

## Redmine - Defect #10724

### Rmagick 2.13.1 not being detected on Redmine 1.4.0 running on Windows.

2012-04-20 13:07 - Cassiano Monteiro

<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>	1.4.0
<b>Resolution:</b>	Fixed		
<b>Description</b>			
<p>I tried to get help on the forum (<a href="#">Rmagick 2.13.1 not being detected on Redmine 1.4.0 runnin...</a>), but as I got no response, I assume it's a bug.</p> <p>I managed to install ImageMagick and rmagick 2.3.1 following the instructions from this link:</p> <p><a href="http://phosphor-escence.blogspot.com.br/2010/10/install-rmagick-on-mingw-and-msys.html">http://phosphor-escence.blogspot.com.br/2010/10/install-rmagick-on-mingw-and-msys.html</a></p> <p>My gem list show rmagick 2.3.1, as below:</p> <pre>*** LOCAL GEMS *** actionmailer (2.3.14) actionpack (2.3.14) activerecord (2.3.14) activeresource (2.3.14) activesupport (2.3.14) bundler (1.1.3) cgi_multipart_eof_fix (2.5.0) coderay (1.0.6) fastercsv (1.5.4) gem_plugin (0.2.3) i18n (0.4.2) json (1.6.6, 1.6.3) mongrel (1.1.5 x86-mingw32) mongrel_service (0.3.4 i386-mswin32) mysql (2.8.1 x86-mingw32) net-ldap (0.3.1) pg (0.13.2 x86-mingw32) rack (1.1.3, 1.1.1) rails (2.3.14) rake (0.9.2.2, 0.8.7) rdoc (3.12) rmagick (2.13.1) ruby-openid (2.1.8) sqlite3 (1.3.5 x86-mingw32) tzinfo (0.3.33) win32-service (0.5.2 mswin32)</pre> <p>But still, Redmine says that RMagick is not available... What am I missing? Does it have anything to do with the gemfile file?</p> <p>info.JPG</p> <p>Thanks!</p>			
<b>Related issues:</b>			
Related to Redmine - Defect #13185: Redmine claims RMagick is not available			Closed

#### History

#1 - 2012-04-20 14:44 - Etienne Massip

- Status changed from New to Confirmed

## #2 - 2012-05-10 14:31 - Pavel Potcheptsov

same issue on RM 1.4.1

## #3 - 2012-05-16 16:26 - Peter Schuler

I hab a Redmine 1.4.2 with bundle install --without development test rmagick (so no rmagick working). Thanks to Cassiano for forum post!

Fixed this problem with this steps

1. Tried the forum post mentioned and finished installing rmagick gem 2.13.1
2. Redmine admin still shows RMagick unavailable
3. bundle show won't show rmagick either
4. run bundle install --without development test
5. bundle show does show rmagick now
6. restarting mongrel
7. Redmine admin shows RMagick is available!

So perhabs "bundle" just needs to be reinitialized, or this is fixed in 1.4.2.

[pavel ochman](#), @Cassiano does this work for you?

## #4 - 2012-05-22 21:45 - Cassiano Monteiro

Hey Peter!

Thanks for the hints! That procedure worked for me!

## #5 - 2012-05-23 09:58 - Pavel Potcheptsov

I did upgrade from 141 to 142, did  
-bundle install --without development test postgresql sqlite rmagick  
-restart thin  
-Redmine admin shows RMagick unavailable  
-bundle install --without development test postgresql sqlite  
-bundle show:

```
# bundle show
Gems included by the bundle:
* actionmailer (2.3.14)
* actionpack (2.3.14)
* activerecord (2.3.14)
* activeresource (2.3.14)
* activesupport (2.3.14)
* bundler (1.1.3)
* coderay (1.0.6)
* fastercsv (1.5.5)
* i18n (0.4.2)
* mysql (2.8.1)
* net-ldap (0.3.1)
* rack (1.1.3)
* rails (2.3.14)
* rake (0.9.2.2)
* rmagick (2.13.1)
* ruby-openid (2.1.8)
* tzinfo (0.3.33)
```

-restart thin  
-still no available

## #6 - 2012-05-25 13:21 - Etienne Massip

- Category changed from Gems support to Documentation  
- Status changed from Confirmed to New

Could someone please test the following [procedure](#)?

