

Redmine - Defect #13835

Disappearing inline images

2013-04-22 14:24 - Jethro Yu

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Attachments	Estimated time:	0.00 hour
Target version:		Affected version:	2.3.0
Resolution:	Invalid		
Description			
It seems in google chrome, 'some' inline image can show up during loading page, but will disappear after the page loading finishes.			
I have upload a video for this: http://youtu.be/kjdzMaYE_Sk . In video, the image of fish disappeared when page is loaded.			

History







#1 - 2013-04-22 20:43 - Filou Centrinov

Can't reproduce defect with Chrome. Could you make some more experiments? May it depends on the image size, image format, chrome version, ... ? However displaying big inline images in chrome 26 works for me.

#2 - 2013-04-23 07:20 - Jethro Yu

- File *chrome.png* added

in Chrome's debug console, i get the image GET error with wrong received size.

Elements	Resources	Network	Sources	Timeline	Profiles	Audits	Console			
Name	Path	Method	Status	Text	Type	Initiator	Size	Time	Latency	Timeline
	fav_off.png /images	GET	304	Not Modified	image/png	1084:108 Parser	186 B 211 B	30 ms 26 ms		
	307248.jpg /attachments/download/1357	GET	(failed)		image/jpeg	1084:175 Parser	312 KB 311 KB	5.62 s 388 ms		
	comment.png /images	GET	304	Not Modified	image/png	1084:170 Parser	187 B 360 B	22 ms 16 ms		
	copy.png /images	GET	304	Not Modified	image/png	1084:109 Parser	187 B 925 B	220 ms 207 ms		
	Cuh_Cuh_Circlebow.png /attachments/download/1355	GET	304	Not Modified	image/png	1084:178 Parser	740 B 64.8 KB	219 ms 204 ms		
	attachment.png /images	GET	304	Not Modified	image/png	1084:182 Parser	187 B 939 B	217 ms 201 ms		

However, in apache log(i setup redmine with apache), the image sending has no error(status code 200):

```
[23/Apr/2013:13:11:25 +0800] "GET /attachments/download/1357/307248.jpg HTTP/1.1" 200 319703 "http://172.16.78.208/issues/1084" "Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.31 (KHTML, like Gecko) Chrome/26.0.1410.64 Safari/537.31"
```

#3 - 2013-04-23 07:54 - Jethro Yu

After I go to install an Apache mod mod_pagespeed from <https://developers.google.com/speed/pagespeed/mod> , the problem is not happened again.

So it seems like a configuration issue of Apache, but i'm still not sure what the root cause is.

#4 - 2013-04-23 10:16 - Filou Centrinov

Try this:

1) Your mouse cursor shows that the page is loading. Press ESC to break page loading when your inline picture is shown. So now your picture shouldn't disappear. Get the path of this picture. Then reload the page and wait until finished. Get again the path of your picture and compare with first determined path. Are they the same?

2) Load your page and wait until image disappears. Copy the path of picture in url adress field and load this only picture (without any html). Does it work?

3) Do you have this problem also with firefox? In firefox you can use Firebug to analyze the page and html elements.

#5 - 2013-04-23 12:49 - Jethro Yu

I can't reproduce this problem even if i remove the mod_pagespeed, restart apache, and clean all cache/cookie from google chrome. But i'm sure it can be reproduced before installing mod_pagespeed.

Hope that someone else who encounter this problem can provide more info in the future.

P.S. the problem has mentioned in bitnami and seems has been fixed in BitNami Redmine 2.1.2-1

<http://answers.bitnami.com/questions/8191/redmine-disappearing-inline-images> , but i encounter it in redmine 2.2.3 and redmine 2.3(tried to solve it by upgrading to 2.3)

#6 - 2013-04-29 09:05 - Jethro Yu

Confirmed the problem is due to Kaspersky + Chrome

<http://superuser.com/a/480289>

The problem is a combination of **Kaspersky** and **Chrome**.

Turn off Kaspersky's protection temporarily, and you'll see that the images stay on the page!

I've written to Kaspersky about this, and despite looking, they were unable to pin-point the problem. They only know that it started after a mid-2012 update. Also it happens on KIS, but not on PURE, etc etc.

I will send them a link to this superuser page -- maybe the other answers will help them fix this!

and a workaround <http://superuser.com/a/287454> is to remove the "Content-Length" from the header of the image.

#7 - 2013-05-01 12:37 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Invalid

Thank you for your feedback.

It is not Redmine problem.

Files

chrome.png	48.9 KB	2013-04-23	Jethro Yu
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