

## Redmine - Defect #34896

### PDF thumbnails are not displayed even though "ImageMagick PDF support available (optional)" is checked

2021-03-16 08:21 - Mizuki ISHIKAWA

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Administration	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>			
<b>Description</b>			
This is a issue related to <a href="#">#34397</a> . Due to recent changes in ImageMagick, PDF cannot be converted to PNG without rewriting the policy.xml file. <a href="https://stackoverflow.com/questions/52861946/imagemagick-not-authorized-to-convert-pdf-to-an-image">https://stackoverflow.com/questions/52861946/imagemagick-not-authorized-to-convert-pdf-to-an-image</a>  I think you should check if ImageMagick has permission to convert PDF to PNG and then check "ImageMagick PDF support available (optional)" in Infomation. information.png			

#### History

##### #1 - 2021-04-20 18:16 - Plastik Schnitzer

I experience this issue in Redmine version 4.2.0 in the docker version. All PDF thumbnail images are broken, but not image preview thumbnails.

Environment:

```
Redmine version      4.2.0.stable
Ruby version         2.7.3-p183 (2021-04-05) [x86_64-linux]
Rails version        5.2.5
Environment          production
Database adapter     Mysql2
Mailer queue         ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery      smtp
```

##### #2 - 2021-04-21 02:31 - Mizuki ISHIKAWA

Plastik Schnitzer wrote:

I experience this issue in Redmine version 4.2.0 in the docker version. All PDF thumbnail images are broken, but not image preview thumbnails.

The problem that PDF thumbnail images are broken should be improved by rewriting policy.xml.

I think <https://stackoverflow.com/questions/52861946/imagemagick-not-authorized-to-convert-pdf-to-an-image> answer will be helpful.

##### #3 - 2021-05-02 02:04 - Scott Macpherson

Mizuki ISHIKAWA wrote:

The problem that PDF thumbnail images are broken should be improved by rewriting policy.xml.

This does indeed resolve the issue, but I believe the intention of this defect report was to point out the discrepancy between admin/info and what is actually available. It would be really nice if Redmine could alert administrators that PDF support is generally available, but PDF previews are not available.

##### #4 - 2021-05-06 01:42 - Mizuki ISHIKAWA

Scott Macpherson wrote:

Mizuki ISHIKAWA wrote:

The problem that PDF thumbnail images are broken should be improved by rewriting policy.xml.

This does indeed resolve the issue, but I believe the intention of this defect report was to point out the discrepancy between admin/info and what is actually available. It would be really nice if Redmine could alert administrators that PDF support is generally available, but PDF previews are

not available.

You are right.

**Files**

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information.png	64 KB	2021-03-16	Mizuki ISHIKAWA
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