

Redmine - Defect #7857

A NoMethodError occurred in account#login

2011-03-14 14:23 - Dmitry Salashnik

<b>Status:</b>	Closed	<b>Start date:</b>	2011-03-14
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Rails support	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		
<b>Description</b>			
sometimes in logs appears:			
<pre>A NoMethodError occurred in account#login:</pre>			
<pre>  undefined method `destroy' for {}:Hash   /usr/local/lib/ruby/gems/1.8/gems/actionpack-2.3.11/lib/action_controller/request.rb:449:in `reset_session'</pre>			
may be it something linked to:			
<a href="https://gist.github.com/robdimarco/rails/commit/8ca8ac379d8a2d10f39fdef67db545732fe95309">https://gist.github.com/robdimarco/rails/commit/8ca8ac379d8a2d10f39fdef67db545732fe95309</a>			
<b>Related issues:</b>			
Related to Redmine - Defect #8473: OpenID authentication fails on redmine 1.2.0		<b>Closed</b>	<b>2011-05-31</b>
Has duplicate Redmine - Defect #8190: login failed with blank page		<b>Closed</b>	<b>2011-04-19</b>
Has duplicate Redmine - Defect #8475: Login to Redmine 1.2.0		<b>Closed</b>	<b>2011-05-31</b>
Has duplicate Redmine - Defect #9562: Cannot login to my Redmine installation		<b>Closed</b>	<b>2011-11-13</b>

History

#1 - 2011-03-14 14:57 - Etienne Massip

- Category set to Rails support
- Affected version (unused) set to devel

Yes, it is.

Original link to the Rails 2.3.11 issue : <https://rails.lighthouseapp.com/projects/8994/tickets/6440-session-reset-undefined-method-destroy-for-hash>

#2 - 2011-03-14 18:59 - Jean-Philippe Lang

Is there a way to reproduce this error?

#3 - 2011-03-15 09:10 - Dmitry Salashnik

Jean-Philippe Lang wrote:

Is there a way to reproduce this error?

Really i don't know how reporoduce, but i use [Exception Handler Plugin](#) and my e-mail have **lot** messages with this error

And some users reports me about this.  
I think this error appears when user login after his session expired...

#4 - 2011-03-15 13:31 - Etienne Massip

Got this too, but didn't try to reproduce it ./

#5 - 2011-04-23 23:23 - Anthony Meugui

- File Crash\_mongrel\_loggedin.png added

I've got the same issue when I try to use Mongrel (1.1.5) with Webrick no problem. (I use trunk version R5543 with a completely clean installation (no plugins))

For test I've launched Webrick and I logged in with Google Chrome. I stopped Webrick then I launched Mongrel, with google chrome (because I've keep my browser session logged in so NO needed to logged in again) no problem I can view all redmine pages (issue, activity, settings) but if I try to logged OUT then I've got a basic page with only "You are being redirected." if i go back to Redmine again I'm NOT logged out... With IE browser, of course, I have to logged in, when I dit it, Redmine crash.

Crash Logs : See my attached screenshot

I tried to clear browser cache, rake tmp:sessions:clear, rake tmp:cache:clear, rake generate\_session\_store but it's changed nothing.

My configuration :

OS : Windows 7

Ruby : 1.8.7

MySQL : 5.5

gem list --local

actionmailer (2.3.11, 2.3.8, 2.3.5)

actionpack (2.3.11, 2.3.8, 2.3.5)

activerecord (2.3.11, 2.3.8, 2.3.5)

activeresource (2.3.11, 2.3.8, 2.3.5)

activesupport (2.3.11, 2.3.8, 2.3.5)

cgi\_multipart\_eof\_fix (2.5.0)

gem\_plugin (0.2.3)

i18n (0.4.2)

mongrel (1.1.5 x86-mingw32)

mongrel\_cluster (1.0.5)

mysql (2.8.1 x86-mingw32)

rack (1.1.0, 1.0.1)

rails (2.3.11, 2.3.8, 2.3.5)

rake (0.8.7)

ruby-ole (1.2.10.1)

spreadsheet (0.6.5.2, 0.6.4.1)

I'm a newbie, perhaps I've not correctly set up Mongrel... Tell me if you need more info.

