

Redmine - Defect #30354

When extracting .zip files, they get corrupted

2019-01-07 15:39 - Danilo Henrique Ferreira

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:	Danilo Henrique Ferreira	% Done:	0%
Category:	Files	Estimated time:	0.00 hour
Target version:		Affected version:	2.5.1
Resolution:	Cant reproduce		
Description			
<p>I'm having trouble extracting .zip files with multiple users, zipped the files and tested them, no error.</p> <p>When inserting in redmine and then extracting it shows extraction error, header problem and or CRC. Being that the same zipped files without inserting in redmine does not generate this error.</p> <p>It is impacting internal activities and I do not find a solution.</p> <p>They could help me with this problem.</p> <p>Informações Redmine 2.5.1.stable</p> <p>Conta padrão do administrador alterada True Repositório com permissão de escrita True Diretório de plugins gravável Exclamation RMagick disponível (opcional) True Conversor ImageMagick disponível (opcional) True</p> <p>Environment: Redmine version 2.5.1.stable Ruby version 1.9.3-p547 (2014-05-14) [x86_64-linux] Rails version 3.2.17 Environment production Database adapter MySQL2 SCM: Subversion 1.8.8 Git 1.9.0 Filesystem Redmine plugins: no plugin installed</p>			

History

#1 - 2019-01-08 03:30 - Marius BĂLTEANU

- Status changed from New to Needs feedback
- Assignee set to Danilo Henrique Ferreira

Can you describe in more details your problem? Redmine doesn't generate any zip file and I'm not sure what means "inserting in redmine" for you. Most probably, your problem is not related to the Redmine core application.

#2 - 2019-01-08 12:57 - Danilo Henrique Ferreira

- File redmine01.JPG added
- File redmine02.JPG added
- File redmine03.jpg added
- File redmine04.jpg added
- File redmine05.jpg added
- File redmine06.jpg added

- File redmine07.jpg added

- File redmine08.jpg added

- File redmine09.jpg added

Hi, thanks for the feedback.

So we use redmine for company projects, we generate an Adobe Captivate package with certain files, these files are compressed by the 7-zip extraction tool, after the files are compressed, there is a test option to check the compressed file.

We do this process, it does not present any errors, we take the file and insert it into Redmine.

When downloading the previously inserted Redmine file, we re-test it to see if it has any errors. To the surprise, the file has an error.

This is impacting our activities, as there are many tickets with these files.

We have already used other browsers, such as IE, Edge and Chrome and other extraction tools, and the problem persists.

Follow the evidence in numerical order of the process that we execute so that you have a better understanding of the anomaly.

I'm waiting, thanks for the support.

#4 - 2019-01-15 05:59 - Marius BĂLTEANU

"we take the file and insert it into Redmine." means that you take the generated archive and attach it in the Files module from Redmine? and after you download the archive from Redmine, the archive doesn't pass anymore the test feature in 7-zip?

#5 - 2019-01-15 12:01 - Danilo Henrique Ferreira

Exactly, I get the files and compact with 7-zip (or another compression tool), I test the file, that's all right.

Then attach the file in Redmine, then extract the file, it has an error.

As previously attached images.

#6 - 2019-01-16 20:57 - Danilo Henrique Ferreira

Please help us with this problem that I have experienced. I have serious problems with my infrastructure.

#7 - 2019-01-16 23:21 - Marius BĂLTEANU

Danilo Henrique Ferreira wrote:

Please help us with this problem that I have experienced. I have serious problems with my infrastructure.

I'm trying to do my best :)

I've generated now a 7-zip archive with some random files, attached in Redmine (version 3.4) in the files modules, downloaded it and the test with 7-zip passed. Because I'm not sure how can be a problem generated by Redmine (at the same time, your Redmine version is very old and unsupported), I recommend you to verify if this happens with every type of 7-zip archive or only with some of them and also, maybe you can attach here an archive for which you receive the error to try attaching on a recent Redmine version.

If anyone have another idea, please reply.

