

Redmine - Defect #13169

Accessing issue's attachments error - 404 - The page you were trying to access doesn't exist or has been removed.

2013-02-14 09:46 - Tomasz Zieleniewski

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Attachments	Estimated time:	0.00 hour
Target version:		Affected version:	2.2.2
Resolution:	Invalid		
Description			
Hi,			
We made an update from 2.1.5 to 2.2.2.			
After some time after update we encountered an error when trying to access attachments in existing issues.			
As the result there is an 404 page displayed with an information:			
<i>"The page you were trying to access doesn't exist or has been removed."</i>			
Below redmine log in debug level which suggest that all queries are succesful			
<pre>Started GET "/redmine/attachments/download/185/parametry.jpg" for 10.23.22.220 at Thu Feb 14 09:33:37 +0100 2013 Processing by AttachmentsController#download as HTML Parameters: {"id"=>"185", "filename"=>"parametry.jpg"} (0.5ms) SELECT MAX(`settings`.`updated_on`) AS max_id FROM `settings` User Load (0.9ms) SELECT `users`.* FROM `users` WHERE `users`.`type` IN ('User', 'AnonymousUser') AND `users`.`id` = ? AND (users.status = 1) LIMIT 1 [{"id", 6}] Current user: Tomasz.Zieleniewski@t-mobile.pl (id=6) Attachment Load (0.3ms) SELECT `attachments`.* FROM `attachments` WHERE `attachments`.`id` = ? LIMIT 1 [{"id", "185"}] Issue Load (0.4ms) SELECT `issues`.* FROM `issues` WHERE `issues`.`id` = 418 LIMIT 1 Project Load (0.3ms) SELECT `projects`.* FROM `projects` WHERE `projects`.`id` = 18 LIMIT 1 Rendered common/error.html.erb within layouts/base (0.3ms) UserPreference Load (0.5ms) SELECT `user_preferences`.* FROM `user_preferences` WHERE `user_preferences`.`user_id` = 6 LIMIT 1 SQL (1.1ms) SELECT `members`.`id` AS t0_r0, `members`.`user_id` AS t0_r1, `members`.`project_id` AS t0_r2, `members`.`created_on` AS t0_r3, `members`.`mail_notification` AS t0_r4, `projects`.`id` AS t1_r0, `projects`.`name` AS t1_r1, `projects`.`description` AS t1_r2, `projects`.`homepage` AS t1_r3, `projects`.`is_public` AS t1_r4, `projects`.`parent_id` AS t1_r5, `projects`.`created_on` AS t1_r6, `projects`.`updated_on` AS t1_r7, `projects`.`identifier` AS t1_r8, `projects`.`status` AS t1_r9, `projects`.`lft` AS t1_r10, `projects`.`rgt` AS t1_r11, `roles`.`id` AS t2_r0, `roles`.`name` AS t2_r1, `roles`.`position` AS t2_r2, `roles`.`assignable` AS t2_r3, `roles`.`builtin` AS t2_r4, `roles`.`permissions` AS t2_r5, `roles`.`issues_visibility` AS t2_r6 FROM `members` LEFT OUTER JOIN `projects` ON `projects`.`id` = `members`.`project_id` LEFT OUTER JOIN `member_roles` ON `member_roles`.`member_id` = `members`.`id` LEFT OUTER JOIN `roles` ON `roles`.`id` = `member_roles`.`role_id` WHERE `members`.`user_id` = 6 AND (projects.status<>9) ORDER BY projects.name Project Load (1.0ms) SELECT `projects`.* FROM `projects` WHERE (`projects`.`lft` <= 32 AND `projects`.`rgt` >= 33) AND (`projects`.id != 18) AND (projects.status <> 9) ORDER BY `projects`.`lft` EnabledModule Load (0.5ms) SELECT name FROM `enabled_modules` WHERE `enabled_modules`.`project_id` = 18 Project Load (0.4ms) SELECT `projects`.* FROM `projects` WHERE `projects`.`parent_id` IS NULL AND (`projects`.`lft` <= 32 AND `projects`.`rgt` >= 33) ORDER BY `projects`.`lft` LIMIT 1 (0.2ms) SELECT COUNT(DISTINCT `versions`.`id`) FROM `versions` LEFT OUTER JOIN `projects` ON `projects`.`id` = `versions`.`project_id` WHERE (projects.id = 18 OR (projects.status <> 9 AND (versions.sharing = 'system' OR (projects.lft >= 29 AND projects.rgt <= 38 AND versions.sharing = 'tree') OR (projects.lft < 32 AND projects.rgt > 33 AND versions.sharing IN ('hierarchy', 'descendants')) OR (projects.lft > 32 AND projects.rgt < 33 AND versions.sharing = 'hierarchy')))) Wiki Load (0.6ms) SELECT `wikis`.* FROM `wikis` WHERE `wikis`.`project_id` = 18 LIMIT 1 (0.5ms) SELECT COUNT(*) FROM `boards` WHERE `boards`.`project_id` = 18</pre>			

```
Repository Load (0.3ms) SELECT `repositories`.* FROM `repositories` WHERE `repositories`.`project_id` = 18 AND (is_default = 1) LIMIT 1
Filter chain halted as :file_readable rendered or redirected
Completed 404 Not Found in 93ms (Views: 74.2ms | ActiveRecord: 7.4ms)
```

Environment information: Debian OS 6.0

History

#1 - 2013-02-14 09:47 - Etienne Massip

Any plugins?

#2 - 2013-02-14 09:49 - Tomasz Zieleniewski

Environment:

Redmine version	2.2.2.stable.11328
Ruby version	1.8.7 (x86_64-linux)
Rails version	3.2.11
Environment	production
Database adapter	MySQL

Redmine plugins:

due_date_reminder	0.3.2
redmine_monitoring_controlling	0.1.1

#3 - 2013-02-14 18:37 - Jean-Philippe Lang

- Status changed from New to Closed

- Resolution set to Invalid

Filter chain halted as :file_readable rendered or redirected

This means that the file is not present on the disk or is not readable. Check that the file exists and that the application has the read permissions.

#4 - 2013-02-15 08:28 - Tomasz Zieleniewski

Cheers.

It appeared that there was not file. I thought that files were hold directly in the database.

During migration I didn't move the files from the files directory. It would be good to add such info in the upgrade/migration manual.

#5 - 2013-02-15 09:12 - Etienne Massip

It's point 4 of [RedmineUpgrade](#).