

Redmine - Defect #28567

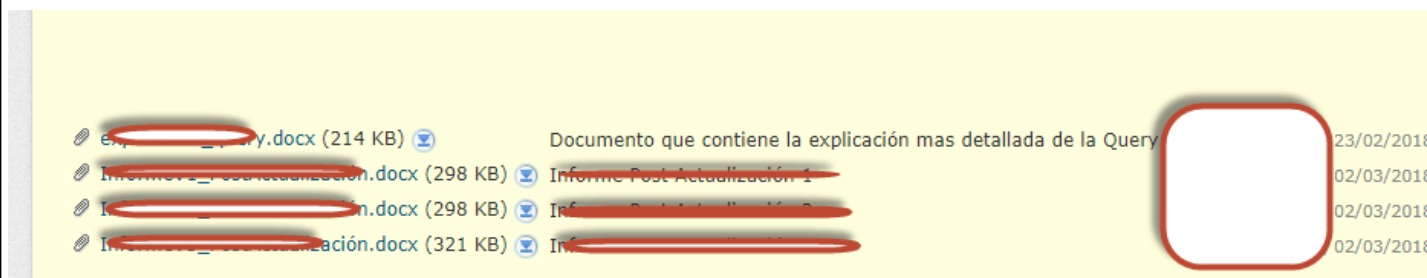
"No preview available"

2018-04-17 11:55 - Alex Perez

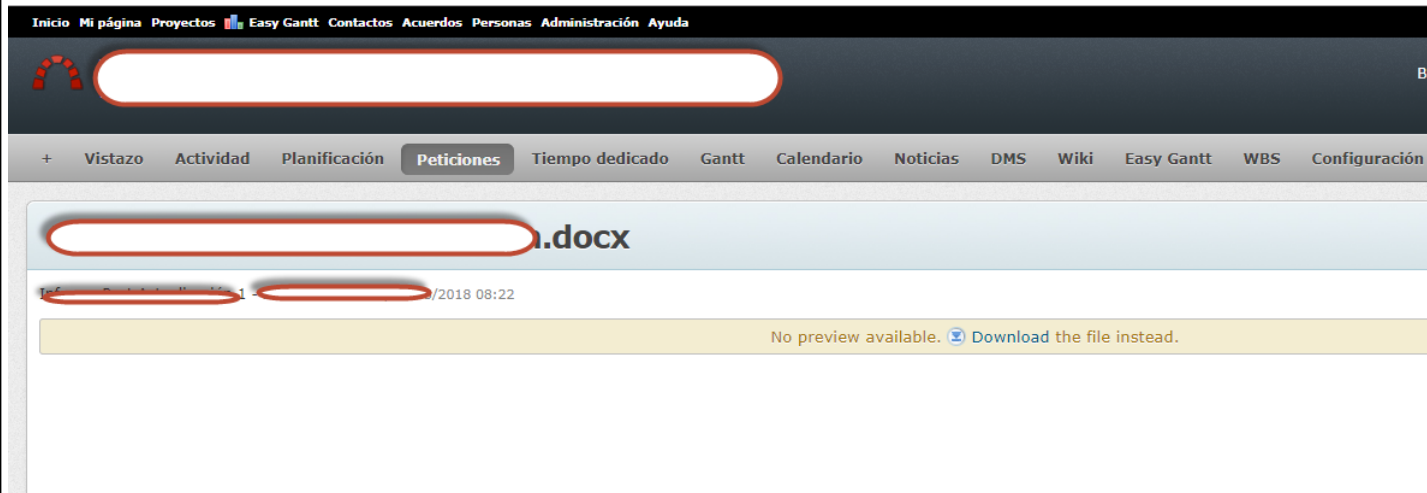
Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Attachments	Estimated time:	0.00 hour
Target version:		Affected version:	3.4.4
Resolution:	Invalid		

Description

Hello,
I'm not sure if this is a defect or a configuration issue in redmine. See redmine/plugins versions below



Checklist



When a user clicks on a a issue with file attached, then the file name ... Redmine is showing a screen with "no preview available" and a link to download the file. I noticed in previous versions there was a preview, so ..

- the preview on attached files is controlled by a redmine setting?
- is the preview option dependent on the file-type?

How can I get redmine to show a preview of the attachment?

Thanks in advance.
-Alex

Environment:
Redmine version 3.4.4.stable
Ruby version 2.3.4-p301 (2017-03-30) [x86_64-linux]
Rails version 4.2.8
Environment production
Database adapter Mysql2
SCM:
Git 1.7.1

Filesystem
 Redmine plugins:
 advanced_roadmap_v2 2.4.2
 easy_baseline 1.4
 easy_gantt 1.10
 easy_gantt_pro 1.10
 easy_wbs 2016-0.0
 redmine_agile 1.4.5
 redmine_checklists 3.1.5
 redmine_ckeditor 1.1.4
 redmine_contacts 4.1.1
 redmine_contacts_helpdesk 3.0.9
 redmine_dmsf 1.6.0
 redmine_drawio 0.8.1
 redmine_people 1.3.0

Related issues:

Related to Redmine - Feature #22482: Respond with "No preview available" inst... **Closed**

History

#1 - 2018-04-17 12:05 - Alex Perez

It may be related to [#25988](#)
 But I'm not sure if this behaviour is caused by the file-type or some redmine-level setting ..?

#2 - 2018-04-17 13:09 - Bernhard Rohloff

How is the behavior with images or PDF documents? Are they shown correctly?
 I can't remember any point in time where Redmine gave me a preview of a .docx document in the browser...
 I've quickly tested this on my Redmine instance and this seems to be the expected view.

#3 - 2018-04-18 10:19 - Alex Perez

With PDF is pretty the same as doc/docx: no preview un the issue view, and clicking in the filename show a "no preview available" and a option to download the file.

With png/jpeg images the preview is shown

#4 - 2018-04-18 10:55 - Go MAEDA

It is the expected behavior. Current versions of Redmine supports preview for only images.

#5 - 2018-04-30 04:33 - Go MAEDA

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

#6 - 2018-04-30 04:36 - Go MAEDA

- Related to Feature #22482: Respond with "No preview available" instead of sending the file when no preview is available added

#7 - 2020-07-07 13:06 - Andrea Valle

Hello, is there a way to roll back to the previous behavior?
 My customers are preferring the old "click and download" behavior.

Thank you.

By the way, i reverted patch number 3 from [#22482](#) to obtain the old behaviour, but maybe a setting could be a nice-to-have!

Files

ss1.png	29.2 KB	2018-04-17	Alex Perez
ss2.png	68.1 KB	2018-04-17	Alex Perez