Redmine - Defect #9164

Internal Error when opening Issues or Gantt

2011-09-01 08:48 - Gerald Prock

Status:	Closed		**Start date:**	2011-09-01
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Issues		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	1.2.1

Description

Hello together,

i hope somebody can help me. On one of thirty active projects i get an "Internal Error" when i try to open Issues or Gantt.

The Server is a Suse 11.4 with the current BitNami Stack:
Redmine 1.2.1 (2011-07-11)
Database: MySQL 5.1.56 for pc-linux-gnu on i686 (MySQL Community Server (GPL))
Ruby: ruby 1.8.7 (2011-02-18 patchlevel 334) [i686-linux]
Rails: 2.3.11

When i open the Gantt Chart i get the following Error:

Processing GanttsController#show (for 81.223.151.146 at 2011-08-12 11:13:22) [GET]
Parameters: {"project_id"=>"newproductsuntory", "action"=>"show", "controller"=>"gantts"}
Rendering template within layouts/base
Rendering gantts/show

ActionView::TemplateError (comparison of Issue with Issue failed) on line #54 of app/views/gantts/show.html.erb:
51: # Width of the entire chart
52: g_width = (@gantt.date_to - @gantt.date_from + 1)*zoom
53:
54: @gantt.render(:top => headers_height + 8, :zoom => zoom, :g_width => g_width, :subject_width => subject_width)
55:
56: g_height = [(20 * (@gantt.number_of_rows + 6))+150, 206].max
57: t_height = g_height + headers_height

lib/redmine/helpers/gantt.rb:673:in `sort!'
lib/redmine/helpers/gantt.rb:673:in `sort_issues!'
lib/redmine/helpers/gantt.rb:204:in `render_project'
lib/redmine/helpers/gantt.rb:184:in `render'
app/models/project.rb:664:in `project_tree'
app/models/project.rb:660:in `each'
app/models/project.rb:660:in `project_tree'
lib/redmine/helpers/gantt.rb:182:in `render'
app/views/gantts/show.html.erb:54
app/controllers/gantts_controller.rb:43:in `show'
app/controllers/gantts_controller.rb:42:in `show'
config/initializers/mongrel_cluster_with_rails_211_fix.rb:62:in `dispatch_cgi'
Rendering /opt/redmine/apps/redmine/public/500.html (500 Internal Server Error)

Wen i open the Issue Chart i get the following Error:

Processing IssuesController#index (for 81.223.151.146 at 2011-08-12 11:13:16) [GET]
Parameters: {"project_id"=>"newproductsuntory", "set_filter"=>"1", "action"=>"index", "tracker_id"=>"1", "controller"=>"issues"}
Rendering template within layouts/base
Rendering issues/index.rhtml

ActionView::TemplateError (undefined method `-' for nil:NilClass) on line #28 of app/views/issues/_list.rhtml:
25: </tr>
26: <% previous_group = group >

27: < end >
28: <tr id="issue-<= issue.id >" class="hascontextmenu <= cycle('odd', 'even') > <= issue.css_classes > <= level > 0 ? "idnt idnt-#{level}" : nil >">
29: <td class="checkbox hide-when-print"><= check_box_tag("ids[]", issue.id, false, :id => nil) ></td>
30: <td class="id"><= link_to issue.id, :controller => 'issues', :action => 'show', :id => issue ></td>
31: < query.columns.each do |column| ><= content_tag 'td', column_content(column, issue), :class => column.css_classes >< end %>

app/models/issue.rb:578:in `css_classes'
app/views/issues/_list.rhtml:28:in `_run_rhtml_app47views47issues47_list46rhtml_locals_issues_list_object_query'
app/helpers/issues_helper.rb:27:in `issue_list'
app/helpers/issues_helper.rb:23:in `each'
app/helpers/issues_helper.rb:23:in `issue_list'
app/views/issues/_list.rhtml:16:in `_run_rhtml_app47views47issues47_list46rhtml_locals_issues_list_object_query'
app/views/issues/_list.rhtml:1:in `_run_rhtml_app47views47issues47_list46rhtml_locals_issues_list_object_query'
app/views/issues/index.rhtml:51:in `_run_rhtml_app47views47issues47index46rhtml'
app/controllers/issues_controller.rb:92:in `index'
app/controllers/issues_controller.rb:91:in `index'
config/initializers/mongrel_cluster_with_rails_211_fix.rb:62:in `dispatch_cgi'
Rendering /opt/redmine/apps/redmine/public/500.html (500 Internal Server Error)

The interesting point is, that this error appears only on one project. But i can't access any issue in this project over the menue and i don't have a number to try direct access.

Would be great if anybody have a idea how to solve this problem.

Related issues:		
Related to Redmine - Feature #7667: Hierarchy columns should not be nullables	**New**	**2011-02-21**

History

#1 - 2011-09-01 08:56 - Etienne Massip

Do you have any null value in you lft or rgt or root_id columns of the issues table?

#2 - 2011-09-01 08:57 - Etienne Massip

- Category set to Issues

#3 - 2011-09-02 08:03 - Gerald Prock

Thank you for the fast response and the solution. There was one entry with NULL on all three fields. After deleting that line the project is working again.

Is there any way to prevent that another line like that will be created in future?

#4 - 2011-09-02 09:00 - Etienne Massip

- Status changed from New to Closed

- Resolution set to Invalid

Yes, the basic solution should be to fix #7667.

Anyway, I'd like to know how this NULL value has been inserted; do you use any plugins?

#5 - 2011-09-06 11:01 - Gerald Prock

Thx for the answer and #7667.

On the installation are three plugins installed:

- Better_Gantt_Chart in Version 0.5.3
- Redmine_Loader in Version 0.0.11
- MS_Projects in Version 0.1.0

Maybe one user tried to import an XML file. I have to ask them soon (3 people).
The user are able to use the "Redmine_Loader" but not the "MS_Projects".
When i'm able to reproduce the error i will post it.