

## Redmine - Defect #21741

### Authorized error on download attachment of note

2016-01-16 15:58 - Mostafa Mirmousavi

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Attachments	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		

**Description**

I updated redmine to version 3.2, and attachments in note not work.  
I can download other attachment but when download attachment of note show this error:

You are not authorized to access this page.

Environment:

Redmine version	3.2.0.stable	[0/516]
Ruby version	2.1.8-p440 (2015-12-16) [x86_64-linux-gnu]	
Rails version	4.2.5	
Environment	production	
Database adapter	PostgreSQL	

SCM:

Subversion	1.8.8
Darcs	2.8.4
Mercurial	2.8.2
Cvs	1.12.13
Bazaar	2.7.0
Git	2.7.0
Filesystem	

Redmine plugins:

redmine_agile	1.3.12
redmine_ckeditor	1.1.3
redmine_contacts	4.0.4
redmine_contacts_invoices	4.0.3
redmine_graphs	0.1.0

### History

#### #1 - 2016-01-18 00:55 - Go MAEDA

- Status changed from New to Needs feedback
- Priority changed from High to Normal

At first, please try again without any plugins.

If the problem persists, could you provide a part of log/production.log when the error occurred?

#### #2 - 2016-01-19 10:59 - Mostafa Mirmousavi

- File Screenshot from 2016-01-19 13-22-14.png added
- File Screenshot from 2016-01-19 13-27-32.png added
- File Screenshot from 2016-01-19 13-27-47.png added

We must use contacts plugin (redmine crm pro: <http://www.redminecrm.com/projects/crm/pages/1>) to use send mail and attachment.

#### #3 - 2016-01-19 12:27 - Go MAEDA

The reason why I asked you to uninstall all plugins is to isolate the cause of the error.

If you cannot uninstall plugins even temporarily, please contact authors of plugins.

#4 - 2016-01-20 08:40 - Mostafa Mirmousavi

I talked with authors of plugin about this problem, and received the response:

Sorry to say this is known problem, we are working on fix for it right now and hope to include it into the next plugin's release.

#5 - 2016-02-13 04:39 - Go MAEDA

- Status changed from Needs feedback to Closed

- Resolution set to Invalid

Mostafa Mirmousavi wrote:

I talked with authors of plugin about this problem, and received the response:

Sorry to say this is known problem, we are working on fix for it right now and hope to include it into the next plugin's release.

Thanks for the feedback.  
It has become clear that the problem is caused by plugins, I am closing this issue.

Files

Screenshot from 2016-01-19 13-27-32.png	40.7 KB	2016-01-19	Mostafa Mirmousavi
Screenshot from 2016-01-19 13-22-14.png	59.1 KB	2016-01-19	Mostafa Mirmousavi
Screenshot from 2016-01-19 13-27-47.png	7.99 KB	2016-01-19	Mostafa Mirmousavi