

Extended Fields - Bug #2261

issues PDF view and descriptions

04 Nov 2013 08:18 - Agustí Rivero

Status:	Incomplete	Start date:	04 Nov 2013
Priority:	Normal	Due date:	
Assignee:	Andriy Lesyuk	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	0.2.4	External issue:	
Redmine version:	2.3.3		
Description			
If you try to download a PDF view of issues and have also selecte to show description, an Internal server error occurs.			
This doesn't happen if extended_fields plugin is not installed.			
Related issues:			
Related to Extended Fields - Bug #2359: Extended fields plugin breaks PDF export		In Progress	29 Jan 2015
Related to Extended Fields - Bug #2318: Issues as pdf		In Progress	25 Jun 2014
Related to Extended Fields - Bug #2098: Failure in XLS Export (undefined meth...		In Progress	07 Sep 2012
Related to Extended Fields - Bug #1936: Undefined method `find_custom_field_t...		Closed	06 Jan 2012 01 Feb 2012
Related to Extended Fields - Bug #1934: Export to csv fails, NoMethodError (u...		Closed	06 Jan 2012

History

#1 - 03 Dec 2013 20:25 - rere rere

Hello,

I have the same issue. (redmine 2.3.2)

Thx

#2 - 24 Feb 2014 13:16 - Narayan Balakrishnan

Same issue here. Is there a fix for this?

#3 - 13 Apr 2014 17:23 - Andriy Lesyuk

- Status changed from New to Open
- Target version set to 0.2.3

#4 - 02 May 2014 11:18 - Andriy Lesyuk

- Status changed from Open to Incomplete
- Assignee set to Andriy Lesyuk
- Target version deleted (0.2.3)

I was able to reproduce the issue - in my case it was [#12189](#). Please check!

Check also your production.log and paste the corresponding error here.

Thus, for me it was:

```
Errno::EACCES (Permission denied - /var/cache/redmine/default/pdf):  
  lib/redmine/export/pdf.rb:42:in `initialize'  
  lib/redmine/export/pdf.rb:529:in `new'
```

```
lib/redmine/export/pdf.rb:529:in `issue_to_pdf'
app/controllers/issues_controller.rb:129:in `block (2 levels) in show'
app/controllers/issues_controller.rb:121:in `show'
```

Fixed by changing permissions for /var/cache/redmine/default...

#5 - 02 May 2014 11:33 - Agustí Rivero

This is my error log:

```
Started GET "/redmine/issues.pdf?c%5B%5D=project&c%5B%5D=status&c%5B%5D=subject&c%5B%5D=author&c%5B%5D=assigned_to&c%5B%5D=priority&c%5B%5D=updated_on&c%5B%5D=cf_15&c%5B%5D=relations&c%5B%5D=description&f%5B%5D=status_id&f%5B%5D=assigned_to_id&f%5B%5D=&group_by=&op%5Bassigned_to_id%5D=%3D&op%5Bstatus_id%5D=o&set_filter=1&utf8=%E2%9C%93&v%5Bassigned_to_id%5D%5B%5D=me" for 10.32.1.212 at 2014-05-02 13:32:07 +0200
```

```
Processing by IssuesController#index as PDF
```

```
Parameters: {"c"=>["project", "status", "subject", "author", "assigned_to", "priority", "updated_on", "cf_15", "relations", "description"], "f"=>["status_id", "assigned_to_id", ""], "group_by"=>="", "op"=>{"assigned_to_id"=>="", "status_id"=>"o"}, "set_filter"=>"1", "utf8"=>"", "v"=>{"assigned_to_id"=>["me"]}}
```

```
Current user: agusti.rivero (id=3)
```

```
Completed 500 Internal Server Error in 149ms
```

```
*NoMethodError (undefined method `<' for nil:NilClass)*:
```

```
lib/redmine/export/pdf.rb:305:in `block (2 levels) in calc_col_width'
```

```
lib/redmine/export/pdf.rb:303:in `each'
```

```
lib/redmine/export/pdf.rb:303:in `each_with_index'
```

```
lib/redmine/export/pdf.rb:303:in `block in calc_col_width'
```

```
app/helpers/issues_helper.rb:29:in `block in issue_list'
```

```
app/helpers/issues_helper.rb:25:in `each'
```

```
app/helpers/issues_helper.rb:25:in `issue_list'
```

```
lib/redmine/export/pdf.rb:300:in `calc_col_width'
```

```
lib/redmine/export/pdf.rb:428:in `issues_to_pdf'
```

```
app/controllers/issues_controller.rb:89:in `block (2 levels) in index'
```

```
app/controllers/issues_controller.rb:82:in `index'
```