#### #6 - 2011-04-24 18:15 - Etienne Massip

The redirect issue is a separate one, see [#7688](#).

#### #7 - 2011-04-25 09:30 - Anthony Meugui

Indeed, the fix "mongrel.rb" provided in [#7688](#) solve my problem.

#### #8 - 2011-06-13 09:46 - Paul Stevens

Just tried to upgrade from 1.1.2 to 1.2.0 and had the same error message as some of the duplicates:

```
NoMethodError (undefined method `destroy' for {}:Hash):
  app/controllers/application_controller.rb:89:in `logged_user='
  app/controllers/account_controller.rb:203:in `successful_authentication'
  app/controllers/account_controller.rb:155:in `password_authentication'
  app/controllers/account_controller.rb:142:in `authenticate_user'
  app/controllers/account_controller.rb:30:in `login'
  passenger (2.2.11) lib/phusion_passenger/rack/request_handler.rb:92:in `process_request'
  ..
```

I am not using Mongrel nor Webrick but rather Phusion Passenger (mod\_rails).

#### #9 - 2011-06-13 11:53 - Jean-Baptiste Barth

Paul: can you read [SubmittingBugs](#) and provide the requested informations ? Thanks

#### #10 - 2011-06-13 13:20 - Etienne Massip

This issue goes away with time so should be related to session TTL, try to run rake tmp:sessions:clear although I know it didn't work last time it was tempted.

#### #11 - 2011-06-14 08:08 - Dmitry Salashnik

- File rails\_6440\_patch.rb added

for solving my problem i put rails\_6440\_patch.rb to config\initializers folder and my problem is gone...

**#12 - 2011-06-14 11:47 - Chris Darts**

Dmitry Salashnik wrote:

for solving my problem i put rails\_6440\_patch.rb to config\initializers folder and my problem is gone...

I just did the same and it fixed my problem. Thanks Dmitry.

**#13 - 2011-06-16 16:17 - Alfredo Bonilla**

Hi everybody, we are trying to upgrade to 1.2 and we are having both problems here described... the problem is that after applying what here is detailed... there is no way... problems still remain.

Please, let me know if I'm missing something or doing something wrong!!):

- Copy mongrel.rb (<https://gist.github.com/826692>), patch\_for\_mongrel.rb ([http://www.redmine.org/attachments/4699/patch\\_for\\_mongrel.rb](http://www.redmine.org/attachments/4699/patch_for_mongrel.rb)) and rails\_6440\_patch.rb ([http://www.redmine.org/attachments/6146/rails\\_6440\\_patch.rb](http://www.redmine.org/attachments/6146/rails_6440_patch.rb)) files in /<my-redmine-path>/config/initializers

Thx in advance

**#14 - 2011-06-16 17:18 - Etienne Massip**

- mongrel.rb is mandatory to get mongrel 1.1.5 work with RoR 2.3.11. It's the only patch I'm actually running with.
- patch\_for\_mongrel.rb might be useful for a sub-URL Redmine setup ?
- rails\_6440\_patch.rb might be useful at start to prevent the hereby discussed issue (maybe only in case of a Redmine upgrade) but can be remove after some time

**#15 - 2011-06-16 18:52 - Alfredo Bonilla**

Thanks for clarifications. As I commented in <http://www.redmine.org/issues/7688>, our problem was not having installed the mongrel gems. Once installed, just with mongrel.rb in /config/initializers, everything is working. :)

**#16 - 2011-08-26 22:48 - Andrei Murashkin**

Got error about method `destroy' for {}:Hash  
Cant start redmine with rails\_6440\_patch.rb  
Re-install does not help.

**#17 - 2011-08-29 11:13 - Etienne Massip**

This issue has been fixed in Rails with 2.3.12 (see <https://github.com/rails/rails/commit/8ca8ac379d8a2d10f39fdef67db545732fe95309>).

I'll run test suite against Rails 2.3.14 and update the [RedmineInstall](#) page accordingly if everything go fine.

