Redmine - Defect #36231

https://stackoverflow.com/questions/69910539/minimagickerror-you-must-have-imagemagick-or-graphicsmagick-installed-on-red

2021-11-24 11:42 - Jan Catrysse

Status:	Closed		Start date:	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Gantt		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Duplicate		**Affected version:**	4.2.3

Description

I get an error about a missing **ImageMagick** installation when exporting a **Redmine Gantt** chart to **PNG**. But I cannot pin down the reason because everything seems to be installed correctly, and I have an identical server with the same OS, same Redmine version / config and the same packages etc. installed. On the other (test) server, it all seems to work.

What could be the issue, or how can I pin it down?

Some more in depth information:

Error in the logs:

```
Started GET "/projects/migratie/issues/gantt.png

MiniMagick::Error (You must have ImageMagick or GraphicsMagick installed):

lib/redmine/helpers/gantt.rb:399:in `to_image'
app/controllers/gantts_controller.rb:46:in `block (2 levels) in show'
app/controllers/gantts_controller.rb:42:in `show'
lib/redmine/sudo_mode.rb:61:in `sudo_mode'
```

Redmine information:

```
Redmine 4.2.3.stable
Standaard beheerderaccount gewijzigd
Bestandsrepository schrijfbaar
Plugin assets map schrijfbaar (./public/plugin_assets)
MiniMagick beschikbaar (optioneel)
ImageMagick comversie beschikbaar (optioneel)
ImageMagick PDF support available (optional)

Environment:
  Redmine version              4.2.3.stable
  Ruby version                 2.7.4-p191 (2021-07-07) [amd64-freebsd13]
  Rails version                5.2.6
  Environment                  production
  Database adapter             Mysql2
  Mailer queue                 ActiveJob::QueueAdapters::AsyncAdapter
  Mailer delivery              sendmail
SCM:
  Git                          2.33.1
  Filesystem
Redmine plugins:
  easy_gantt                   1.13
  redmine_agile                1.6.2
  redmine_checklists           3.1.20
  redmine_contacts             4.3.4
  redmine_contacts_helpdesk    4.1.12
  redmine_contacts_invoices    4.2.5
  redmine_crm_mailchimp        1.0.4
  redmine_datetime_custom_field 1.0.4
```

```
        redmine_drive                   1.1.1
        redmine_editauthor              0.11.0
        redmine_favorite_projects       2.1.1
        redmine_finance                 2.1.7
        redmine_helpdesk_contact_sync   0.0.4.1
        redmine_issue_templates         1.1.0
        redmine_people                  1.6.1
        redmine_products                2.1.4
        redmine_questions               1.0.2
        redmine_reporter                2.0.0
        redmine_resources               1.0.6
        redmine_tint_issues             1.2.1
        redmine_view_issue_description  0.0.2
        redmine_zenedit                 2.0.1
        redmineup_tags                  2.0.11
        stopwatch                       0.2.0
```

Verified steps: please bear in mind that it works on the test server.

1. Same FreeBSD version 13.0-release
2. Same Redmine 4.2.3 version, configuration and plugins (I did a directory compare)
3. ImageMagick7 installed, tested (convert and magick command) and executes as www user, available in the path env. Same options and confirmed PNG support.
4. Gem mini_magick (4.11.0, 4.10.1) installed.
5. Bundle: Using mini_magick 4.11.0 in /usr/local/www/redmine
6. configuration.yml (with two leading spaces): imagemagick_convert_command: /usr/local/bin/convert
7. Other converts (eg. pdf) in Redmine seem to work fine on both servers.
8. Moving to another database does not change a thing.
9. Apache config is identical.

Related issues:

Is duplicate of Redmine - Defect #35424: https://www.redmine.org/boards/2/top...	**Reopened**

History

#1 - 2021-11-24 11:44 - Jan Catrysse

Sorry for the wrong title, I cannot change it back anymore.

#2 - 2021-12-22 13:42 - Go MAEDA

Does applying the patch in [#35027#note-1](#) resolve the issue?

#3 - 2021-12-29 14:05 - Jan Catrysse

Go MAEDA wrote:

> Does applying the patch in [#35027#note-1](#) resolve the issue?

No, this did not make a difference. I cannot point my finger on the reason... on another server with, as far as I can see, an identical configuration it works fine.

Could someone tell me how I can activate logging on production to have some more detailed information when I get the error?

#4 - 2021-12-29 16:36 - Jan Catrysse

I added this line to the patched area in gantt.rb

```
if Redmine::Configuration['imagemagick_convert_command'].present?
    MiniMagick.cli_path = File.dirname(Redmine::Configuration['imagemagick_convert_command'])
    MiniMagick.logger.level = Logger::DEBUG
end
```

In development and test, this outputs a nice convert command line in my httpd_error_log ... on production nothing.

I first tried with a deprecated MiniMagick.debug = true, and this is outputting a deprecated warning, also on production. So, this means Redmine::Configuration['imagemagick_convert_command'].present is true.

So, the issue must really be related to MiniMagick ... or me having done something stupid.

I double-checked Redmine::Configuration['imagemagick_convert_command'] with some logging... and it seems to be correct.

#5 - 2022-02-21 09:29 - Jan Catrysse

I was testing this again, and now it doesn't work on either environments: test, dev nor production. I am not sure what changed in between tests, probably some updated gems.

This is related to issue [#35424](#).

The errors seems to come from: \usr\local\lib\ruby\gems\2.7\gems\mini_magick-4.11.0

```
    def cli
      if instance_variable_defined?("@cli")
        instance_variable_get("@cli")
      else
        cli = CLI_DETECTION.key(processor) or
          fail MiniMagick::Error, "You must have ImageMagick or GraphicsMagick installed"

        instance_variable_set("@cli", cli)
      end
    end
```

#6 - 2022-02-21 10:02 - Marius BĂLTEANU

Do you have any error in your logs?

#7 - 2022-02-21 10:06 - Jan Catrysse

No, nothing in the logs.

I added some info on: [#35424](#).

#8 - 2022-02-21 11:39 - Jan Catrysse

I did fount this in my log, but I don't think it helps.

```
MiniMagick::Error (You must have ImageMagick or GraphicsMagick installed):

lib/redmine/helpers/gantt.rb:402:in `to_image'
app/controllers/gantts_controller.rb:46:in `block (2 levels) in show'
app/controllers/gantts_controller.rb:42:in `show'
lib/redmine/sudo_mode.rb:61:in `sudo_mode'
```

#9 - 2022-02-21 12:05 - Jan Catrysse

I fixed this by changing MiniMagick.cli = :imagemagick to lib/redmine/helpers/gantt.rb

```
if Redmine::Configuration['imagemagick_convert_command'].present?
    MiniMagick.cli_path = File.dirname(Redmine::Configuration['imagemagick_convert_command'])
    MiniMagick.cli = :imagemagick
end
```

#10 - 2022-02-21 12:09 - Jan Catrysse

- Status changed from New to Resolved

#11 - 2022-02-24 21:52 - Marius BĂLTEANU

- Status changed from Resolved to Closed

- Resolution set to Duplicate

Closed in favour of [#35424](#).

#12 - 2022-02-24 21:52 - Marius BĂLTEANU

- Is duplicate of Defect #35424: https://www.redmine.org/boards/2/topics/65661 added