

Foreman - Bug #13997

Unable to create users in IE10 / Edge

03/01/2016 04:05 PM - Joe Campos

Status: New	
Priority: Normal	
Assignee:	
Category: Web Interface	
Target version:	
Difficulty:	Fixed in Releases:
Triaged:	Found in Releases:
Bugzilla link:	Red Hat JIRA:
Pull request:	
Description	
Unable to create user accounts on newly installed Foreman 1.10.2	
<pre>NoMethodError undefined method `delete' for nil:NilClass /usr/share/foreman/app/controllers/concerns/foreman/controller/users_mixin.rb:16:in `set_admin_on _creation' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:631:i n `block (4 levels) in _run__3005759620062086040__process_action__1994271551582463773__callbacks' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:215:i n `block in _conditional_callback_around_9110' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:326:i n `around' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:310:i n `_callback_around_3690' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:214:i n `_conditional_callback_around_9110' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:626:i n `block (3 levels) in _run__3005759620062086040__process_action__1994271551582463773__callbacks' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:215:i n `block in _conditional_callback_around_9109' /usr/share/foreman/app/controllers/concerns/application_shared.rb:13:in `set_timezone' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:214:i n `_conditional_callback_around_9109' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:625:i n `block (2 levels) in _run__3005759620062086040__process_action__1994271551582463773__callbacks' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:215:i n `block in _conditional_callback_around_9108' /usr/share/foreman/app/models/concerns/foreman/thread_session.rb:32:in `clear_thread' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:214:i n `_conditional_callback_around_9108' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:448:i n `block in _run__3005759620062086040__process_action__1994271551582463773__callbacks' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:215:i n `block in _conditional_callback_around_9107' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:326:i n `around' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:310:i n `_callback_around_13' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:214:i n `_conditional_callback_around_9107' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:414:i n `_run__3005759620062086040__process_action__1994271551582463773__callbacks' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:405:i n `__run_callback' /opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:385:i n `_run_process_action_callbacks'</pre>	

