

## ChiliProject - Bug # 640: internal error on journals for deleted custom fields

<b>Status:</b>	Closed	<b>Priority:</b>	Normal
<b>Author:</b>	Gunter Labes	<b>Category:</b>	Journals / History
<b>Created:</b>	2011-09-23	<b>Assignee:</b>	Felix Schäfer
<b>Updated:</b>	2011-10-29	<b>Due date:</b>	
<b>Remote issue URL:</b>			
<b>Affected version:</b>	2.2.0		
<b>Description:</b>	*UPDATE* (Felix Schäfer): The journal rendering errors out on trying to show attributes of deleted custom fields, this should be handled gracefully.		
<p>When attempting to show certain issues the following backtrace is printed in the log:</p>			
<pre>&lt;pre&gt; Processing IssuesController#show (for 192.168.10.32 at 2011-09-23 12:38:23) [GET]   Parameters: {"action"=&gt;"show", "id"=&gt;"942", "controller"=&gt;"issues"} Rendering template within layouts/base Rendering issues/show.rhtml  ActionView::TemplateError (undefined method `name' for nil:NilClass) on line #2 of app/views/issues/_history.rhtml: 1: &lt;% for journal in journals %&gt; 2:   &lt;%= render_journal issue, journal, :edit_permission =&gt; :edit_issue_notes, 3:     :edit_own_permission =&gt; :edit_own_issue_notes %&gt; 4:   &lt;%= call_hook(:view_issues_history_journal_bottom, { :journal =&gt; journal }) %&gt; 5: &lt;% end %&gt;  app/helpers/journals_helper.rb:48:in `render_journal_details' app/helpers/journals_helper.rb:47:in `each' app/helpers/journals_helper.rb:47:in `collect' app/helpers/journals_helper.rb:47:in `render_journal_details' app/helpers/journals_helper.rb:46:in `render_journal_details' app/helpers/journals_helper.rb:29:in `render_journal' app/views/issues/_history.rhtml:2:in `_run_rhtml_app47views47issues47_history46rhtml_locals_history_issue_journals_object' app/views/issues/_history.rhtml:1:in `each' app/views/issues/_history.rhtml:1:in `_run_rhtml_app47views47issues47_history46rhtml_locals_history_issue_journals_object' app/views/issues/show.rhtml:95:in `_run_rhtml_app47views47issues47show46rhtml' app/controllers/issues_controller.rb:102:in `show' app/controllers/issues_controller.rb:101:in `show' /usr/lib/ruby/1.8/phusion_passenger/rack/request_handler.rb:92:in `process_request' /usr/lib/ruby/1.8/phusion_passenger/abstract_request_handler.rb:207:in `main_loop' /usr/lib/ruby/1.8/phusion_passenger/railz/application_spawner.rb:418:in `start_request_handler' /usr/lib/ruby/1.8/phusion_passenger/railz/application_spawner.rb:358:in `handle_spawn_application' /usr/lib/ruby/1.8/phusion_passenger/utils.rb:184:in `safe_fork' /usr/lib/ruby/1.8/phusion_passenger/railz/application_spawner.rb:354:in `handle_spawn_application' /usr/lib/ruby/1.8/phusion_passenger/abstract_server.rb:352:in `__send__' /usr/lib/ruby/1.8/phusion_passenger/abstract_server.rb:352:in `main_loop' /usr/lib/ruby/1.8/phusion_passenger/abstract_server.rb:196:in `start_synchronously' /usr/lib/ruby/1.8/phusion_passenger/abstract_server.rb:163:in `start' /usr/lib/ruby/1.8/phusion_passenger/railz/application_spawner.rb:213:in `start'</pre>			

```
/usr/lib/ruby/1.8/phusion_passenger/spawn_manager.rb:262:in `spawn_rails_application'  
/usr/lib/ruby/1.8/phusion_passenger/abstract_server_collection.rb:126:in `lookup_or_add'  
/usr/lib/ruby/1.8/phusion_passenger/spawn_manager.rb:256:in `spawn_rails_application'  
/usr/lib/ruby/1.8/phusion_passenger/abstract_server_collection.rb:80:in `synchronize'  
/usr/lib/ruby/1.8/phusion_passenger/abstract_server_collection.rb:79:in `synchronize'  
/usr/lib/ruby/1.8/phusion_passenger/spawn_manager.rb:255:in `spawn_rails_application'  
/usr/lib/ruby/1.8/phusion_passenger/spawn_manager.rb:154:in `spawn_application'  
/usr/lib/ruby/1.8/phusion_passenger/spawn_manager.rb:287:in `handle_spawn_application'  
/usr/lib/ruby/1.8/phusion_passenger/abstract_server.rb:352:in `__send__'  
/usr/lib/ruby/1.8/phusion_passenger/abstract_server.rb:352:in `main_loop'  
/usr/lib/ruby/1.8/phusion_passenger/abstract_server.rb:196:in `start_synchronously'  
/usr/lib/phusion_passenger/passenger-spawn-server:61
```

