Redmine - Defect #37388

Not Able to Upload Files Using Google Chrome

2022-07-06 14:46 - Ryan Leong Yoon Kan

Status:	Needs feedback	**Start date:**	
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	Attachments	**Estimated time:**	0.00 hour
Target version:			
Resolution:		**Affected version:**	2.6.8

Description

Hi all,

Refer to my Redmine information below, I'm currently not able to upload certain files using Google Chrome. But Mozilla Firefox working fine!!
I have check my access.log and error.log but no clue found.

Environment:
Redmine version 4.2.2.stable
Ruby version 2.6.8-p205 (2021-07-07) [x64-mingw32]
Rails version 5.2.6
Environment production
Database adapter Mysql2
Mailer queue ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery smtp
SCM:
Git 2.32.0
Filesystem
Redmine plugins:
no plugin installed

History

#1 - 2022-07-06 15:32 - Go MAEDA

- Category changed from Files to Attachments

- Status changed from New to Needs feedback

Please check log/production.log under the installation directory of Redmine.

#2 - 2022-07-07 05:26 - Ryan Leong Yoon Kan

- File Upload Error.png added

Go MAEDA wrote:

> Please check log/production.log under the installation directory of Redmine.

Hi, I tried to simulate the issue and capture the production.log as below:
Started PATCH "/redmine/issues/176" for 199.0.2.132 at 2022-07-07 11:18:02 +0800
Processing by IssuesController#update as HTML
Parameters: {"utf8"=>"âœ“",
"authenticity_token"=>"E979f7gKKj30p/XIY+cRdmZf0IBaFVPLAywdtliQhRkE8w7wX1k+5yAMHXCQXVy9G8QK/EdAVY21U2/gYrhvxA==",
"form_update_triggered_by"=>"", "issue"=>{"is_private"=>"0", "project_id"=>"40", "tracker_id"=>"29", "subject"=>"Test by nss - 30 DEC 21",
"description"=>"test", "status_id"=>"7", "priority_id"=>"16", "assigned_to_id"=>"", "parent_issue_id"=>"", "start_date"=>"2021-12-30", "due_date"=>"",
"estimated_hours"=>"", "done_ratio"=>"0", "custom_field_values"=>{"2"=>"TestRef#4", "14"=>"", "30"=>"", "32"=>""}, "notes"=>"",
"private_notes"=>"0", "lock_version"=>"8"}, "was_default_status"=>"7", "time_entry"=>{"hours"=>"", "activity_id"=>"", "comments"=>"",
"custom_field_values"=>{"125"=>""}}, "attachments"=>{"1"=>{"filename"=>"Sheet 1 QR.xlsx", "description"=>"",
"token"=>"9581.0b121ced6cbe1858004cb5252951e6cefd8d4a6c22ff2998ed05c5d10ce6b428"}, "2"=>{"filename"=>"Sheet 1.xlsx", "description"=>"",
"token"=>""}}, "last_journal_id"=>"39171", "commit"=>"Submit", "issue_position"=>"1", "issue_count"=>"1", "id"=>"176"}
Current user: nss (id=107)
[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 1814e423-4839-4de0-b29f-e02eddd4c70d) to Async(mailers) with arguments: "Mailer",
"issue_edit", "deliver_now", #<GlobalID:0x000001eefb925a90 [illegible]=#<URI::GID gid://redmine-app/User/107>>, #<GlobalID:0x000001eefb925180

□□ □□=#<URI::GID gid://redmine-app/Journal/39482>>
Redirected to https://qrredmine.qrra.com/redmine/issues/176?issue_count=1&issue_position=1
Completed 302 Found in 184ms (ActiveRecord: 52.3ms)
[ActiveJob] [ActionMailer::DeliveryJob] [1814e423-4839-4de0-b29f-e02eddd4c70d] Performing ActionMailer::DeliveryJob (Job ID: 1814e423-4839-4de0-b29f-e02eddd4c70d) from Async(mailers) with arguments: "Mailer", "issue_edit", "deliver_now", #<GlobalID:0x000001eefb9568e8 □□ □□=#<URI::GID gid://redmine-app/User/107>>, #<GlobalID:0x000001eefb955f88 □□ □□=#<URI::GID gid://redmine-app/Journal/39482>>
Started GET "/redmine/issues/176?issue_count=1&issue_position=1" for 199.0.2.132 at 2022-07-07 11:18:02 +0800
Processing by IssuesController#show as HTML
Parameters: {"issue_count"=>"1", "issue_position"=>"1", "id"=>"176"}
[ActiveJob] [ActionMailer::DeliveryJob] [1814e423-4839-4de0-b29f-e02eddd4c70d] Rendering mailer/issue_edit.text.erb within layouts/mailer
Current user: nss (id=107)
[ActiveJob] [ActionMailer::DeliveryJob] [1814e423-4839-4de0-b29f-e02eddd4c70d] Rendered mailer/_issue.text.erb (28.4ms)
[ActiveJob] [ActionMailer::DeliveryJob] [1814e423-4839-4de0-b29f-e02eddd4c70d] Rendered mailer/issue_edit.text.erb within layouts/mailer (29.9ms)
[ActiveJob] [ActionMailer::DeliveryJob] [1814e423-4839-4de0-b29f-e02eddd4c70d] Rendering mailer/issue_edit.html.erb within layouts/mailer
[ActiveJob] [ActionMailer::DeliveryJob] [1814e423-4839-4de0-b29f-e02eddd4c70d] Rendered mailer/_issue.html.erb (9.2ms)
[ActiveJob] [ActionMailer::DeliveryJob] [1814e423-4839-4de0-b29f-e02eddd4c70d] Rendered mailer/issue_edit.html.erb within layouts/mailer (10.5ms)
[ActiveJob] [ActionMailer::DeliveryJob] [1814e423-4839-4de0-b29f-e02eddd4c70d] Performed ActionMailer::DeliveryJob (Job ID: 1814e423-4839-4de0-b29f-e02eddd4c70d) from Async(mailers) in 79.79ms
Rendering issues/show.html.erb within layouts/base
Rendered issues/_action_menu.html.erb (4.5ms)
Rendered attachments/_links.html.erb (4.9ms)
Rendered issue_relations/_form.html.erb (0.8ms)
Rendered issues/_relations.html.erb (1.2ms)
Rendered issues/tabs/_history.html.erb (29.7ms)
Rendered common/_tabs.html.erb (30.4ms)
Rendered issues/_action_menu.html.erb (2.0ms)
Rendered issues/_trackers_description.html.erb (0.6ms)
Rendered issues/_form_custom_fields.html.erb (1.4ms)
Rendered issues/_attributes.html.erb (24.4ms)
Rendered issues/_form.html.erb (45.8ms)
Rendered attachments/_form.html.erb (1.4ms)
Rendered issues/_edit.html.erb (59.7ms)
Rendered issues/_action_menu_edit.html.erb (62.1ms)
Rendered issues/_sidebar.html.erb (5.7ms)
Rendered watchers/_watchers.html.erb (2.8ms)
Rendered issues/show.html.erb within layouts/base (135.9ms)
Completed 200 OK in 336ms (Views: 127.3ms | ActiveRecord: 84.6ms)

Also I have attached the screenshot uploading the file and prompt error.
Thank you.

#3 - 2022-07-14 08:13 - jianshe sun

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Files

Upload Error.png	8.64 KB	2022-07-07	Ryan Leong Yoon Kan