

## Redmine - Defect #32848

### Missing log message indicating why "ImageMagick PDF support available (optional)" is unavailable (even with requirements met)

2020-01-21 17:13 - Deoren Moor

<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>	Documentation	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	4.1.0
<b>Resolution:</b>	Fixed		

**Description**

**Summary**

We recently upgraded from Redmine v4.0.6 to v4.1.0 and when checking the admin/info panel after the upgrade I saw an exclamation for **ImageMagick PDF support available (optional)**, but passing marks for the other checks.

I call myself looking, but I didn't find any error messages related to this in our log file. If nothing else, please consider this a bug report noting a missing error message explaining why the **ImageMagick PDF support available (optional)** item is flagged as broken/problematic in the admin/info UI. That said, it appears that we've met the requirements and still don't have the indicated support.

**Environment/Software details**

**admin/info details**

Environment:

```
Redmine version      4.1.0.stable.19404
Ruby version         2.3.1-p112 (2016-04-26) [x86_64-linux-gnu]
Rails version        5.2.4.1
Environment          production
Database adapter     MySQL2
Mailer queue         ActiveSupport::QueueAdapters::AsyncAdapter
Mailer delivery      smtp
```

SCM:

```
Subversion           1.9.3
Filesystem
```

Redmine plugins:

```
no plugin installed
```

**Gems**

I initially had trouble with the upgrade due to the current Gemfile configuration for sprockets (which [#32839](#) is addressing), but once that was hotfixed (via Gemfile.local entry) the upgrade proceeded without apparent issue.

I checked the gem bundle and I see that mini\_magick is installed:

```
$ sudo bundle list | grep magick
* mini_magick (4.9.5)
```

[Show full gem list](#)[Hide full gem list](#)

```
$ sudo bundle list
Gems included by the bundle:
* actioncable (5.2.4.1)
* actionmailer (5.2.4.1)
* actionpack (5.2.4.1)
* actionpack-xml_parser (2.0.1)
* actionview (5.2.4.1)
* activejob (5.2.4.1)
* activemodel (5.2.4.1)
* activerecord (5.2.4.1)
```

```

* activestorage (5.2.4.1)
* activesupport (5.2.4.1)
* addressable (2.7.0)
* arel (9.0.0)
* builder (3.2.4)
* bundler (1.11.2)
* concurrent-ruby (1.1.5)
* crass (1.0.6)
* css_parser (1.7.1)
* csv (3.1.2)
* erubi (1.9.0)
* globalid (0.4.2)
* htmlentities (4.3.4)
* i18n (1.6.0)
* loofah (2.4.0)
* mail (2.7.1)
* marcel (0.3.3)
* method_source (0.9.2)
* mimemagic (0.3.3)
* mini_magick (4.9.5)
* mini_mime (1.0.2)
* mini_portile2 (2.4.0)
* minitest (5.14.0)
* mysql2 (0.5.3)
* net-ldap (0.16.2)
* nio4r (2.5.2)
* nokogiri (1.10.7)
* public_suffix (4.0.3)
* rack (2.1.1)
* rack-openid (1.4.2)
* rack-test (1.1.0)
* rails (5.2.4.1)
* rails-dom-testing (2.0.3)
* rails-html-sanitizer (1.3.0)
* railties (5.2.4.1)
* rake (13.0.1)
* rbpdf (1.20.1)
* rbpdf-font (1.19.1)
* redcarpet (3.5.0)
* request_store (1.4.1)
* roadie (3.5.1)
* roadie-rails (1.3.0)
* rouge (3.12.0)
* ruby-openid (2.9.2)
* sprockets (3.7.2)
* sprockets-rails (3.2.1)
* thor (1.0.1)
* thread_safe (0.3.6)
* tzinfo (1.2.6)
* websocket-driver (0.7.1)
* websocket-extensions (0.1.4)

```

#### OS packages

Here are what appears to be the relevant installed Ubuntu packages:

