

Redmine - Defect #5444

Redmine 0.9.4 not Working with Internet Explorer 7

2010-05-05 10:14 - Sven Schuchmann

Status:	Closed	Start date:	2010-05-05
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Affected version:	0.9.4
Resolution:	Cant reproduce		
Description			
<p>Hi,</p> <p>I just updated from 0.8.5 to 0.9.4 and now I do not see the Login Page in IE7 anymore. It works fine with Firefox 3.6.3.</p> <p>The Page in IE7 only contains:</p> <pre><!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0 Transitional//EN"> <HTML><HEAD> <META http-equiv=Content-Type content="text/html; charset=utf-8"></HEAD> <BODY></BODY></HTML></pre>			

History

#1 - 2010-05-05 11:20 - Felix Schäfer

Please tell us more about your environment (see [SubmittingBugs](#)) and about how redmine is served. Please also have a look at your redmine logs (should be REDMINE_DIR/logs/production.log) to see if there is any error. Did you have any caveats while updating?

#2 - 2010-05-05 11:49 - Sven Schuchmann

Hi,

redmine is running under a Suse Linux Enterprise Server Version SLES 10.3

Since I use the official Release I think rake should be up to date (2.3.5)

ruby -v: ruby 1.8.7 (2008-08-11 patchlevel 72) [i586-linux]

rails -v: Rails 1.2.5

But I had to do a:

gem install rack -v 1.0.1

Here is the Log I get if IE7 Hits the first page:

```
Processing WelcomeController#index (for 192.168.1.22 at 2010-05-05 11:52:21) [GET]
Parameters: {"action"=>"index", "controller"=>"welcome"}
Setting Columns (1.0ms)  SHOW FIELDS FROM `settings`
SQL (0.2ms)  SELECT max(`settings`.updated_on) AS max_updated_on FROM `settings`
Setting Load (0.3ms)  SELECT * FROM `settings` WHERE (`settings`.`name` = 'rest_api_enabled') LIMIT 1
AnonymousUser Columns (1.3ms)  SHOW FIELDS FROM `users`
AnonymousUser Load (0.3ms)  SELECT * FROM `users` WHERE ( (`users`.`type` = 'AnonymousUser' ) ) LIMIT 1
Setting Load (0.2ms)  SELECT * FROM `settings` WHERE (`settings`.`name` = 'login_required') LIMIT 1
Redirected to http://server.intranet.com:2002/login?back_url=http%3A%2F%2Fserver.intranet.com%3A2002%2F
Filter chain halted as [:check_if_login_required] rendered_or_redirected.
Completed in 16ms (DB: 3) | 302 Found [http://server.intranet.com/]

Processing AccountController#login (for 192.168.1.22 at 2010-05-05 11:52:21) [GET]
Parameters: {"back_url"=>"http://server.intranet.com:2002/", "action"=>"login", "controller"=>"account"}
SQL (0.2ms)  SELECT max(`settings`.updated_on) AS max_updated_on FROM `settings`
AnonymousUser Load (0.2ms)  SELECT * FROM `users` WHERE ( (`users`.`type` = 'AnonymousUser' ) ) LIMIT 1
Rendering template within layouts/base
Rendering account/login
Setting Load (0.3ms)  SELECT * FROM `settings` WHERE (`settings`.`name` = 'autologin') LIMIT 1
Setting Load (0.2ms)  SELECT * FROM `settings` WHERE (`settings`.`name` = 'lost_password') LIMIT 1
Setting Load (0.2ms)  SELECT * FROM `settings` WHERE (`settings`.`name` = 'app_title') LIMIT 1
Setting Load (0.2ms)  SELECT * FROM `settings` WHERE (`settings`.`name` = 'ui_theme') LIMIT 1
Setting Load (0.2ms)  SELECT * FROM `settings` WHERE (`settings`.`name` = 'text_formatting') LIMIT 1
```

```
Setting Load (0.2ms)  SELECT * FROM `settings` WHERE (`settings`.`name` = 'self_registration') LIMIT 1
Project Load (0.3ms)  SELECT `projects`.* FROM `projects` INNER JOIN `members` ON `projects`.id = `members`
.project_id WHERE ((`members`.user_id = 2) AND ((projects.status=1)))
Completed in 40ms (View: 33, DB: 2) | 200 OK [http://server.intranet.com/login?back_url=http%3A%2F%2Fserver.in
tranet.com%3A2002%2F]
```

#3 - 2010-05-05 12:00 - Felix Schäfer

Mmh, can't see anything wrong there. You run the migrations fine and restarted the redmine server afterwards?

Please also submit the output of ruby script/about RAILS_ENV=production run in your redmine directory.

#4 - 2010-05-05 12:12 - Sven Schuchmann

Hi,

```
ruby script/about RAILS_ENV=production
```

did not work out. It seems it always uses the development database. I defined it in database.yml and now I get:

```
About your application's environment
Ruby version                1.8.7 (i586-linux)
RubyGems version            1.3.5
Rack version                1.0
Rails version               2.3.5
Active Record version      2.3.5
Active Resource version    2.3.5
Action Mailer version      2.3.5
Active Support version     2.3.5
Edge Rails revision        unknown
Application root            /home/redmine_Intern094
Environment                 development
Database adapter            mysql
Database schema version    20100221100219
```

#5 - 2010-05-05 12:19 - Felix Schäfer

Nothing strange there either... Can you reproduce this from another client? How do you serve redmine (mongrel, apache, passenger, ...)?

