Redmine - Defect #21161

Redmine can't access uploaded file with accent

2015-11-05 16:32 - David BOUCHE

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Attachments		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	3.1.1

Description

Hello,

I'm having the same issue with two redmine installations, I've made a short vidéo to illustrate the problem :
https://youtu.be/u6W9uEPQNHk

I can't consult/download uploaded files with accent. Redmine returns a 404 error.

The log corresponding at the 404 error :

```
Started GET "//attachments/download/64/Test file with space and accént.jpg" for 2.9.10.148 at 2015
-11-05 15:21:34 +0000
Processing by AttachmentsController#download as HTML
  Parameters: {"id"=>"64", "filename"=>"Test file with space and acc\xC3\xA9nt.jpg"}
  Current user: david (id=2)
  Rendered common/error.html.erb within layouts/base (0.2ms)
Filter chain halted as :find_attachment rendered or redirected
Completed 404 Not Found in 94ms (Views: 41.2ms | ActiveRecord: 37.1ms)
```

Here informations about redmine installations, **1st one** (used for the video) :

```
Environment:
  Redmine version              3.0.3.stable
  Ruby version                 1.9.3-p194 (2012-04-20) [x86_64-linux]
  Rails version                4.2.1
  Environment                  production
  Database adapter             PostgreSQL
SCM:
  Git                          1.9.1
  Filesystem
Redmine plugins:
  redmine_agile                1.3.8
```

2nd one :

```
Environment:
  Redmine version              3.1.1.stable
  Ruby version                 2.0.0-p247 (2013-06-27) [x86_64-linux]
  Rails version                4.2.4
  Environment                  production
  Database adapter             Mysql2
SCM:
  Subversion                   1.6.6
  Cvs                          1.12.13
  Git                          1.7.0.4
  Filesystem
Redmine plugins:
  redmine_agile                1.3.11
  redmine_contacts             4.0.2
  redmine_contacts_helpdesk    3.0.1
```

Do not hesite to ask for other details.

Thanks for your support, David

History

#1 - 2015-11-06 05:40 - Toshi MARUYAMA

- Status changed from New to Needs feedback

I cannot reproduce.

```
Started GET "/attachments/download/5/Test%20file%20with%20space%20and%20acc%c3%a9nt.jpg" for 192.168.11.10 at
2015-11-06 13:39:05 +0900
Processing by AttachmentsController#download as HTML
  Parameters: {"id"=>"5", "filename"=>"Test file with space and accént.jpg"}
  Current user: admin (id=1)
Completed 304 Not Modified in 22ms (ActiveRecord: 2.1ms)
```

#2 - 2015-11-06 05:43 - Toshi MARUYAMA

Your Rubies are very old.

#3 - 2016-05-03 15:11 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed

- Resolution set to No feedback

No feedback.

#4 - 2017-03-08 17:08 - David BOUCHE

- Status changed from Closed to Reopened

The issue is still there.

A small video to show you how to reproduce the bug : https://youtu.be/KU4amh1c6so

Administration/information :

```
Environment:
  Redmine version            3.3.2.stable
  Ruby version               2.3.3-p222 (2016-11-21) [x86_64-linux]
  Rails version              4.2.7.1
  Environment                production
  Database adapter           PostgreSQL
SCM:
  Subversion                 1.8.16
  Git                        2.11.0
  Filesystem
Redmine plugins:
  redmine_agile              1.4.2
  redmine_contacts           4.0.6
  redmine_contacts_helpdesk  3.0.7
```

If you wan't to reproduce the bug by yourself :

- https://support.clicproxy.com
- username : test
- password : testtest

I reproduced the bug on 3 redmine installation with 3 differents environments.

Thanks for your support,
David.

#5 - 2017-03-08 17:58 - Toshi MARUYAMA

- Status changed from Reopened to Closed

- Resolution changed from No feedback to Invalid

I think your environment (web server, proxy etc.) problem because filename in your log is URL decoded.

#6 - 2017-06-01 23:34 - David BOUCHE

- Status changed from Closed to Reopened

I've found a solution with a local ruby developper.

We've update redmine mannually in app/controllers/attachments_controller.rb:146 :

```
# before
# raise ActiveRecord::RecordNotFound if params[:filename] && params[:filename] != @attachment.filename
# after
raise ActiveRecord::RecordNotFound if params[:filename] && params[:filename].force_encoding(Encoding::UTF_8) != @attachment.filename.force_encoding(Encoding::UTF_8)
```

It seems that the encoding of the two information compared wasn't the same.
With this fix, it force the same encoding (and so accent are preserved).

Thanks for your support,
David

#7 - 2017-06-03 02:07 - Toshi MARUYAMA

- Status changed from Reopened to Closed

As I said before, it is your environment problem.
Make sure you get same result to run webrick.

#8 - 2017-06-03 08:13 - David BOUCHE

- Status changed from Closed to Reopened

I don't know webrick, how can I test with it ?
Actually I'm using nginx.

What should I check/try in my environnent ?

#9 - 2017-06-03 08:16 - David BOUCHE

May be you can suggest an appropriate configuration.

#10 - 2017-06-04 04:15 - Toshi MARUYAMA

- Status changed from Reopened to Closed

David BOUCHE wrote:

> May be you can suggest an appropriate configuration.

We don't recommend any Web Server.

#11 - 2017-06-04 04:15 - Toshi MARUYAMA

David BOUCHE wrote:

> I don't know webrick, how can I test with it ?
> Actually I'm using nginx.
>
> What should I check/try in my environnent ?

Please use forum for question.