Rendering /var/chiliproject-git/public/500.html (500 Internal Server Error)

</pre>

Here are two DB entries for a working (id=943) and not working (id=942) issue in case there is some problem with the DB:

<pre>

| id   | tracker_id | project_id | due_date            | category_id         | status_id  | assigned_to_id | priority_id | fixed_version_id | author_id | lock_version | created_on | updated_on | start_date | done_ratio | estimated_hours | parent_id | root_id | lft | rgt |   |
|------|------------|------------|---------------------|---------------------|------------|----------------|-------------|------------------|-----------|--------------|------------|------------|------------|------------|-----------------|-----------|---------|-----|-----|---|
| 942  | 2          | 4          | 2011-09-30          | NULL                | 2          | 5              | 5           | NULL             |           |              |            |            |            |            |                 |           |         |     |     | 5 |
|      | 13         |            | 2011-08-19 17:25:08 | 2011-09-23 12:39:23 | 2011-08-19 | 20             | NULL        |                  |           |              |            |            |            |            |                 |           |         |     |     |   |
| 931  |            | 931        | 6                   | 7                   |            |                |             |                  |           |              |            |            |            |            |                 |           |         |     |     |   |
| 943  | 5          | 4          | NULL                | NULL                | 5          | 2              | 3           | NULL             |           |              |            |            |            |            |                 |           |         |     |     | 2 |
|      | 5          |            | 2011-08-22 11:49:45 | 2011-09-23 13:31:06 | 2011-08-22 | 0              | NULL        |                  |           |              |            |            |            |            |                 |           |         |     |     |   |
| NULL |            | 943        | 1                   | 2                   |            |                |             |                  |           |              |            |            |            |            |                 |           |         |     |     |   |

</pre>

The issues come from a recent migration from trac to chiliproject.

Please let me know if you need further info to analyze the problem.

## History

### 2011-09-23 05:20 pm - Chris Dähn

...for me too, didn't had this issue with 2.1.1 - then upgraded to 2.2.0 on wednesday and since then a few of my tickets produce the above error on viewing -> but NOT when editing \*wonder\*

Any hints are appreciated.

### 2011-09-28 06:41 am - Marcin Garski

I've got this same problem. Any ideas?

### 2011-10-06 09:22 pm - Felix Schäfer

Chris Dähn wrote:

> ...for me too, didn't had this issue with 2.1.1 - then upgraded to 2.2.0 on wednesday and since then a few of my tickets produce the above error on viewing -> but NOT when editing \*wonder\*

That's probably a problem with the journals, though I also noticed the non-working issue has a parent. Anyway, the journals/history is one part that's shown on the issue view but not on the edit view.

Can you see to provide the entries of the @journals@ table that correspond to the non-working issue.

(I also had a look at the diff between 2.1.1 and 2.2.0 and honestly can't find anything, you sure you run all migrations correctly, or that you don't have a plugin hooking into the issue view that wreaks some havoc?)

**2011-10-07 08:31 am - Chris Dähn**

- File *issue\_640\_debug.txt* added

Hi,

I've grabbed one problem issue and pasted it's issue table and journals table entry into a text file (see attached file).

The internal errors even occur without any thirdparty plugins.

Hope it helps a bit.

ciao,

Chris

**2011-10-07 08:40 am - Felix Schäfer**

One thought that crossed my mind: do you happen to have deleted users at some point, either because you had a Redmine version that allowed user deletion or because you toyed with the DB?

**2011-10-07 08:49 am - Chris Dähn**

I checked that:

All users from id 1 up to 14 are still existing, like in Trac before. There was no Redmine installation using this database, nor did anyone modify the database directly (because it's a production system and everybody get's his hands cut off when touching it) ;-)

ciao,

Chris

**2011-10-14 08:07 am - Chris Dähn**

Hi,

are there any news or hints how to process further?

