Redmine - Defect #38982

Can not preview video

2023-08-24 05:26 - crystal su

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

Description

Hi,
This is my redmine environment information. I saw that the official website redmine4.0 began to support online preview videos.

```
Redmine 5.0.5.stable

默认的管理员帐号已改变

附件路径可写

插件的附件路径可写 (./public/plugin_assets)

All database migrations have been run

MiniMagick 可用 (可选的)

可使用 ImageMagick 转换图片格式 (可选)

ImageMagick PDF 支持 (可选)


Environment:
  Redmine version                5.0.5.stable
  Ruby version                   3.0.2-p107 (2021-07-07) [x86_64-linux]
  Rails version                  6.1.7.2
  Environment                    production
  Database adapter               PostgreSQL
  Mailer queue                   ActiveJob::QueueAdapters::AsyncAdapter
  Mailer delivery                smtp
Redmine settings:
  Redmine theme                  Default
SCM:
  Git                            1.8.3.1
  Filesystem
Redmine plugins:
  redmine_agile                  1.6.5
  redmine_checklists             3.1.22
  redmine_embedded_video         0.0.3.1
  redmine_omniauth_saml          0.0.1
```
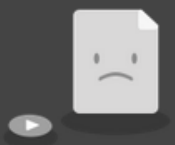
When I was browsing the uploaded video online, the following error message occurred. (Video in mp4 format, h264 encoding)

缺陷 #80093 » VID_20180517_103130.mp4

, 2023-08-24 02:46

No video with supported format and
MIME type found.

When I open debugging, the following error message is displayed, is there a problem with my service configuration? Still video encoding format does not support online browsing. Thank you very much for your answer

| GET | 🔒 localhost:3000 | VID_20180517_103130.mp4 | media | NS_ERROR_CONNECTION_REFUSED | 0 B | 🟥 4094 ms |

History

#1 - 2023-08-24 05:32 - Go MAEDA

In clipboard-202308241125-d08ea.png, there is an error message "NS_ERROR_CONNECTION_REFUSED". There may be something wrong with your Redmine server configuration.

#2 - 2023-08-24 05:53 - crystal su

- File clipboard-202308241147-5x4tg.png added

- File clipboard-202308241150-q9vuz.png added

#3 - 2023-08-25 05:25 - crystal su

- File clipboard-202308251118-o1kea.png added

- File clipboard-202308251124-kgchx.png added

Go MAEDA wrote in #note-1:

> In clipboard-202308241125-d08ea.png, there is an error message "NS_ERROR_CONNECTION_REFUSED". There may be something wrong with your Redmine server configuration.

I try to picture in the red box in the browser SRC from http://localhost:3000/attachments/download/1/1.webm to /attachments/download / 1/1. Webm, video can be normal.

clipboard-202308251118-o1kea.png
Is the path parameter in the app/views/common/_other.html.erb file added or obtained on the open port of the service http://localhost:3000? I am not familiar with ruby, I would like to ask what code should be changed so that the path parameter does not take http://localhost:xx

clipboard-202308251124-kgchx.png

#4 - 2023-08-28 19:45 - Holger Just

- Status changed from New to Needs feedback

You have to configure the correct external URI in **Administration** -> **Settings** -> **Host name and path** and the correct external protocol in the **Protocol** setting below.

When configuring your web server, you have to make sure to pass the externally sent Host header along to the application server. E.g. when using nginx and puma, you have to include

```
proxy_set_header Host $host;
```

into your nginx config besides your proxy_pass rule.

Please check your webserver and application server config and check your application server logs. If you still observe this issue, please post

- details about your hosting environment (operating system, webserver and application server)
- the configuration of both your webserver (e.g. the entire virtual host / server section related to redmine) and your application server
- an excerpt of the request log of Redmine from logs/production.log in your Redmine directory.

#5 - 2023-09-05 17:16 - Holger Just

- Status changed from Needs feedback to Closed

Solution confirmed in the forum thread at RE: can not preview video.

Files

clipboard-202308241124-ya3ic.png	54.8 KB	2023-08-24	crystal su
clipboard-202308241124-aaibn.png	54.8 KB	2023-08-24	crystal su
clipboard-202308241125-3uolx.png	22.7 KB	2023-08-24	crystal su
clipboard-202308241125-d08ea.png	10.8 KB	2023-08-24	crystal su
clipboard-202308241147-5x4tg.png	193 KB	2023-08-24	crystal su
clipboard-202308241150-q9vuz.png	119 KB	2023-08-24	crystal su
clipboard-202308251118-o1kea.png	128 KB	2023-08-25	crystal su
clipboard-202308251124-kgchx.png	64.7 KB	2023-08-25	crystal su