

## Redmine - Defect #22335

### Images with non-ASCII file names are not shown in PDF

2016-03-29 07:25 - Go MAEDA

<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>	PDF export	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	3.2.6	<b>Affected version:</b>	
<b>Resolution:</b>	Fixed		
<b>Description</b> Images with non-ASCII file names are not shown in PDF. Please see the following image. There are two embedded image "shrine.jpg" and "□□.jpg" in a issue description. But "□□.jpg" (an image with non-ASCII file name) are not shown in exported PDF.  defect-description.jpg			

#### Associated revisions

**Revision 16485 - 2017-04-05 12:53 - Toshi MARUYAMA**

Gemfile: explicitly use rbpdf 1.19.1 (#22335, #24271)

**Revision 16486 - 2017-04-05 13:04 - Toshi MARUYAMA**

Merged r16485 from trunk to 3.3-stable (#22335, #24271)

Gemfile: explicitly use rbpdf 1.19.1.

**Revision 16487 - 2017-04-05 13:05 - Toshi MARUYAMA**

Merged r16485 from trunk to 3.2-stable (#22335, #24271)

Gemfile: explicitly use rbpdf 1.19.1.

**Revision 16507 - 2017-04-06 19:16 - Jean-Philippe Lang**

Reverts to rbpdf 1.19.0 for now.

Using rbpdf-font 1.19.1

Encoding::UndefinedConversionError: "\x81" to UTF-8 in conversion from Windows-1252 to UTF-8

An error occurred while installing rbpdf (1.19.1), and Bundler cannot continue.  
Make sure that `gem install rbpdf -v '1.19.1'` succeeds before bundling.

**Revision 16512 - 2017-04-06 22:05 - Toshi MARUYAMA**

Merged r16507 from trunk to 3.3-stable (#22335, #24271)

Gemfile: use rbpdf 1.19.0.

**Revision 16513 - 2017-04-06 22:07 - Toshi MARUYAMA**

Merged r16507 from trunk to 3.2-stable (#22335, #24271)

Gemfile: use rbpdf 1.19.0.

**Revision 16520 - 2017-04-08 09:33 - Jean-Philippe Lang**

Use rbpdf 1.19.2 (#22335, #24271).

**Revision 16530 - 2017-04-09 10:14 - Jean-Philippe Lang**

Merged r16520 (#22335, #24271).

**Revision 16531 - 2017-04-09 10:15 - Jean-Philippe Lang**

Merged r16520 (#22335, #24271).

## History

### #1 - 2016-07-14 06:32 - Kuniharu AKAHANE

- File cherryblossoms.png added
- File cherry blossoms.png added

Hi, Go Maeda.  
Thanks for reporting this issue here.  
I reproduced this issue on our site.

Just for your information,

Not only images with non-ASCII file names but also with ASCII file names which includes special characters are not shown in PDF.  
I guess url-encoding or url-handling of file-path cause this issue. (somewhere in rbpdf ?)

Examples:

```
# cherryblossoms.png
!cherryblossoms.png!
# cherry blossoms.png (include space character, not shown )
!cherry blossoms.png!
# cherry%20blossoms.png (include space character with url encoded, shown in browser but not in PDF)
!cherry%20blossoms.png!
```

[Show results](#)[Show results](#)

- On browser  
browser\_view.png
- Exported PDF  
exported\_pdf.png

[Show logs on our web-site](#)[Show logs on our web-site](#)

```
Started GET "/its/issues/196178.pdf" for <ipaddress> at 2016-07-14 14:17:42 +0900
Processing by IssuesController#show as PDF
Parameters: {"id"=>"196178"}
Current user: kakahane (id=***)
```

**pdf: Image: error: RBPdf error: Image filename is empty.**  
**pdf: Image: error: RBPdf error: Image filename is empty.**  
Rendered issues/show.pdf.erb (88.5ms)  
Completed 200 OK in 106ms (Views: 88.3ms | ActiveRecord: 3.0ms)  
Out-Of-Bound GC finished in 0.115697521 sec

[Reproduced Environment-1](#)[Reproduced Environment-1](#)

```
$ uname -a
Linux 3.10.0-327.13.1.el7.x86_64 #1 SMP Thu Mar 31 16:04:38 UTC 2016 x86_64 x86_64 x86_64 GNU/Linux
$ cat /etc/centos-release
CentOS Linux release 7.2.1511 (Core)
```

Environment:

Redmine version	3.0.7.stable
Ruby version	2.1.7-p400 (2015-08-18) [x86_64-linux]
Rails version	4.2.3
Environment	production
Database adapter	Mysql2

SCM:

