\htdocs" -a 127.0.0.1 --prefix /redmine  
"c:\Bitnami\redmine-2.6.0-3\ruby\bin\ruby.exe" "c:\Bitnami\redmine-2.6.0-3\apps\redmine\htdocs\bin\thin" start -p 3002 -e production -c "c:\Bitnami\redmine-2.6.0-3\apps\redmine\htdocs" -a 127.0.0.1 --prefix /redmine
```

And noticed the following error on the standard error output:

```
cache error: Permission denied - c:/Bitnami/redmine-2.6.0-3/apps/redmine\htdocs/tmp/cache/7AB/822/http%3A%2F%2Fredmine-srv%2Fredmine%2Fplugin_assets%2Fredmine_ldap_sync%2Fstylesheets%2Fldap_sync.css%3F1419771912%3D  
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:1439:in `unlink'  
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:1439:in `block in remove_file'  
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:1447:in `platform_support'  
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:1438:in `remove_file'  
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:515:in `block in mv'  
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:1558:in `block in fu_each_src_dest'  
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:1574:in `fu_each_src_dest0'  
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:1556:in `fu_each_src_dest'  
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:508:in `mv'
```

```
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/activesupport-3.2.19/lib/active_support/core_ext/file/atomic.rb:36:in `atomic_write'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/activesupport-3.2.19/lib/active_support/cache/file_store.rb:92:in `write_entry'  
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c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/activesupport-3.2.19/lib/active_support/cache.rb:364:in `block in write'  
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c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/activesupport-3.2.19/lib/active_support/cache.rb:362:in `write'  
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c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/rack-cache-1.2/lib/rack/cache/context.rb:232:in `validate'  
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c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/rack-1.4.5/lib/rack/urllmap.rb:49:in `each'  
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c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw32/lib/thin/connection.rb:80:in `catch'  
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c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/bin/thin:16:in `load'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/bin/thin:16:in `'  
cache error: Permission denied - c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/tmp/cache/A4A/FD1/
```

```
http%3A%2F%2Fredmine-srv%2Fredmine%2Fjavascripts%2Fapplication.js%3F1413918791%3D
c:/Bitnami/redmine-2.6.0-3/ruby/lib/ruby/2.0.0/fileutils.rb:1439:in `unlink'
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```

```
2/lib/thin/controllers/controller.rb:87:in `start'
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw3
2/lib/thin/runner.rb:200:in `run_command'
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cache error: Permission denied - c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/tmp/cache/3B3/541/
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c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/rack-1.4.5/lib/rack/u
rlmap.rb:64:in `block in call'
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/rack-1.4.5/lib/rack/u
rlmap.rb:49:in `each'
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/rack-1.4.5/lib/rack/u
rlmap.rb:49:in `call'
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw3
2/lib/thin/connection.rb:82:in `block in pre_process'
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw3
2/lib/thin/connection.rb:80:in `catch'
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw3
2/lib/thin/connection.rb:80:in `pre_process'
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw3
2/lib/thin/connection.rb:55:in `process'
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw3
```

```
2/lib/thin/connection.rb:41:in `receive_data'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/eventmachine-1.0.4/lib/eventmachine.rb:187:in `run_machine'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/eventmachine-1.0.4/lib/eventmachine.rb:187:in `run'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw32/lib/thin/backends/base.rb:73:in `start'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw32/lib/thin/server.rb:162:in `start'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw32/lib/thin/controllers/controller.rb:87:in `start'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw32/lib/thin/runner.rb:200:in `run_command'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw32/lib/thin/runner.rb:156:in `run!'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/vendor/bundle/ruby/2.0.0/gems/thin-1.6.1-x86-mingw32/bin/thin:6:in `'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/bin/thin:16:in `load'  
c:/Bitnami/redmine-2.6.0-3/apps/redmine/htdocs/bin/thin:16:in `'
```

I know this points out to permissions problem, but I double checked and re-applied proper permissions and this keeps on happening, even when running the command under administrator user.

Does anyone encountered this in the past or have any idea on how to solve this?

Thanks in advance,  
Eitan.

## History

### #1 - 2015-01-07 13:53 - Toshi MARUYAMA

- Status changed from New to Closed
- Resolution set to Invalid

Please contact bitnami team.