#6 - 02 May 2014 14:05 - Andriy Lesyuk

- Status changed from Incomplete to Open

- Target version set to 0.2.3

[Agustí Rivero](#), thank you!

#7 - 02 May 2014 22:11 - Andriy Lesyuk

Hm... Still not clear, what is the reason.

[Agusti](#), could you please try commenting the following line in init.rb:

```
IssuesController.send(:include, ExtendedIssuesControllerPatch)
```

#8 - 05 May 2014 08:00 - Agustí Rivero

This way it works!

Is it safe to leave it commented?

#9 - 11 May 2014 18:08 - Andriy Lesyuk

[Agusti Rivero](#) wrote:

Is it safe to leave it commented?

Yes, it is.

#10 - 11 May 2014 19:01 - Andriy Lesyuk

- Status changed from Open to Incomplete

To be honest I can't understand, what is causing the issue... You can still help with:

- Telling what is cf_15 (the custom field with ID 15) – i.e., what type etc.
- Trying to remove the cf_15 custom field from the list and exporting it into PDF.
- Playing with list columns and other settings to see, what exactly is causing the issue.

Otherwise, I would need some one else, who gets the same issue, to help with figuring out these details...

#11 - 11 May 2014 19:05 - Andriy Lesyuk

- Target version deleted (0.2.3)

#12 - 02 Jul 2014 07:43 - Marc M

You can close [#2318](#), it is the same issue opened by me.

Redmine 2.5.1.stable.13182

Extended fields 0.2.3

Log:

Started GET `"/issues/2012.pdf"` for `xx.xxx.xxx.xxx` at 2014-06-25 14:43:36 +0200

Processing by `IssuesController#show` as PDF

Parameters: `{"id"=>"2012"}`

Current user: `xx (id=3)`

Completed 500 Internal Server Error in 140.6ms

```
NoMethodError (undefined method `find_custom_field_template' for #<IssuesController:0x007fc27cc2c978>):  
  lib/redmine/export/pdf.rb:576:in `block in issue_to_pdf'  
  lib/redmine/export/pdf.rb:575:in `each'  
  lib/redmine/export/pdf.rb:575:in `each_with_index'  
  lib/redmine/export/pdf.rb:575:in `issue_to_pdf'  
  app/controllers/issues_controller.rb:133:in `block (2 levels) in show'  
  app/controllers/issues_controller.rb:125:in `show'
```

#13 - 15 Dec 2014 07:55 - Andriy Lesyuk

- Target version set to 0.2.4

#14 - 03 Oct 2016 10:19 - Andriy Lesyuk

- Duplicated by deleted (Bug #2318: Issues as pdf)

#15 - 03 Oct 2016 10:20 - Andriy Lesyuk

- Related to Bug #2359: Extended fields plugin breaks PDF export added

#16 - 03 Oct 2016 10:20 - Andriy Lesyuk

- Related to Bug #2318: Issues as pdf added

#17 - 03 Oct 2016 10:21 - Andriy Lesyuk

- Related to Bug #2098: Failure in XLS Export (undefined method `find_custom_field_template' for #<XlsExportController>) added

#18 - 03 Oct 2016 10:23 - Andriy Lesyuk

- Related to Bug #1936: Undefined method `find_custom_field_template' added

#19 - 03 Oct 2016 10:24 - Andriy Lesyuk

- Related to Bug #1934: Export to csv fails, NoMethodError (undefined method `find_custom_field_template' added

#20 - 03 Oct 2016 17:04 - Andriy Lesyuk

This issue can get resolved after [r124](#). Please check.