## Redmine - Defect #33067
### Cannot preview and download an encrypted PDF attachments

**Status:** New  
**Priority:** Normal  
**Assignee:**  
**Category:** Attachments  
**Target version:**  
**Start date:**  
**Due date:**  
**% Done:** 0%  
**Estimated time:** 0.00 hour  
**Assignee:**  
**Category:** Attachments  
**Target version:**  
**Start date:**  
**Due date:**  
**% Done:** 0%  
**Estimated time:** 0.00 hour  

### Description

**Environment:**
- Redmine version: 3.4.5.stable
- Ruby version: 2.3.3-p222 (2016-11-21) [i386-mingw32]
- Rails version: 4.2.8
- Environment: production
- Database adapter: Mysql2

**SCM:**
- Subversion: 1.11.0
- Git: 2.14.1

**Filesystem**

**Redmine plugins:**
- custom_users_as_assignees: 0.0.3
- redmine_agile: 1.4.12
- redmine_issue_template: 1.0.7
- redmine_monitoring_controlling: 0.1.1
- redmine_work_time: 0.3.4
- redmine_workflow_hidden_fields: 0.5.0

**production.log:**

I, [2020-02-29T10:00:51.094359 #13092] INFO -- : Started GET
"/redmine/attachments/download/17/2019-12-12_018_功耗失败&加密失败&流量不通_ZTE.pdf" for 127.0.0.1 at 2020-02-29 10:00:51 +0800

I, [2020-02-29T10:00:51.094359 #13092] INFO -- : Processing by AttachmentsController#download as HTML

I, [2020-02-29T10:00:51.094359 #13092] INFO -- : Parameters: {"id":"17","filename":"2019-12-12_018_功耗失败&加密失败&流量不通_ZTE.pdf"}

I, [2020-02-29T10:00:51.094359 #13092] INFO -- : Current user: admin (id=1)

Save the link to local: open pdf file error: Acrobat cannot open 2019-12-12_018_功耗失败&加密失败&流量不通_ZTE.pdf. This type is not supported or the file is corrupted.
I can upload and download unencrypted PDF attachments. I can upload and download encrypted word and image attachments. Only cannot preview and download an encrypted PDF attachment.

#2 - 2020-03-02 07:31 - 光 杨
- File 加密.pdf added

Files

<table>
<thead>
<tr>
<th>Name</th>
<th>Size</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>加密.pdf</td>
<td>87.6 KB</td>
<td>2020-03-02</td>
</tr>
</tbody>
</table>