This bug is extremely annoying in daily use and it's very disappointing to get comments "Hey, why can't I read my tickets in ChiliProject like years before in Trac?".

If I can support the debugging with further infos or test data, don't hesitate to ask me for it.

ciao,

Chris

**2011-10-14 08:28 am - Felix Schäfer**

Chris Dähn wrote:

> If I can support the debugging with further infos or test data, don't hesitate to ask me for it.

I haven't gotten around to looking into your data, sorry.

I understand your frustration, but it's also very hard for us to debug problems we can't reproduce as it is "asynchronous" and I have to "get back into the issue" each time, which is pretty time consuming.

**2011-10-14 08:38 am - Chris Dähn**

Hi Felix,

I understand your situation, of course. Thus my question for supporting you - maybe you can give me a hint how I can run some debugging myself - or provide me some links for that.

Further I'll try to learn Ruby to better get the ChiliProject system up running (like before in Trac, where I was used to patch plugins etc. just to keep the system running).

And - even if I currently have very less spare time - I'm really interested and motivated to support the ChiliProject team/project - e.g. by creating some help and documentation and some information sources for beginners/users like me :-)

So I hope to be able to support you with patches in the near future.

ciao,

Chris

**2011-10-14 06:28 pm - Eric Davis**

It might also be something other than a user. All of these fields have a name attribute, any one of them being deleted might cause this error (though it shouldn't).

\* custom field

\* priority (enumeration)

\* issue category

\* issue status

\* tracker

\* version

**2011-10-14 07:10 pm - Chris Dähn**

Ok, that's a point which I can check myself easily...

Thanks for the hint!

ciao,

Chris

**2011-10-17 02:12 pm - Chris Dähn**

Hi,

I checked the custom fields and found some deleted ones - after re-inserting them from a backup, all tickets were usable again without errors!

Thanks for your hint Eric!

So this ticket can be marked as `*[SOLVED]*` :-)

ciao,

Chris

**2011-10-17 03:47 pm - Felix Schäfer**

- Target version set to 2.4.0

- Subject changed from internal error when trying to access some issues to internal error on journals for deleted custom fields

- Category changed from Issue tracking to Journals / History

Chris DÄ=hn wrote:

- > I checked the custom fields and found some deleted ones - after re-inserting them from a backup, all tickets where usable again without errors!
- >
- > Thanks for your hint Eric!
- >
- > So this ticket can be marked as \*[SOLVED]\* :-)

That's nice to hear, but it doesn't solve the problem, only your symptoms :-) Renaming the issue accordingly, and thanks for the feedback.

**2011-10-17 10:33 pm - Chris DÄ=hn**

Felix SchÄ=fer wrote:

- > That's nice to hear, but it doesn't solve the problem, only your symptoms :-) Renaming the issue accordingly, and thanks for the feedback.

Agree to that: Just throwing an internal error isn't the preferred behaviour - there should be a fall back handling missing custom fields more transparently.

Further I deleted the custom fields, because they were unneeded and are replaced by other ones - so my current solution is just a dirty workaround.

But: Now the debugging should be much more easier :-)

I'll ask Gunter to rename the issue.

ciao,  
Chris

**2011-10-18 04:59 am - Felix SchÄ=fer**

Chris DÄ=hn wrote:

- > Agree to that: Just throwing an internal error isn't the preferred behaviour - there should be a fall back handling missing custom fields more transparently.
- >
- > Further I deleted the custom fields, because they were unneeded and are replaced by other ones - so my current solution is just a dirty workaround.

Agreed.

- > I'll ask Gunter to rename the issue.

Already done :-)

**2011-10-29 04:33 pm - Felix SchÄ=fer**

Pull request to avoid erroring out on the history view with deleted custom fields ist at <https://github.com/chiliproject/chiliproject/pull/117>

**2011-10-29 04:34 pm - Felix SchÄ=fer**

- Status changed from Open to Ready for review

**2011-10-29 04:45 pm - Holger Just**

- Assignee set to Felix SchÄ=fer

- Status changed from Ready for review to Closed

**Files**

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issue_640_debug.txt	4.1 kB	2011-10-07	Chris Dähn
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