**Redmine - Defect #11854**  
**Problems with thumbnails**  
2012-09-17 15:14 - Luis Serrano Aranda

<table>
<thead>
<tr>
<th>Status:</th>
<th>Closed</th>
<th>Start date:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Priority:</td>
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<td>Due date:</td>
<td></td>
</tr>
<tr>
<td>Assignee:</td>
<td></td>
<td>% Done:</td>
<td>0%</td>
</tr>
<tr>
<td>Category:</td>
<td></td>
<td>Estimated time:</td>
<td>0.00 hour</td>
</tr>
<tr>
<td>Target version:</td>
<td></td>
<td>Affected version:</td>
<td></td>
</tr>
<tr>
<td>Resolution:</td>
<td>Invalid</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Description**

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, <Act
- iveSupport::Cache::Strategy::LocalCache::Middleware:0xefa470>, Rack::Runtime, Ra
- ck::MethodOverride, ActionDispatch::RequestMiddleware
- , ActionDispatch::ShowExceptions, ActionDispatch::DebugExceptions, ActionDispatch::RemoteIp, A
- ctionDispatch::Callbacks, ActiveRecord::ConnectionAdapters::ConnectionManagement
- , ActiveRecord::QueryCache, ActionDispatch::Cookies, ActionDispatch::Session::Cookies
- , 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

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

Seems to work here with:

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

If you're talking about automatically displayed thumbnails, you have to check Display attachment thumbnails 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 {{thumbnail(Sin_titulo.png, size=150, title=Thumbnail)}} 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 {{thumbnail(Sin_titulo.png, size=150, title=Thumbnail)}} 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/attachments/thumbnail I changed the default folder for attachments to redmine/attachments 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:

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

It works.

Files

<table>
<thead>
<tr>
<th>File</th>
<th>Size</th>
<th>Date</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>TestThumbnail.jpg</td>
<td>395 KB</td>
<td>2012-09-17</td>
<td>Luis Serrano Aranda</td>
</tr>
<tr>
<td>Sin_titulo.png</td>
<td>361 KB</td>
<td>2012-09-17</td>
<td>Luis Serrano Aranda</td>
</tr>
</tbody>
</table>