[ShowHide](#)

```

$ dpkg -l | grep -E 'magic|ghost'
ii  file                    1:5.25-2ubuntu1.3          amd64
    Determines file type using "magic" numbers
ii  ghostscript             9.26~dfsg+0-0ubuntu0.16.04.12 amd64
    interpreter for the PostScript language and for PDF
ii  imagemagick            8:6.8.9.9-7ubuntu5.15      amd64
    image manipulation programs -- binaries
ii  imagemagick-6.q16      8:6.8.9.9-7ubuntu5.15      amd64

```

```

    image manipulation programs -- quantum depth Q16
ii  imagemagick-common                8:6.8.9.9-7ubuntu5.15      all
    image manipulation programs -- infrastructure
ii  libmagic1:amd64                   1:5.25-2ubuntu1.3          amd64
    File type determination library using "magic" numbers
ii  libmagick++-6-headers              8:6.8.9.9-7ubuntu5.15      all
    object-oriented C++ interface to ImageMagick - header files
ii  libmagick++-6.q16-5v5:amd64       8:6.8.9.9-7ubuntu5.15      amd64
    object-oriented C++ interface to ImageMagick
ii  libmagick++-6.q16-dev:amd64       8:6.8.9.9-7ubuntu5.15      amd64
    object-oriented C++ interface to ImageMagick - development files
ii  libmagick++-dev                   8:6.8.9.9-7ubuntu5.15      all
    object-oriented C++ interface to ImageMagick
ii  libmagickcore-6-arch-config:amd64  8:6.8.9.9-7ubuntu5.15      amd64
    low-level image manipulation library - architecture header files
ii  libmagickcore-6-headers            8:6.8.9.9-7ubuntu5.15      all
    low-level image manipulation library - header files
ii  libmagickcore-6.q16-2:amd64       8:6.8.9.9-7ubuntu5.15      amd64
    low-level image manipulation library -- quantum depth Q16
ii  libmagickcore-6.q16-2-extra:amd64  8:6.8.9.9-7ubuntu5.15      amd64
    low-level image manipulation library - extra codecs (Q16)
ii  libmagickcore-6.q16-dev:amd64     8:6.8.9.9-7ubuntu5.15      amd64
    low-level image manipulation library - development files (Q16)
ii  libmagickwand-6-headers            8:6.8.9.9-7ubuntu5.15      all
    image manipulation library - headers files
ii  libmagickwand-6.q16-2:amd64       8:6.8.9.9-7ubuntu5.15      amd64
    image manipulation library
ii  libmagickwand-6.q16-dev:amd64     8:6.8.9.9-7ubuntu5.15      amd64
    image manipulation library - development files

```

Per the notes on [#30492#note-13](#), we meet the ImageMagick 6.8.9 (minimum) version requirement.

## History

### #1 - 2020-05-05 15:11 - Matt V

Hello!

I think this has to do with minimagick replacing imagemagick:

<https://www.redmine.org/issues/30492>

I also agree that this is somewhat confusing - I still think that this status is still asking for imagemagick and therefore fails.

BTW thanks to all the developers - you are great :)

Kind Regards,  
Matt

### #2 - 2020-05-06 04:12 - Go MAEDA

An exclamation mark for "ImageMagick PDF support available (optional)" is shown when GhostScript (gs command) is not detected on your server.

Redmine doesn't raise any errors without GhostScript. The only inconvenience without GhostScript is that thumbnails for PDF attachments ([#22481](#)) are not shown.

GhostScript is not used directly by Redmine but via ImageMagick's convert command.

Matt V wrote:

I think this has to do with minimagick replacing imagemagick:

<https://www.redmine.org/issues/30492>

The library replaced with MiniMagick is RMagick, not ImageMagick. MiniMagick and RMagick are an interface between apps and ImageMagick. So, Redmine 4.1 requires MiniMagick and ImageMagick (RMagick and ImageMagick were required in Redmine 4.0 or earlier).

### #3 - 2020-05-06 11:27 - Go MAEDA

- Category changed from PDF export to Documentation

- Status changed from New to Closed

- Resolution set to Fixed

I have just added a document about this. Please see [RedmineAdminInformation](#).