

Contact Form - Bug #2147

When sending an email redmine replies with 404

04 Feb 2013 10:29 - Romain Schmitz

Status:	Won't Fix	Start date:	04 Feb 2013
Priority:	Normal	Due date:	
Assignee:	Andriy Lesyuk	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		External issue:	
Redmine version:			

**Description**

The plugin worked when setting up the contact form and it shows up correctly in the frontend but when sending the actual email redmine replies

Page not found  
The page you were trying to access doesn't exist or has been removed.

The request looks good:

```
POST /contact/mail HTTP/1.1
Host: example.com
User-Agent: Mozilla/5.0 (X11; Linux x86_64; rv:18.0) Gecko/20100101 Firefox/18.0
Accept: text/html,application/xhtml+xml,application/xml;q=0.9,*/*;q=0.8
Accept-Language: en-US,en;q=0.5
Accept-Encoding: gzip, deflate
Referer: http://example.com/contact/mail
Cookie: _redmine_session=BAh7D....
Connection: keep-alive
```

Something wrong with your controller?

History

#1 - 05 Feb 2013 07:43 - Romain Schmitz

I forgot to tell you what environment I use:

Redmine version: 2.1.6.stable.11195  
Ruby version: 1.8.7 (x86\_64-linux)  
Rails version: 3.2.11

#2 - 05 Feb 2013 09:02 - Andriy Lesyuk

- Status changed from New to Incomplete

Hi! Thanks for reporting!

You are using the plugin from SVN, right?

**#3 - 06 Mar 2013 18:42 - Romain Schmitz**

Sorry for replying so late. Yes, it's the svn version.

I've just fetched the update and migrated the plugins with the same result as before.

Maybe I did something wrong?

```
git svn fetch
rake redmine:plugins:migrate RAILS_ENV=production
```

**#4 - 06 Mar 2013 18:56 - Romain Schmitz**

For some reason git svn fetch didn't really get the latest update. I've now checked the plugin out with subversion, migrated the plugins and finally restarted redmine. Same issue.

**#5 - 06 Mar 2013 19:11 - Andriy Lesyuk**

Could you please check Redmine logs?

Anyway, it seems, the issue is in mailer templates, see [this forum topic](#).

Please try copying files from plugin's app/views/layouts and app/views/mailer into Redmine's layouts and mailer directories correspondingly.

**#6 - 08 Mar 2013 21:48 - Romain Schmitz**

Sorry the logs have gone for that particular stacktrace but I've got some positive news anyway.

I think the reason was the route I have set to

```
root :to => 'contact_form#index', :as => 'home'
```

in config/routes.rb. When I changed this setting back to the default value your plugin worked like a charm afterwards. Then I changed it back and your plugin continued to work.

If that's not the reason then I have no explanation for the issue. To be honest I don't know much about redmine's internals so I can't investigate further.

**#7 - 08 Mar 2013 21:57 - Andriy Lesyuk**

So the issue went away?

**#8 - 09 Mar 2013 17:55 - Romain Schmitz**

Yes. The issue went away for a not quite known reason. This issue can be closed

**#9 - 09 Mar 2013 18:11 - Andriy Lesyuk**

- *Status changed from Incomplete to Won't Fix*

- *Assignee set to Andriy Lesyuk*

Thanks