

Redmine - Defect #26034

Wiki PDF generated files displayed but not printable on Mac

2017-05-24 17:51 - glc glc

Status:	New	Start date:	
Priority:	High	Due date:	
Assignee:		% Done:	0%
Category:	PDF export	Estimated time:	0.00 hour
Target version:		Affected version:	3.3.3
Resolution:			

Description

For any wiki page (even with only a small text content), when clicking on the PDF link in the footer of the current page, the PDF downloads and displays properly, but when sending to the printer, the print job hangs after a few seconds, contrary to any other PDF saved from the browser through other sites, which print properly.

It is sent to the printer but not printed, no error message.

Probably some wrong meta-data in the generated PDFs

Issue found in the official Redmine Docker image, with :

Redmine version 3.3.3.stable
Ruby version 2.2.7-p470 (2017-03-28) [x86_64-linux]
Rails version 4.2.7.1

Client side (error occurs in) :

MacOS Sierra 10.12.5
Google Chrome 58.0.3029.110 (64-bit)
Firefox 53.0.3 (64-bit)
Preview 9.0 (909.18)
Adobe Acrobat Pro 10.1.1.33

Printer : HP LaserJet Pro 400 M451dn

No other printers available for further tests, but it seems to be related to the OS side rather than to the printer side

Printing the PDF generated pages **works however in Windows 7** (on the same Mac through VirtualBox with the same printer).

History

#1 - 2017-05-24 17:55 - glc glc

Issue also found in the context described above with :

Safari 10.1.1 (12603.2.4)