

## Redmine - Defect #13564

### Can't upload image

2013-03-22 19:38 - Anton Cherepanov

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Attachments	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	2.3.0
<b>Resolution:</b>	Invalid		
<b>Description</b>			
Hey everybody, I just updated my redmine to 2.3.0 version And I founded a problem with image uploading, you can see the error on a attachment			
<div>Redmine version2.3.0.stable</div> <div>Ruby version2.0.0 (x86_64-linux)</div> <div>Rails version3.2.13</div>			

### History

#### #1 - 2013-03-23 14:37 - Etienne Massip

- Category set to Attachments
- Status changed from New to Needs feedback
- Priority changed from High to Normal
- Resolution set to Cant reproduce

What's in your production.log file?

What browser(s) did you produce this error with?

Does it happen every time? What permission have the user you were connected with?

Do you have plugins installed? Did you try with no plugin installed?

#### #2 - 2013-03-23 14:55 - Anton Cherepanov

What's in your production.log file? - Just sql logs and rendering

What browser(s) did you produce this error with? - Chrome 25.0.1364.172

Does it happen every time? What permission have the user you were connected with? - yes, files have rwxrwxrwx permissions

Do you have plugins installed? - No

<http://www.youtube.com/watch?v=tGt5XJ1WYyM>

#### #3 - 2013-03-23 17:30 - Etienne Massip

Anton Cherepanov wrote:

What's in your production.log file? - Just sql logs and rendering

I meant : what are the lines that appear when you try to upload the file?

What permission have the user you were connected with? - yes, files have rwxrwxrwx permissions

I meant Redmine permissions (via Roles).

#### #4 - 2013-03-23 17:47 - Etienne Massip

Nevermind, I get it.

Your web frontend Nginx is configured to serve static content and specifically JavaScript content probably based on a pattern/regex basis set somewhat like \*.js.

Browser is calling /upload.js for eager file upload, which is a dynamic script generated and returned by the Redmine application, but the call never reach the app because of the HTTP server filter.

You have to configure Nginx to serve itself /javascripts/\*\*/\*js instead of \*.js and leave the other .js calls to the application.

#### #5 - 2013-03-23 17:48 - Etienne Massip

BTW, my filters are just for example and probably not Nginx syntax obviously =)

#### #6 - 2013-04-02 08:10 - Anton Cherepanov

Could you send lines with that it will be working ? (nginx config)

#### #7 - 2013-04-02 08:53 - Etienne Massip

No because:

- I don't know about your present configuration
- I don't know about Nginx syntax (but I could try a guess if I saw your config)

#### #8 - 2013-04-02 08:58 - Anton Cherepanov

Default configuration based on redmine wiki

```
upstream app_server {
    server localhost:3000 fail_timeout=0;
}

server {
    listen 80;
    server_name redmine.xxx.ru;
    root /sites/nginx/redmine.xxx.ru/public;
    location / {
        try_files $uri @ruby;
    }

    location ~* ^.+\.?(?:css|js|jpe?g|gif|htc|ico|png|html)$ {
        access_log off;
        expires 30d;
        ## No need to bleed constant updates. Send the all shebang in one
        ## fell swoop.
        tcp_nodelay off;
        ## Set the OS file cache.
        open_file_cache max=3000 inactive=120s;
        open_file_cache_valid 45s;
        open_file_cache_min_uses 2;
        open_file_cache_errors off;
    }

    location @ruby {
        proxy_set_header    X-Real-IP    $remote_addr;
        proxy_set_header    X-Forwarded-For $proxy_add_x_forwarded_for;
        proxy_set_header    Host $http_host;
        proxy_redirect off;
        proxy_read_timeout 300;
        proxy_pass http://app_server;
    }
}
```

#### #9 - 2013-04-02 09:22 - Etienne Massip

This configuration is not accurate enough.

Try replacing static files location regular expression:

```
location ~* ^.+\.?(?:css|js|jpe?g|gif|htc|ico|png|html)$ {
```

with:

```
location ~* ^(?:plugin_assets/|themes/|.)/(?:javascripts|stylesheets|images)/.+\.?(?:css|js|jpe?g|gif|htc|ico|png|html)$ {
```

This should work with Redmine 2.x.

The Redmine wiki page must be a contributed HowTo so it'll be great if you could update it once your configuration is Ok.

#10 - 2013-04-02 09:26 - Etienne Massip

Etienne Massip wrote:

```
location ~* ^(?:?:plugin_assets/|themes/).+/(?:javascripts|stylesheets|images)/.+\.?(?:css|js|jpe?g|gif|htc|ico|png|html)$ {  
  
location ~* ^(?:?:plugin_assets/|themes/).+/(?:javascripts/.+\.js|stylesheets/.+\.css|images/.+\.?(?:jpe?g|gif|htc|ico|png|html))$ {
```

Would even be more accurate.

#11 - 2013-04-02 09:40 - Etienne Massip

Etienne Massip wrote:

```
location ~* ^(?:?:plugin_assets/|themes/).+/(?:javascripts/.+\.js|stylesheets/.+\.css|images/.+\.?(?:jpe?g|gif|htc|ico|png|html)))$ {  
  
Would even be more accurate.
```

Except I miss the "html" thing and "htc" is useless:

```
location ~* ^favicon.ico(?:?:plugin_assets/|themes/).+/(?:.+\.html|javascripts/.+\.js|stylesheets/.+\.css|images/.+\.?(?:jpe?g|gif|ico|png)))$ {
```

#12 - 2013-04-02 10:27 - Anton Cherepanov

thanks! it is working =)

#13 - 2013-04-02 10:35 - Anton Cherepanov

but it does not work in issue info - thumbnails  
490796a6ffc04263b6fff1b.png

#14 - 2013-04-02 10:49 - Anton Cherepanov

GET <http://redmine.xxx.ru/attachments/thumbnail/11> 404 (Not Found)

#15 - 2013-04-02 11:13 - Etienne Massip

I think it's because of your previous static assets cache rule, try refreshing after emptying your browser cache?

*Disclaimer edit: this is probably a stupid statement*

#16 - 2013-04-02 11:25 - Etienne Massip

Have a look to your production.log contents.

#17 - 2013-04-02 15:17 - Etienne Massip

- Status changed from Needs feedback to Closed
- Resolution changed from Cant reproduce to Invalid

Anyway, it's a configuration issue.

Please update the HowTo accordingly or point us to the HowTo in the wiki so we can do it.

Files

GAziYvs.png	10.1 KB	2013-03-22	Anton Cherepanov
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