Redmine - Defect #27798

Error 404 occurred when opening attached file having Japanese (multibyte) file name

2017-12-15 05:18 - Anonymous

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Attachments		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	3.4.2

Description

This problem sometimes occurs.
The wrong URL "%E7%94�%E8�%8B%E6%9B�" is "%E7%94(DCB3)%E8(DCAB)%8B%E6%9B(DCB8)".
And that must be "%E7%94%B3%E8%AB%8B%E6%9B%B8".
It seems that the "%" character of the URL is changing to binary \xdc.
See these logs below.

- Logs on success

*Apache log (logs/accsss.log)

```
10.10.45.59 - - [13/Dec/2017:10:14:45 +0900] "GET /redmine/attachments/3054/PJ%E7%94%B3%E8%AB%8B%E
6%9B%B8.txt HTTP/1.1" 200 40204
```

Redmine log (log/production.log)

```
Started GET "/redmine/attachments/3054/PJ%E7%94%B3%E8%AB%8B%E6%9B%B8.txt" for 127.0.0.1 at 2017-12
-13 10:14:45 +0900
Processing by AttachmentsController#show as HTML
  Parameters: {"id"=>"3054", "filename"=>"PJ□□□.txt"}
  Current user: admin (id=1)
  Rendered common/_file.html.erb (0.0ms)
  Rendered layouts/_file.html.erb (15.6ms)
  Rendered attachments/file.html.erb within layouts/base (15.6ms)
  Rendered plugins/clipboard_image_paste/app/views/clipboard_image_paste/_headers.html.erb (0.0ms)
  Rendered plugins/sidebar_hide/app/views/sidebar/_hideButton_partial.html.erb (0.0ms)
  Rendered plugins/clipboard_image_paste/app/views/clipboard_image_paste/_add_form.html.erb (0.0ms
)
Completed 200 OK in 78ms (Views: 52.3ms | ActiveRecord: 15.6ms)
```

- Logs on failure

Apache log (logs/accsss.log)

```
10.10.45.59 - - [13/Dec/2017:10:14:39 +0900] "GET /redmine/attachments/3054/PJ%E7%94%B3%E8%AB%8B%E
6%9B%B8.txt HTTP/1.1" 404 12492
```

Redmine log (log/production.log)

```
Started GET "/redmine/attachments/3054/PJ%E7%94�%E8�%8B%E6%9B�.txt" for 127.0.0.1 at 2017-12-13 10
:14:39 +0900
Processing by AttachmentsController#show as HTML
  Parameters: {"id"=>"3054", "filename"=>"PJ\xE7\x94\xB3\xE8\xAB\x8B\xE6\x9B\xB8.txt"}
  Current user: admin (id=1)
  Rendered common/error.html.erb within layouts/base (0.0ms)
  Rendered plugins/clipboard_image_paste/app/views/clipboard_image_paste/_headers.html.erb (0.0ms)
  Rendered plugins/sidebar_hide/app/views/sidebar/_hideButton_partial.html.erb (0.0ms)
  Rendered plugins/clipboard_image_paste/app/views/clipboard_image_paste/_add_form.html.erb (15.6m
```

```
s)
Filter chain halted as :find_attachment rendered or redirected
Completed 404 Not Found in 47ms (Views: 36.4ms | ActiveRecord: 0.0ms)

Environment:
  Redmine version             3.4.2.stable
  Ruby version                2.3.3-p222 (2016-11-21) [x64-mingw32]
  Rails version               4.2.8
  Environment                 production
  Database adapter            Mysql2
SCM:
  Subversion                  1.9.5
  Filesystem
Redmine plugins:
  clipboard_image_paste       1.12
  easy_baseline               1.4
  easy_gantt                  1.10
  easy_gantt_pro              1.10
  redmine_dmsf                1.5.9
  redmine_graphs              0.1.0
  redmine_issue_templates     0.1.8
  redmine_issues_summary_graph  0.0.9
  redmine_issues_tree         0.0.10
  redmine_monitoring_controlling 0.1.1
  redmine_nikoca_re           0.2.0
  sidebar_hide                0.0.8
```

Other environment:

```
OS:  Windows 2008 R2
Web server:  Apache 2.2.32
Additional gems:
  thin (1.7.2)
  thin_service (0.0.7)
```

History

#1 - 2017-12-16 03:36 - Toshi MARUYAMA

- Description updated

#2 - 2017-12-16 03:39 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Do you reproduce on webrick and without plugins?

#3 - 2017-12-18 05:36 - Anonymous

Your question was very helpful.
Access failed sometimes via Apache, but succeeded via WEBrick and Thin directly.
And I could find some mistake in RewriteRule in httpd.conf.
Redmine works fine now.

Thank you!

By the way...
I'm also "nomeshikoki" :)

#4 - 2017-12-18 05:41 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed

- Resolution set to Invalid

Thank you for your feedback.

tacafumi tadocolo wrote:

By the way...
I'm also "nomeshikoki" :)

Oh, yeah!