#6 - 2010-05-05 12:59 - Sven Schuchmann

Tried on three IE7-Clients (even deleting Cookies, Temporary Files,...)
all do not work.

Also tried IE6, over here the Layout is a mess but I see the Login Page.

I start redmine with:

```
ruby /home/redmine_Intern094/script/server -e RM_Intern -p 2002 -d
```

I even think because FireFox is working fine,
it shouldn't be an installation Problem, but
a bug inside the Code.

#7 - 2010-05-05 14:34 - Muntek Singh

Any particular reason you don't use IE 8?

I was unable to reproduce was with IE 6/7/8.

#8 - 2010-05-05 14:55 - Sven Schuchmann

Also tried with IE8 -> no success.

Just for fun tried with Opera, work also (like Firefox).

Very Strange thing, are there any logs
I could look at (I am not a ruby specialist)?

#9 - 2010-05-06 09:23 - Sven Schuchmann

- Status changed from New to Resolved

I did the update from scratch again and now it works...sorry!

#10 - 2010-05-06 09:25 - Felix Schäfer

- Status changed from Resolved to Closed
- Resolution set to Cant reproduce

Glad to hear that.

#11 - 2010-08-31 10:42 - Sven Schuchmann

- Status changed from Closed to Reopened

Sorry to open this again,
I've got the same Problem after Updateing from 0.95 to 1.01.

The IE7 Login Page is empty (like described above).

I took an new Client with IE7 and FF.
The redmine LOG-File shows the same entrys when accessing
the first page from both browsers.

Does anyone have an idea?

#12 - 2010-08-31 17:07 - Muntek Singh

- Priority changed from Urgent to Normal

I am unable to reproduce this. Do you have any plugins installed? Can you try running the upgrades again? I would be surprised if this was a redmine error, and not something with your environment or setup.

#13 - 2010-09-01 08:14 - Sven Schuchmann

Hi Muntek,
I agree with you. This Problem is really strange.
I do not have any plugins installed, I simply took
the release version 1.01, made the config, copied the /files directory,
and ran:

- rake db:migrate RAILS_ENV=MY_DB
- rake tmp:cache:clear
- rake tmp:sessions:clear

With IE I can for example connect to www.redmine.org but
not to my server on <http://192.168.100.242:2002/>. Another thing
is that Firefox can connect to <http://192.168.100.242:2002/>.

On myserver IE display an empty page which looks like this

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0 Transitional//EN">
<HTML><HEAD>
<META http-equiv=Content-Type content="text/html; charset=utf-8"></HEAD>
<BODY></BODY></HTML>
```

So the big question is what is wrong on my setup, are there any other
LOGs I can look at?

#14 - 2010-09-07 10:07 - Sven Schuchmann

I did a little more research with Wireshark:

IE Requests:

```
GET / HTTP/1.1
Accept: image/gif, image/x-xbitmap, image/jpeg, image/pjpeg, application/vnd.ms-excel, application/vnd.ms-powepoint, application/msword, application/x-shockwave-flash, application/x-ms-application, application/x-ms-xbap, application/vnd.ms-xpsdocument, application/xaml+xml, */*
Accept-Language: de
UA-CPU: x86
Accept-Encoding: gzip, deflate
```

```
If-None-Match: "e411375f4ea0e8171bec5a8417736847"
User-Agent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; .NET CLR 2.0.50727; .NET CLR 1.1.4322; .NET CLR 3.0.04506.648)
Host: server:2002
Connection: Keep-Alive
Cookie: phpbb3_niqy6_u=1; phpbb3_niqy6_k=; phpbb3_niqy6_sid=f6a56a62d6f5606ebfaf77af902e8dab
```

and the server answers:

```
HTTP/1.1 304 Not Modified
Connection: close
Date: Tue, 07 Sep 2010 07:12:01 GMT
ETag: "e411375f4ea0e8171bec5a8417736847"
X-Runtime: 21
Set-Cookie: _redmine_session=BAh7BjoPc2Vzc2lvd19pZCIlY2Q2Njg0YjMxNTA3MmNhMmYyZTglNTEyMDUxMWMwYjE%3D--71e0df9633b26a2c04d2b4918563e0749bf0147e; path=/; HttpOnly
Cache-Control: private, max-age=0, must-revalidate
```

Anyone knows something about **HTTP/1.1 304 Not Modified** ?

#15 - 2010-09-07 12:46 - Felix Schäfer

See http://en.wikipedia.org/wiki/List_of_HTTP_status_codes#3xx_Redirection for the 304.

In essence, IE tells the server "hey, the last time I visited that page, the ETAG was e411375f4ea0e8171bec5a8417736847, and I have that page in cache", to what the server responds "rad, then I don't have anything new to send you, you already have the newest version of the page, kthxbye."

The only bizarre thing I can see in this trace is that your IE is sending phpbb cookies to redmine... Have you tried clearing the cache in IE?

#16 - 2010-09-10 12:33 - Sven Schuchmann

Okay, I checked again again on a freshly installed machine, and on the very first request I can see in Wireshark that the complete page is transmitted to IE.

But the displayed page is still empty! (as shown above)

This Problem is driving me mad...

#17 - 2013-01-15 10:32 - Jan Niggemann (redmine.org team member)

- Status changed from Reopened to Closed

Closing this, it's 2 years old and affecting both an ancient version of redmine and an ancient version of IE.