

Redmine - Defect #16162

redmine can't find new attachments

2014-02-24 16:38 - Adalte Support Team

Status:	Closed	Start date:															
Priority:	Normal	Due date:															
Assignee:		% Done:	0%														
Category:	Attachments	Estimated time:	0.00 hour														
Target version:		Affected version:	2.4.0														
Resolution:																	
Description																	
<p>I'm not sure this is a defect, but I can't figure out what is wrong. Probably my fault, but need some help.</p> <p>This is my setup</p> <p>Environment:</p> <table><tr><td>Redmine version</td><td>2.4.0.stable</td></tr><tr><td>Ruby version</td><td>1.8.7-p352 (2011-06-30) [x86_64-linux]</td></tr><tr><td>Rails version</td><td>3.2.15</td></tr><tr><td>Environment</td><td>production</td></tr><tr><td>Database adapter</td><td>Mysql2</td></tr></table> <p>SCM:</p> <table><tr><td>Git</td><td>1.7.1</td></tr></table> <p>Filesystem</p> <p>Redmine plugins:</p> <table><tr><td>redmine_github_hook</td><td>0.2.0</td></tr></table> <p>Mysql is 5.5.28</p> <p>We imported our data from a Jira xml dump, with an old script that we adapted for our needs. All attachments were saved under the redmine_root/files directory. They are visible and accessible.</p> <p>Then we started adding new attachments, that are saved under the redmine_root/files/YYYY/MM directories. These are visible (they show up in lists or inside the ticket page) but are not accessible (when you click, they generate a 404 error).</p> <p>How can this be fixed?</p>				Redmine version	2.4.0.stable	Ruby version	1.8.7-p352 (2011-06-30) [x86_64-linux]	Rails version	3.2.15	Environment	production	Database adapter	Mysql2	Git	1.7.1	redmine_github_hook	0.2.0
Redmine version	2.4.0.stable																
Ruby version	1.8.7-p352 (2011-06-30) [x86_64-linux]																
Rails version	3.2.15																
Environment	production																
Database adapter	Mysql2																
Git	1.7.1																
redmine_github_hook	0.2.0																

History

#1 - 2014-02-26 09:27 - Adalte Support Team

- Status changed from New to Resolved

I don't know how, but after some tinkering (which did not accomplish anything) now it seems to work.

#2 - 2014-02-26 21:35 - Jan Niggemann (redmine.org team member)

- Status changed from Resolved to Closed