#8 - 2019-01-17 20:00 - Danilo Henrique Ferreira

Hello, the problem that the files that are generating this error are files exported from Adobe Captivate, this packages have several extensions and the average size of the files are from 70mb to 140mb. I will generate a link through OneDrive so you can download the file.

I will send 2 links, first with correct file and another with file with error, so you can analyze.

This link is from the correct file, which I have not yet inserted into Redmine:

https://telefonicaeducaciondigital-my.sharepoint.com/:u:/g/personal/danilo_ferreira_telefonicaed_com_br/EcggCz8RIIVLmBq3xTvOIIEB6Tn1FuWLd_iDfM3eggLS7Q?e=z8Jacd

This other link is from the file extracted from Redmine, which generates the error that I said:

https://telefonicaeducaciondigital-my.sharepoint.com/:u:/g/personal/danilo_ferreira_telefonicaed_com_br/EfegMvS21EIDqjNvX-eRz90Bccrlbt8G9UVir5aJpHVLlQ?e=913h3L

I hope that with these information you can help us, thanks for the support.

#9 - 2019-01-17 21:23 - Marius BĂLTEANU

- File archive.png added
- Status changed from Needs feedback to Closed
- Resolution set to Cant reproduce

Thanks for the archives.

Please see my below checks:

1. Test 74810_Scorm_Final.zip

```
MacBook-Pro:Downloads mariusbalteanu$ unzip -t 74810_Scorm_Final.zip
Archive: 74810_Scorm_Final.zip
  testing: 74810_Scorm_Final/          OK
  testing: 74810_Scorm_Final/adlcp_rootvlp2.xsd  OK
  testing: 74810_Scorm_Final/biblioteca/        OK
  testing: 74810_Scorm_Final/biblioteca/css/    OK
  testing: 74810_Scorm_Final/biblioteca/css/estilos.css  OK
  testing: 74810_Scorm_Final/biblioteca/js/     OK
  testing: 74810_Scorm_Final/biblioteca/js/expressInstall.swf  OK
  testing: 74810_Scorm_Final/biblioteca/js/SCORM_API_wrapper.js  OK
  testing: 74810_Scorm_Final/biblioteca/js/swfobject.js  OK
  testing: 74810_Scorm_Final/biblioteca/xml/    OK
  testing: 74810_Scorm_Final/biblioteca/xml/frases.xml  OK
  testing: 74810_Scorm_Final/imscp_rootvlp2.xsd  OK
  testing: 74810_Scorm_Final/imsmanifest.xml  OK
  testing: 74810_Scorm_Final/imsmd_rootvlp2p1.xsd  OK
  testing: 74810_Scorm_Final/ims_xml.xsd  OK
  testing: 74810_Scorm_Final/videooplayer/      OK
  testing: 74810_Scorm_Final/videooplayer/css/  OK
  testing: 74810_Scorm_Final/videooplayer/css/style.css  OK
  testing: 74810_Scorm_Final/videooplayer/index.html  OK
  testing: 74810_Scorm_Final/videooplayer/js/     OK
  testing: 74810_Scorm_Final/videooplayer/js/scorm.api.min.js  OK
  testing: 74810_Scorm_Final/videooplayer/js/script.js  OK
  testing: 74810_Scorm_Final/videooplayer/videos/  OK
  testing: 74810_Scorm_Final/videooplayer/videos/video.mp4  OK
No errors detected in compressed data of 74810_Scorm_Final.zip.
```

2. Test 74810_Scorm_Final_error.zip

```
MacBook-Pro:Downloads mariusbalteanu$ unzip -t 74810_Scorm_Final_error.zip
Archive: 74810_Scorm_Final_error.zip
  testing: adlcp_rootvlp2.xsd          OK
  testing: biblioteca/                 OK
  testing: biblioteca/css/             OK
  testing: biblioteca/css/estilos.css  OK
  testing: biblioteca/js/              OK
  testing: biblioteca/js/expressInstall.swf  OK
  testing: biblioteca/js/SCORM_API_wrapper.js  OK
  testing: biblioteca/js/swfobject.js  OK
  testing: biblioteca/xml/             OK
  testing: biblioteca/xml/frases.xml  OK
  testing: imscp_rootvlp2.xsd          OK
  testing: imsmanifest.xml             OK
  testing: imsmd_rootvlp2p1.xsd        OK
  testing: ims_xml.xsd                 OK
  testing: videooplayer/               OK
  testing: videooplayer/css/           OK
  testing: videooplayer/css/style.css  OK
  testing: videooplayer/index.html     OK
  testing: videooplayer/js/            OK
  testing: videooplayer/js/scorm.api.min.js  OK
  testing: videooplayer/js/script.js  OK
  testing: videooplayer/videos/        OK
  testing: videooplayer/videos/video.mp4  bad CRC 1577f364 (should be 481d6271)
At least one error was detected in 74810_Scorm_Final_error.zip.
```