**#18 - 2011-08-30 09:10 - Etienne Massip**

Etienne Massip wrote:

I'll run test suite against Rails 2.3.14 and update the [RedmineInstall](#) page accordingly if everything go fine.

Ran smoothly.

**#19 - 2011-09-11 10:25 - Jonas Fietz**

Could you update the RedmineInstall page accordingly, please? I seem to be missing the required permissions.

**#20 - 2011-09-12 14:32 - Etienne Massip**

I did some time ago, check [RedmineInstall](#).

**#21 - 2011-09-13 11:12 - Terence Mill**

Exactly same Here! ::Sessions terminates immediately with HTML 500

Paul Stevens wrote:

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app/controllers/account_controller.rb:203:in `successful_authentication'  
app/controllers/account_controller.rb:155:in `password_authentication'
```

```
app/controllers/account_controller.rb:142:in `authenticate_user'
app/controllers/account_controller.rb:30:in `login'
passenger (2.2.11) lib/phusion_passenger/rack/request_handler.rb:92:in `process_request'
I am not using Mongrel nor Webrick but rather Phusion Passenger (mod_rails).
```

#### #22 - 2011-09-13 11:21 - Terence Mill

Using redmine 1.2.1 with proposed stack from [RedmineInstall](#) (Rails 2.3.11, Rack 1.1.1, Ruby 1.8.7) on Apache 2.2.10 and Passenger 3.0.2 on SLES11

Relogin works only if using a new browser window, so big is maybe dependent on browser cookie.

Terence Mill wrote:

Exactly same Here! ::Sessions terminates immediately with HTML 500

Paul Stevens wrote:

Just tried to upgrade from 1.1.2 to 1.2.0 and had the same error message as some of the duplicates:

```
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app/controllers/account_controller.rb:30:in `login'
passenger (2.2.11) lib/phusion_passenger/rack/request_handler.rb:92:in `process_request'
I am not using Mongrel nor Webrick but rather Phusion Passenger (mod_rails).
```

#### #23 - 2011-10-30 17:21 - Paul Stevens

I continuously get this error, so do some of my users. This does not happen regularly but usually involves browser restarts or using two computers. Usually it's fixed by going to the top-level of the installation (e.g. [www.example.com/redmine](#) instead of [www.example.com/redmine/some/wiki/or/issue/page](#)) when it miraculously works again. Still, this is extremely annoying and hampers acceptance of Redmine in my organisation (currently ~160 users). I tried the various patches posted here and in the other tickets, e.g. rails\_644 patch, updated install page, etc, but nothing helps.

I hope for 1.2.2 to finally fix this ... is there anybody of the core developer team actively working on this?

#### #24 - 2011-11-04 09:40 - Paul Stevens

Okay, after I just had to convince a customer that we are not total morons for having a software that gives him 500 errors upon clicking on links, let me re-iterate this situation again.

- we are running Redmine version 1.2.1
- mysql 5.1.41
- Apache 2.2.14 on Ubuntu 10.04
- Phusion Passenger / mod\_rails 3.0.9
- ruby 1.8.7
- gem list ... local gems:
  - actionmailer (2.3.14, 2.3.5)
  - actionpack (2.3.14, 2.3.5)
  - activemodel (3.1.0)
  - activerecord (3.1.0, 2.3.14, 2.3.5)
  - activeresource (2.3.14, 2.3.5)
  - activesupport (3.1.0, 2.3.14, 2.3.5)
  - arel (2.2.1)
  - bcrypt-ruby (3.0.1)
  - block\_helpers (0.3.3)
  - builder (3.0.0)
  - diff-lcs (1.1.3)
  - grit (2.4.1)
  - i18n (0.6.0, 0.4.2)
  - inifile (0.4.1)
  - lockfile (1.4.3)
  - mime-types (1.16)
  - mini\_magick (3.3)
  - multi\_json (1.0.3)
  - mysql (2.8.1)
  - net-ssh (2.2.1)

- rack (1.1.1, 1.1.0, 1.0.1)
- rails (2.3.5)
- rake (0.8.7)
- RedCloth (4.2.8)
- rubyzip (0.9.4)
- sqlite-ruby (2.2.3)
- sqlite3 (1.3.3)
- sqlite3-ruby (1.3.3)
- subexec (0.1.0)
- tzinfo (0.3.29)
- RAILS\_ENV=production ruby script/about