Subversion	1.8.14
Mercurial	2.6.2
Git	2.6.4
Filesystem	

Redmine plugins:

clipboard_image_paste	1.10
redmine_exception_handler	2.0.0.devel.56f6d28645
redmine_importer	1.2.2
redmine_plugin_views_revisions	0.0.1
redmine_vividtone_my_page_blocks	20150614
redmine_work_time	0.3.1
redmine_xls_export	0.2.1.t8

wiki_external_filter	0.0.2
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Gems:

htmlentities	(4.3.1)
passenger	(4.0.59)
rbpdf	(1.18.7, 1.18.6)
rmagick	(2.13.4)

[Reproduced Environment-2](#)[Reproduced Environment-2](#)

```
$ uname -a
Linux 2.6.32-573.22.1.el6.x86_64 #1 SMP Wed Mar 23 03:35:39 UTC 2016 x86_64 x86_64 x86_64 GNU/Linux
$ cat /etc/centos-release
CentOS release 6.7 (Final)
```

Environment:

Redmine version	3.1.4.stable
Ruby version	2.2.4-p230 (2015-12-16) [x86_64-linux]
Rails version	4.2.5.2
Environment	production
Database adapter	Mysql2

SCM:

Subversion	1.8.15
Mercurial	1.4
Git	1.7.1
Filesystem	

Redmine plugins:

clipboard_image_paste	1.10
redmine_exception_handler	2.0.0.devel.56f6d28645
redmine_importer	1.2.2
redmine_plugin_views_revisions	0.0.1
redmine_vividtone_my_page_blocks	20150614
redmine_work_time	0.3.1
redmine_xls_export	0.2.1.t9
wiki_external_filter	0.0.2

Gems:

htmlentities	(4.3.1)
passenger	(5.0.27)
rbpdf	(1.18.7)
rmagick	(2.15.4)

**#2 - 2016-07-14 07:00 - Kuniharu AKAHANE**

- File exported\_pdf.png added
- File browser\_view.png added

Opps, Add captured images.

**#3 - 2017-03-30 01:15 - Jun NAITOH**

This problem fixed by rbpdf 1.19.1.  
please bundle update.

**#4 - 2017-03-30 04:47 - Kuniharu AKAHANE**

Thanks you very much for your time, naito-san.

I tried rbpdf 1.19.1 on our all redmine instanses.  
The problem seems to be fixed so far.

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	Mysql2

bundle update results:

Using rbpdf-font 1.19.1 (was 1.19.0)  
Using rbpdf 1.19.1 (was 1.19.0)

#5 - 2017-03-30 04:54 - Go MAEDA

- File 22335-with-rfpdf-1.19.1.pdf added
- Status changed from New to Closed
- Resolution set to Fixed

I confirmed that images with a file name which contains non-ASCII and whitespace characters is rendered properly after updating to rfpdf 1.19.1 by executing bundle update.

[22335-with-rfpdf-1.19.1.pdf](#)

Thank you for working on this, Naitoh-san. We can close this issue.

Note for those who are in trouble with this problem:

Please run the following commands on your Redmine server.

```
cd /path/to/redmine
bundle update
```

#6 - 2017-04-05 13:06 - Toshi MARUYAMA

- Target version set to 3.2.6

#7 - 2017-04-06 21:54 - Toshi MARUYAMA

- Status changed from Closed to New
- Target version changed from 3.2.6 to 3.4.0
- Resolution deleted (Fixed)

#8 - 2017-04-06 21:55 - Toshi MARUYAMA

- Blocked by Feature #25538: Drop support for Ruby 2.2.1 and ealier, 2.2.2+ is now required added

#9 - 2017-04-08 09:39 - Jean-Philippe Lang

- Target version changed from 3.4.0 to 3.2.6

#10 - 2017-04-08 09:51 - Toshi MARUYAMA

- Blocked by deleted (Feature #25538: Drop support for Ruby 2.2.1 and ealier, 2.2.2+ is now required)

#11 - 2017-04-09 10:15 - Jean-Philippe Lang

- Status changed from New to Closed
- Resolution set to Fixed

Fixed with rbpdf 1.19.2.

Files

issue-export-sample.pdf	113 KB	2016-03-29	Go MAEDA
defect-description.jpg	70.4 KB	2016-03-29	Go MAEDA
cherryblossoms.png	36.4 KB	2016-07-14	Kuniharu AKAHANE
cherry blossoms.png	36.4 KB	2016-07-14	Kuniharu AKAHANE
exported_pdf.png	68.3 KB	2016-07-14	Kuniharu AKAHANE
browser_view.png	155 KB	2016-07-14	Kuniharu AKAHANE
22335-with-rfpdf-1.19.1.pdf	275 KB	2017-03-30	Go MAEDA