3. Attached 74810_Scorm_Final.zip to a note (Redmine 4.0)

4. Downloaded the attached archive and ran unzip -t 74810_Scorm_Final_1.zip

```
MacBook-Pro:Downloads mariusbalteanu$ unzip -t 74810_Scorm_Final_1.zip
Archive:  74810_Scorm_Final_1.zip
  testing: 74810_Scorm_Final/          OK
  testing: 74810_Scorm_Final/adlcp_rootvlp2.xsd  OK
  testing: 74810_Scorm_Final/biblioteca/    OK
  testing: 74810_Scorm_Final/biblioteca/css/  OK
  testing: 74810_Scorm_Final/biblioteca/css/estilos.css  OK
  testing: 74810_Scorm_Final/biblioteca/js/   OK
  testing: 74810_Scorm_Final/biblioteca/js/expressInstall.swf  OK
  testing: 74810_Scorm_Final/biblioteca/js/SCORM_API_wrapper.js  OK
  testing: 74810_Scorm_Final/biblioteca/js/swfobject.js  OK
  testing: 74810_Scorm_Final/biblioteca/xml/   OK
  testing: 74810_Scorm_Final/biblioteca/xml/frases.xml  OK
  testing: 74810_Scorm_Final/imsdp_rootvlp2.xsd  OK
  testing: 74810_Scorm_Final/imsmanifest.xml  OK
  testing: 74810_Scorm_Final/imsmd_rootvlp2p1.xsd  OK
  testing: 74810_Scorm_Final/ims_xml.xsd  OK
  testing: 74810_Scorm_Final/videoplayer/    OK
  testing: 74810_Scorm_Final/videoplayer/css/  OK
  testing: 74810_Scorm_Final/videoplayer/css/style.css  OK
  testing: 74810_Scorm_Final/videoplayer/index.html  OK
  testing: 74810_Scorm_Final/videoplayer/js/   OK
  testing: 74810_Scorm_Final/videoplayer/js/scorm.api.min.js  OK
  testing: 74810_Scorm_Final/videoplayer/js/script.js  OK
  testing: 74810_Scorm_Final/videoplayer/videos/  OK
  testing: 74810_Scorm_Final/videoplayer/videos/video.mp4  OK
No errors detected in compressed data of 74810_Scorm_Final_1.zip.
```

As you can see, it is a problem generated by your environment and not by Redmine. I don't know how can I help you further.

Files			
error redmine.jpg	87.6 KB	2019-01-07	Danilo Henrique Ferreira
redmine02.JPG	95.8 KB	2019-01-08	Danilo Henrique Ferreira
redmine01.JPG	141 KB	2019-01-08	Danilo Henrique Ferreira
redmine04.jpg	186 KB	2019-01-08	Danilo Henrique Ferreira
redmine03.jpg	239 KB	2019-01-08	Danilo Henrique Ferreira
redmine05.jpg	149 KB	2019-01-08	Danilo Henrique Ferreira
redmine07.jpg	143 KB	2019-01-08	Danilo Henrique Ferreira
redmine06.jpg	255 KB	2019-01-08	Danilo Henrique Ferreira
redmine08.jpg	233 KB	2019-01-08	Danilo Henrique Ferreira
redmine09.jpg	253 KB	2019-01-08	Danilo Henrique Ferreira
archive.png	40.4 KB	2019-01-17	Marius BĂLTEANU