```
About your application's environment
Ruby version      1.8.7 (x86_64-linux)
RubyGems version  1.3.7
Rack version      1.1.1
Rails version     2.3.11
Active Record version 2.3.11
Active Resource version 2.3.11
Action Mailer version 2.3.11
Active Support version 2.3.11
Edge Rails revision unknown
Application root  /www/redmine-1.2.1
Environment       production
Database adapter  mysql
Database schema version 20110511000000
```

but I had the same issue with the stock Rails install

- all users on all operating systems and with all browsers *occasionally* get the error

```
Processing AccountController#login (for IP at 2011-11-04 09:02:31) [POST]
Parameters: {"back_url"=>"https%3A%2F%2F%2Fredmine%2Fprojects%2importantproject%2Fwiki%2FImportantCustom
erInformation", "action"=>"login", "authenticity_token"=>"TGUchphzT5QDK80HxhHGR6VPm1Jf58IseiH7DTzwGho=",
"username"=>"customer", "controller"=>"account", "password"=>"[FILTERED]",
"login"=>"Login \302\273"}
```

```
NoMethodError (undefined method `destroy' for {}:Hash):
app/controllers/application_controller.rb:92:in `logged_user='
app/controllers/account_controller.rb:203:in `successful_authentication'
app/controllers/account_controller.rb:155:in `password_authentication'
app/controllers/account_controller.rb:142:in `authenticate_user'
app/controllers/account_controller.rb:30:in `login'
/usr/lib/ruby/1.8/rack/head.rb:9:in `call'
```

upon login

- this seems to usually happen when the user's session has expired(?) and he e.g. re-opens his browser with the last state or clicks on a link ... i.e. if he is not logged in anymore and goes to a link with a backup\_url, e.g. [https://www.example.com/redmine/login?back\\_url=https%3A%2F%2F%2Fredmine%2Fprojects%2importantproject%2Fwiki%2FImportantCustomerInformation](https://www.example.com/redmine/login?back_url=https%3A%2F%2F%2Fredmine%2Fprojects%2importantproject%2Fwiki%2FImportantCustomerInformation)
- logging in on these pages will give error 500 persistently
- problem can be solved by the user going directly to the top-level e.g. <https://www.example.com/redmine/>
- unfortunately this is not reproducible by opening two tabs with Redmine pages, logging out in one page and hitting Reload in the other

Also

- "rake tmp:sessions:clear" does not solve this problem
- rails\_6440\_patch.rb does not fix the problem

I am now trying a newer RAILS (2.3.14) version, will let you know how this works out.

#### #25 - 2011-11-08 03:04 - Robert Hailey

I got this error from my mobile device when a distance from my wifi, so I wonder if it has something to do with changing IP addresses (switching from cellular to wifi). Maybe it tries to reuse the session but a hash includes the ip address... just a guess.

#### #26 - 2011-11-09 08:57 - Paul Stevens

After updating to Rails 2.3.14 I did not see this problem in the logs anymore. It also seems to not have had any other side-effects.

#### #27 - 2011-12-08 14:50 - Simen Endsjø

I'm having the same issue. Followed the install guide (using redmine 1.2.2), and it worked for about a day before this problem.

I've tried rails\_6440\_patch.rb, mongrel.rb and patch\_for\_mongrel.rb in all combinations. Upgrading to rails 2.3.14 didn't help either.

I've spent several hours already trying to get this fixed. Any ideas?

**#28 - 2011-12-08 15:30 - Simen Endsjø**

Oh, and script/server works..

**#29 - 2012-08-24 15:55 - Etienne Massip**

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

Closed as an old Mongrel issue.

**Files**

Crash_mongrel_loggedin.png	157 KB	2011-04-23	Anthony Meugui
rails_6440_patch.rb	313 Bytes	2011-06-14	Dmitry Salashnik