Redmine - Defect #8324

Cannot upload files since most recent Redmine update.

2011-05-09 16:29 - James Byrne

Status:	Closed		**Start date:**	2011-05-09
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	100%
Category:			**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	

Description

This problem may or may not be related to another difficulty that we discovered subsequent to the last update performed on April 6. We are unable to to upload files of any sort anywhere on the system. The error we receive is this:

Internal error

An error occurred on the page you were trying to access.
If you continue to experience problems please contact your redMine administrator for assistance.

The issue is not logged. In fact we have had no application logging since immediately prior to the update.

Our system is:
CentOS-5.6
ruby 1.8.7 (2010-08-16 patchlevel 302) [i686-linux]
passenger (3.0.2)

1. svn info
   Path: .
   URL: http://redmine.rubyforge.org/svn/trunk
   Repository Root: http://redmine.rubyforge.org/svn
   Repository UUID: e93f8b46-1217-0410-a6f0-8f06a7374b81
   Revision: 5352
   Node Kind: directory
   Schedule: normal
   Last Changed Author: tmaruyama
   Last Changed Rev: 5352
   Last Changed Date: 2011-04-06 06:50:24 -0400 (Wed, 06 Apr 2011)

History

#1 - 2011-05-09 16:55 - James Byrne

I just updated Redmine to the latest release on our hot spare and we are getting exactly the same problem. File uploads fail with an internal error and nothing at all is being logged to log/development.log. There appear to be no other problems in evidence.

CentOS-5.6
ruby 1.8.7 (2010-08-16 patchlevel 302) [i686-linux]
passenger (3.0.2)

1. svn info
   Path: .
   URL: http://redmine.rubyforge.org/svn/trunk
   Repository Root: http://redmine.rubyforge.org/svn
   Repository UUID: e93f8b46-1217-0410-a6f0-8f06a7374b81
   Revision: 5721
   Node Kind: directory
   Schedule: normal
   Last Changed Author: tmaruyama
   Last Changed Rev: 5721
   Last Changed Date: 2011-05-09 07:12:48 -0400 (Mon, 09 May 2011)

#2 - 2011-05-09 17:28 - James Byrne

- Status changed from New to Resolved

- % Done changed from 0 to 100

This problem was the result of an ownership change on one or more files relating to the most recent updates. Some files were observed to have been given the owner root. Reseting the ownership for the entire Redmine application directory tree to the local application user resolved the problems with both file uploading and activity logging.

#3 - 2011-05-11 14:33 - Etienne Massip

- Status changed from Resolved to Closed

- Resolution set to Invalid