

Redmine - Feature #5420

User support helper script

2010-05-01 06:31 - Muntek Singh

Status:	New	Start date:	2010-05-01
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:			
Resolution:			
Description New script or additional switch to script/about that outputs all the info in script/about + redmine version information and automatically pastes it to a pastebin and outputs a url the user can share with support team. If there is a way to determine more about the environment (is it using passenger, fcgi, mongrel, thin, etc) that would be awesome. Good way would be to use the pastebin.com API: http://pastebin.com/api.php This way we can tell users "Run script/helpme" and give us the url so we can more efficiently troubleshoot.			
Related issues:			
Has duplicate Redmine - Feature #6101: Show the unix user redmine is running ...		Closed	2010-08-11
Has duplicate Redmine - Defect #6827: Include Redmine version in script/about		Closed	2010-11-04
Has duplicate Redmine - Feature #6834: script/about should show info about Re...		Closed	2010-11-04

History

#1 - 2010-05-06 19:31 - Muntek Singh

1. auto paste to pastebin might be bad since users will want to review for sensitive data
2. Should hook this up on Admin > Info also. Then it can pick up how it's hosted and we don't have worry which RAILS_ENV they are running in.
3. It needs to be both web and cli, in case they have a problem with one or the other

Information I would like to see (includes the stuff from script/about already):

- Redmine Version
 - svn info
 - git show HEAD
 - Point release installed from package
- Ruby version
- RubyGems version
- Rack version
- Rake version
- Rails version
- Active Record version
- Active Resource version
- Action Mailer version
- Active Support version
- Application root
- RAILS_ENV
- Database adapter
- Database schema version
- Information about the environment Redmine is installed
- Backend server information
 - Is it running apache, nginx, passenger, thin, mongrel, etc.
 - If so what versions?
 - Where would the relevant log files for this backend typically be
 - OS info
- Database
 - Encoding
- Plugin List
 - Including version info of each plugin
- Settings
 - Theme name if non-default
 - Message encoding (UTF8?)

#2 - 2010-08-24 23:16 - Holger Just

I have extended the /admin/info view and the script/about script with the information requested by Muntek. Automatic pasting to a website was not implemented because of possibly security implications. It is up to the user to paste it to a site herself.

You can find the patch in the feature branch on <http://github.com/meineerde/redmine/tree/5420-redmine-info>. It might need some additional unit tests, but for me, it does what is expected: Give me more debug information :) I would love to see this patch included into 1.0.2 to ease support in the forums and IRC.

#3 - 2010-08-25 01:58 - Eric Davis

Holger:

Last I checked, that patch removed the Plugin Administration panel. Is that still the case?

#4 - 2010-10-01 15:51 - Muntek Singh

Any update on this Holger?

#5 - 2010-10-25 16:58 - Eric Davis

- Assignee deleted (Eric Davis)