

## Redmine - Defect #8324

### Cannot upload files since most recent Redmine update.

2011-05-09 16:29 - James Byrne

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

**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. Resetting 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*