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/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:81:in
`run_callbacks'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/abstract_controller/callbacks.rb:17:
in `process_action'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/rescue.rb:29
:in `process_action'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/instrumentat
ion.rb:30:in `block in process_action'
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/notifications.rb:1
23:in `block in instrument'
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/notifications/inst
rumenter.rb:20:in `instrument'
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/notifications.rb:1
23:in `instrument'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/instrumentat
ion.rb:29:in `process_action'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/params_wrapp
er.rb:207:in `process_action'
/opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active_record/railties/controller_
runtime.rb:18:in `process_action'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/abstract_controller/base.rb:121:in `
process'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/abstract_controller/rendering.rb:45:
in `process'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal.rb:203:in `d
ispatch'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal/rack_delegat
ion.rb:14:in `dispatch'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_controller/metal.rb:246:in `b
lock in action'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/routing/route_set.rb
:73:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/routing/route_set.rb
:73:in `dispatch'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/routing/route_set.rb
:36:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/journey-1.0.4/lib/journey/router.rb:68:in `block in call'
/opt/rh/ruby193/root/usr/share/gems/gems/journey-1.0.4/lib/journey/router.rb:56:in `each'
/opt/rh/ruby193/root/usr/share/gems/gems/journey-1.0.4/lib/journey/router.rb:56:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/routing/route_set.rb
:600:in `call'
/opt/theforeman/tfm/root/usr/share/gems/gems/apipie-rails-0.2.6/lib/apipie/static_dispatcher.rb:65
:in `call'
/opt/theforeman/tfm/root/usr/share/gems/gems/apipie-rails-0.2.6/lib/apipie/extractor/recorder.rb:9
7:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/static.rb
:62:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/static.rb
:62:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/static.rb
:62:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/static.rb
:62:in `call'
/opt/theforeman/tfm/root/usr/share/gems/gems/apipie-rails-0.2.6/lib/apipie/middleware/checksum_in_
headers.rb:27:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/best_stan
dards_support.rb:17:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/etag.rb:23:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/conditionalget.rb:35:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/head.rb:1
4:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/params_pa
rser.rb:21:in `call'
/usr/share/foreman/lib/middleware/catch_json_parse_errors.rb:9:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/flash.rb:
242:in `call'
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/session/abstract/id.rb:205:in `contex
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t'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/session/abstract/id.rb:200:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/cookies.r  
b:339:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active_record/query_cache.rb:64:in  
`call'  
/opt/rh/ruby193/root/usr/share/gems/gems/activerecord-3.2.8/lib/active_record/connection_adapters/  
abstract/connection_pool.rb:473:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/callbacks  
.rb:28:in `block in call'  
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:405:i  
n `__run__4456987578337289969__call__2374493030684885429__callbacks'  
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:405:i  
n `__run_callback'  
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:385:i  
n `__run_call_callbacks'  
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/callbacks.rb:81:in  
`run_callbacks'  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/callbacks  
.rb:27:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/remote_ip  
.rb:31:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/debug_exc  
eptions.rb:16:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/show_exce  
ptions.rb:56:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/rack/logger.rb:26:in `call_app'  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/rack/logger.rb:16:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/request_i  
d.rb:22:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/methodoverride.rb:21:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/runtime.rb:17:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/activesupport-3.2.8/lib/active_support/cache/strategy/loc  
al_cache.rb:72:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/lock.rb:15:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/actionpack-3.2.8/lib/action_dispatch/middleware/static.rb  
:62:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:136:in `forward'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:143:in `pass'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:155:in `invalida  
te'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:71:in `call!'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-cache-1.2/lib/rack/cache/context.rb:51:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/engine.rb:479:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/application.rb:223:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/railties-3.2.8/lib/rails/railtie/configurable.rb:30:in `m  
ethod_missing'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/builder.rb:134:in `call'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/urlmap.rb:64:in `block in call'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/urlmap.rb:49:in `each'  
/opt/rh/ruby193/root/usr/share/gems/gems/rack-1.4.1/lib/rack/urlmap.rb:49:in `call'  
/usr/share/gems/gems/passenger-4.0.18/lib/phusion_passenger/rack/thread_handler_extension.rb:77:in  
`process_request'  
/usr/share/gems/gems/passenger-4.0.18/lib/phusion_passenger/request_handler/thread_handler.rb:140:  
in `accept_and_process_next_request'  
/usr/share/gems/gems/passenger-4.0.18/lib/phusion_passenger/request_handler/thread_handler.rb:108:  
in `main_loop'  
/usr/share/gems/gems/passenger-4.0.18/lib/phusion_passenger/request_handler.rb:441:in `block (3 le  
vels) in start_threads'  
/opt/foreman/tfm/root/usr/share/gems/gems/logging-1.8.2/lib/logging/diagnostic_context.rb:323:i  
n `call'  
/opt/foreman/tfm/root/usr/share/gems/gems/logging-1.8.2/lib/logging/diagnostic_context.rb:323:i  
n `block in create_with_logging_context'
```

Related issues:

Related to Foreman - Bug #14346: New Template feature does not work with fir...

Resolved

History

#1 - 03/02/2016 05:16 AM - Marek Hulán

- Description updated

Could you please upload more from the production log, ideally parameters that were sent with the request? Also the trace does not seem to be complete, I'm unable to see what action was triggered. From this trace I can only say that `params[:user]` was nil for some reason. Could you please describe how you try to create the user?

#2 - 03/02/2016 07:58 AM - Joe Campos

- File *production.log* added

- File *create-user-error.bmp* added

GM Marek,

The issue happened while creating a new user authorized by internal and adding one role. I've attached the production log snippet as well as the screenshot of the inputs.

PS. I also have an issue when trying to assign roles to a LDAP authenticated user. not sure if the issues are related.

This is a newly installed Foreman setup.

Thanks for the assist.

Joe

#3 - 03/09/2016 10:24 AM - Joe Campos

Marek,

It appears that the problem is related to the IE browser, used Chrome and the issue went away.

-Joe

#4 - 03/10/2016 03:06 AM - Marek Hulán

- Category set to *Web Interface*

oh really? what IE version is it?

#5 - 03/30/2016 10:31 AM - Iain Walmsley

Just came across this, seems to get the bug in IE10 and IE=Edge, 9 and below seem to work correctly when creating new users.

#6 - 03/30/2016 10:35 AM - Dominic Cleal

- Tracker changed from *Support* to *Bug*

- Subject changed from *Unable to create users* to *Unable to create users in IE9/10*

Thanks for the additional info.

#7 - 03/30/2016 10:39 AM - Dominic Cleal

The logging looks rather similar to ticket [#14346](#), where the form parameters aren't getting submitted. You might want to try opening the new user form in a new tab rather than the popup form (two pane), perhaps the same workaround will work.

#8 - 03/30/2016 10:48 AM - Joe Campos

Thank you for the updates, I have since upgraded to IE11 and have the same issue there. Opening the New User in a new tab does work.

#9 - 03/30/2016 10:50 AM - Iain Walmsley

That does seem to work fine, cheers! Just noting the subject is slightly wrong, 9 does seem to work, only Edge and 10 have issues.

#10 - 03/30/2016 10:58 AM - Dominic Cleal

- Subject changed from *Unable to create users in IE9/10* to *Unable to create users in IE10 / Edge*

#11 - 03/30/2016 10:58 AM - Dominic Cleal

- Related to Bug [#14346](#): *New Template* feature does not work with firefox 45.0 added

Files

production.log	18.3 KB	03/02/2016	Joe Campos
create-user-error.bmp	1.46 MB	03/02/2016	Joe Campos