

Redmine - Defect #35605

image upload error

2021-07-26 08:58 - Burgess Chen

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Files	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Invalid		
Description			
Hi, my colleague has some problems using redmine When he uploads pictures or files, there will be an error As in the picture			
The machine performance has been checked and there is no abnormality			

History

#1 - 2021-07-26 09:32 - Rishikesh Pawar1

- File FileUploadError.PNG added

Even We are also facing the same issue. We tried increasing the file Size from Admin login, however the problem still persists.

#2 - 2021-07-26 09:35 - Rishikesh Pawar1

My current version

Environment:

Redmine version 4.1.1.stable
Ruby version 2.5.8-p224 (2020-03-31) [x64-mingw32]
Rails version 5.2.4.2
Environment production
Database adapter Mysql2
Mailer queue ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery smtp
SCM:
Git 2.26.1

Filesystem

Redmine plugins:

no plugin installed

#3 - 2021-07-26 09:48 - C S

Have you checked the write permissions yet?

You can see it under Administration-> Information

#4 - 2021-07-26 12:16 - Burgess Chen

- File image.png added

An error was found after inspection, as shown in the picture

How to adjust this part

#5 - 2021-07-26 15:09 - Rishikesh Pawar1

- File Info.PNG added

Write Permissions are allowed. Please see the attached image. This is on Windows Environment.

#6 - 2021-07-26 15:10 - Rishikesh Pawar1

- File Info.PNG added

C S wrote:

Have you checked the write permissions yet?
You can see it under Administration-> Information

Yes Write Permissions are allowed. Please see the attached image. This is on Windows Environment.

#7 - 2021-07-27 03:45 - Burgess Chen

- File Snipaste_2021-07-27_09-26-11.png added

Thank you very much, the system used is the relevant version of Linux as shown in the picture
The upload function was normal last week, but I only received the response yesterday, and there will be errors when uploading.

#8 - 2021-07-27 08:12 - Burgess Chen

Burgess Chen wrote:

Hi, my colleague has some problems using redmine
When he uploads pictures or files, there will be an error
As in the picture

The machine performance has been checked and there is no abnormality

0727:

After adjusting the folder permissions, files can be uploaded normally
Thank you all for your help

#9 - 2021-07-27 08:50 - Marius BĂLTEANU

- Status changed from New to Closed

- Resolution set to Invalid

Thanks for your feedback.

#10 - 2021-07-27 08:52 - Go MAEDA

Please use [forums](#) for questions. Issues are used to report a bug, suggesting a new feature, or submitting a patch. Reading [How to request help](#) may be helpful for you.

Files

Snipaste_2021-07-26_14-56-06.png	42.8 KB	2021-07-26	Burgess Chen
FileUploadError.PNG	8.28 KB	2021-07-26	Rishikesh Pawar1
image.png	37.9 KB	2021-07-26	Burgess Chen
Info.PNG	13.8 KB	2021-07-26	Rishikesh Pawar1
Info.PNG	13.8 KB	2021-07-26	Rishikesh Pawar1
Snipaste_2021-07-27_09-26-11.png	558 KB	2021-07-27	Burgess Chen