

## Redmine - Defect #33291

### Gantt conversion to png failed with error w.r.t. font 'helvetica'

2020-04-15 11:06 - Liane Hampe

<b>Status:</b>	Resolved	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Gantt	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	4.1.1
<b>Resolution:</b>			
<b>Description</b>			
<b>Expected Behavior</b>			
Gantt-Diagramm converts to png file format.			
<b>Actual Behavior</b>			
Clicking on the png link at the bottom of the Gantt page causes an error.			
<b>Essentials of Error Message</b>			
MiniMagick::Error in GanttsController#show `.../tmp/mini_magick20200415-1-ufk9mt.png` failed with error: convert-im6.q16: unable to read font `helvetica' error/annotate.c/RenderFreetype/1333. convert-im6.q16: non-conforming drawing primitive definition `text' error/draw.c/RenderMVGContent/4301.			
See the two attached screenshots of the very long error message.			
<b>Steps for Reproduction</b>			
<ol style="list-style-type: none"><li>1. Install Redmine according to the Technical Details below with a database populated only by Redmines default data</li><li>2. Define a Project by only setting a name</li><li>3. Create a Ticket by only setting name and due date</li><li>4. Go to Gantt page and click the png link at the bottom</li></ol>			
<b>Technical Details</b>			
Redmine 4.1.1.stable Default administrator account changed Attachments directory writable Plugin assets directory writable (./public/plugin_assets) MiniMagick available (optional) ImageMagick convert available (optional) ImageMagick PDF support available (optional)			
Environment:			
Redmine version	4.1.1.stable		
Ruby version	2.5.8-p224 (2020-03-31) [x86_64-linux]		
Rails version	5.2.4.2		
Environment	development		
Database adapter	Mysql2		
Mailer queue	ActiveJob::QueueAdapters::AsyncAdapter		
Mailer delivery	smtp		
SCM:			
Subversion	1.10.4		
Mercurial	4.8.2		
Git	2.20.1		
Filesystem			
Redmine plugins:			
no plugin installed			

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## History

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#1 - 2020-05-14 10:51 - Liane Hampe

- Status changed from New to Resolved

## Solution

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Installation of gsfonts since it is needed by ghostscript.

This bunch of software is necessary to use the Redmine features accompanied with MiniMagick:

- ghostscript
- gsfonts
- imagemagick

## Files

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Screenshot_2020-04-15 Action Controller Exception caught(1).png	161 KB	2020-04-15	Liane Hampe
Screenshot_2020-04-15 Action Controller Exception caught.png	444 KB	2020-04-15	Liane Hampe