## #7 - 2012-05-31 13:53 - Pavel Potcheptsov

I install last ImageMagick version from source on my BSD system and Redmine still not see it.

## #8 - 2012-05-31 15:51 - Etienne Massip

Pavel Potcheptsov wrote:

I install last ImageMagick version from source on my BSD system and Redmine still not see it.

Not the topic of this issue, if you don't mind.

**#9 - 2012-06-14 18:35 - Etienne Massip**

- Status changed from New to Closed

- Resolution set to Fixed

Please feel free to update the procedure at [HowTo install rmagick gem on Windows](#) if needed.

**#10 - 2012-06-27 06:07 - Angelo Arboleda**

Peter Schuler's suggestion worked for me! Thanks!

**#11 - 2012-07-16 12:56 - marco deluca**

I still see "not available" in redmine/admin/info. New installation of redmine 2.0.3, installed rmagick (2.13.1) successfully, ran bundle install --without postgresql afterwards, and bundle show does have rmagick (2.13.1) in the list. I've restarted apache and still the app says rmagick is not available.

**#12 - 2012-07-16 12:59 - Cassiano Monteiro**

Are you running on Windows? You have to restart mongrel (or thin?).

**#13 - 2012-07-16 14:20 - Etienne Massip**

marco deluca wrote:

(...) bundle show does have rmagick (2.13.1) in the list (...)

What about bundle config?

**#14 - 2012-08-31 14:59 - marco deluca**

@# bundle config

Settings are listed in order of priority. The top value will be used.

without

Set for your local app (/home/worklabs/tracker/redmine/.bundle/config): "postgresql"@

I'm searching around forums and whatnot to see if there have been any other solutions, but I still have a rmagick not available problem. bundle show does have rmagick 2.13.1 in the list.

Environment:

Redmine version	2.0.3.stable
Ruby version	1.9.3 (x86_64-linux)
Rails version	3.2.6
Environment	production
Database adapter	Mysql2
Redmine plugins:	
add_link	0.0.1
redmine_knowledgebase	2.1.1
redmine_stealth	0.5.1
redmine_wktime	0.0.9

**#15 - 2012-09-13 17:53 - marco deluca**

Okay I finally figured this out. Basically the issue was Using CentOS with cPanel. From the beginning, cPanel doesn't support the ruby/rails requirements of redmine 2.x. Now I was previously able to get the proper rails environment setup, HOWEVER...

rmagick took some issues to get installed. There are posts about how to get rmagick installed ( sorry I dont have links ). Once rmagick was installed, HERE are the steps I took to get redmine to recognize rmagick:

1. Get the latest version of ImageMagick - assuming you have root access to your server:

```
cd /usr/local/src
wget http://imagemagick.mirrorcatalogs.com/ImageMagick-6.7.9-4.tar.gz
tar -xzf ImageMagick-6.7.9-4.tar.gz
cd ImageMagick-6.7.9-4
./configure --prefix=/usr/local --libdir=/usr/lib64 --with-libdir=lib64
```

make  
make install

Then navigate to your redmine installation and do this from BASH ( note this command only works from Bash. do echo \$SHELL to figure out what shell you're using and figure out how to use Bash if you're not already )

Now, gem uninstall rmagick

and then finally run this:

```
1. C_INCLUDE_PATH=/usr/local/src/ImageMagick-6.7.9-4 bundle install --without test development postgresql
```

**Files**

info.JPG	15.6 KB	2012-04-20	Cassiano Monteiro
----------	---------	------------	-------------------