

## Redmine - Defect #34397

### PDF thumbnail to PNG failing on ruby 2.5

2020-12-04 21:00 - Zee Prime

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Attachments	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	4.1.1
<b>Resolution:</b>	Invalid		
<b>Description</b>			
<p>We have Redmine 4.1.1 hosted on an ubuntu server but whenever we attach PDFs, the thumbnails show up as 404 broken links despite it appearing that it is set up correctly:</p> <p>info.png All image attachments do show thumbnails correctly.</p> <p>When I run "rake test" on the server, I consistently get 2 failing unit tests related to this:</p> <ul style="list-style-type: none"><li>• AttachmentTest#test_thumbnail_should_generate_the_thumbnail</li><li>• AttachmentsControllerTest#test_thumbnail_for_pdf_should_be_png</li></ul> <p>I thought it was just the version of code I'm running or my environment, so I forked the github mirror of Redmine and tried running the unit tests using github actions to ensure a consistent build environment. However, this is also consistently failing with the same 2 errors.</p> <ul style="list-style-type: none"><li>• <a href="https://github.com/pangaeatech/redmine-mirror/runs/1500645846?check_suite_focus=true">https://github.com/pangaeatech/redmine-mirror/runs/1500645846?check_suite_focus=true</a></li></ul> <p>I've checked in my Bundle.lock file but otherwise it is the same as the version that is clearly building successfully in Jenkins according to <a href="https://www.redmine.org/builds/">https://www.redmine.org/builds/</a> - is there a server-level package that I need to apt-install or a gem I'm missing that's not defined in the Gemfile?</p> <p>Is the "check" that the information page does to determine whether pdf-to-thumbnail support is enabled broken? I've confirmed that "gs" is installed on our server and working correctly.</p> <p>Thank you, Michael</p>			

#### History

##### #1 - 2020-12-05 00:37 - Go MAEDA

I found the following page. Maybe ImageMagick's policy.yml in your environment does not allow converting PDF files.

[python - ImageMagick not authorized to convert PDF to an image - Stack Overflow](#)

##### #2 - 2020-12-05 19:06 - Zee Prime

- Status changed from New to Resolved

Go MAEDA wrote:

I found the following page. Maybe ImageMagick's policy.yml in your environment does not allow converting PDF files.

[python - ImageMagick not authorized to convert PDF to an image - Stack Overflow](#)

Yep - that was it - THANK YOU!!!!

##### #3 - 2020-12-08 17:18 - Holger Just

- Status changed from Resolved to Closed

- Resolution set to Invalid

Thank you for the feedback. I'm closing this issue as it is not a defect in Redmine.

Files

info.png	73.2 KB	2020-12-04	Zee Prime
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