

Redmine - Defect #11854

Problems with thumbnails

2012-09-17 15:14 - Luis Serrano Aranda

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Invalid		
<b>Description</b>			
I have Redmine 2.1 and I don't see the thumbnails (I test with png and jpg), this is my environment			
About your application's environment			
Ruby version 1.8.7 (x86_64-linux)			
RubyGems version 1.3.7			
Rack version 1.4			
Rails version 3.2.8			
JavaScript Runtime therubyracer (V8)			
Active Record version 3.2.8			
Action Pack version 3.2.8			
Active Resource version 3.2.8			
Action Mailer version 3.2.8			
Active Support version 3.2.8			
Middleware Rack::Cache, ActionDispatch::Static, Rack::Lock, #<ActiveSupport::Cache::Strategy::LocalCache::Middleware:0xefa470>, Rack::Runtime, Rack::MethodOverride, ActionDispatch::RequestId, Rails::Rack::Logger, ActionDispatch::ShowExceptions, ActionDispatch::DebugExceptions, ActionDispatch::RemoteIp, ActionDispatch::Callbacks, ActiveRecord::ConnectionAdapters::ConnectionManagement, ActiveRecord::QueryCache, ActionDispatch::Cookies, ActionDispatch::Session::CookieStore, ActionDispatch::Flash, RedmineDmsf::NoParse, ActionDispatch::ParamsParser, ActionDispatch::Head, Rack::ConditionalGet, Rack::ETag, ActionDispatch::BestStandardsSupport, OpenIdAuthentication			
Application root /var/redmine			
Environment production			
Database adapter mysql			
Database schema version 20120731164049			
Thanks in advance			

History

#1 - 2012-09-17 16:48 - Etienne Massip

What did you write?  
Did you try with an underscore in place of the space?

#2 - 2012-09-17 17:08 - Luis Serrano Aranda

- File Sin\_titulo.png added

The same problem with \_

#3 - 2012-09-17 17:13 - Etienne Massip

[\\_ 150](#)

Seems to work here with:

```
{{thumbnail(Sin_titulo.png, size=150, title=Thumbnail)}}
```

If you're talking about automatically displayed thumbmails, you have to check Display attachment thumbmails settings in Administration to activate it.

**#4 - 2012-09-17 19:48 - Jean-Philippe Lang**

Make sure that convert (from imagemagick) is available on your system.

**#5 - 2012-09-18 08:10 - Luis Serrano Aranda**

I write `_ 150` and not work (the same result), the option Display attachment thumbnails is checked and I have RMagick installed.

**#6 - 2012-09-18 09:39 - Etienne Massip**

Luis Serrano Aranda wrote:

I write `_ 150` and not work (the same result), the option Display attachment thumbnails is checked and I have RMagick installed.

As said JPL, make sure that the convert command is accessible in the path to the user running the application.

**#7 - 2012-09-18 10:39 - Luis Serrano Aranda**

Thanks Etienne but, what is the process to know if the convert command is accessible in the path to the user running the application.

**#8 - 2012-09-18 13:34 - Antoine de pierrefeu**

I had the same issue on a turnkey VM and I solved the problem changing `/var/www/railsapp/tmp/thumbnails` rights for the user running the application

**#9 - 2012-09-18 15:31 - Etienne Massip**

Luis Serrano Aranda wrote:

Thanks Etienne but, what is the process to know if the convert command is accessible in the path to the user running the application.

You can `su` either a [which convert](#) or a `convert -version` with this user login.

**#10 - 2012-09-19 02:08 - Luis Serrano Aranda**

Still not working, my default folder for attachments is `redmine/files` and with firebug in the thumbnail look in the folder `redmine/atachments/thumbnail` I changed the default folder for attachments to `redmine/atachments` and create inside the folder thumbnail, configure the acces and the thumbnail fails...

**#11 - 2012-09-19 02:12 - Luis Serrano Aranda**

It is necessary modify the configuration.yml file (this line)

1. Absolute path (e.g. `/usr/bin/convert`, `c:/im/convert.exe`) to
2. the ImageMagick's 'convert' binary. Used to generate attachment thumbnails.  
`#imagemagick_convert_command:`

**#12 - 2012-09-19 02:22 - Luis Serrano Aranda**

Ups I needed to install the library

```
sudo apt-get install imagemagick
```

**#13 - 2012-09-19 09:43 - Etienne Massip**

- Status changed from New to Closed

- Resolution set to Invalid

**#14 - 2013-02-13 15:35 - Anthony Cartmell**

FWIW I had this problem too, and the fix for me was that proposed by Antoine: I had to make `tmp/thumbnails` writeable by the application.

**#15 - 2014-01-13 12:09 - Pierre de LESPINAY**

Redmine was telling me that ImageMagick was installed but I also had to install it with

```
$ sudo apt-get install imagemagick
[...]
The following NEW packages will be automatically installed:
  hicolor-icon-theme imagemagick libnetpbm10 netpbm
[...]
```

It works now

#16 - 2014-08-12 15:05 - Pierre Pretorius

Same here, Redmine was saying imagemagick is available but it wasn't.

#17 - 2015-12-27 20:23 - Alex Kalinin

I did this:

```
hedin@rbdev:~$ sudo aptitude install imagemagick
hedin@rbdev:~$ sudo /etc/init.d/apache2 restart
```

It works.

Files

TestThumbnail.jpg	395 KB	2012-09-17	Luis Serrano Aranda
Sin_titulo.png	361 KB	2012-09-17	Luis Serrano Aranda