

Redmine - Defect #4631

Error 500 then I try to open an attachement file with russian name

2010-01-22 11:23 - Andrey Merzlyakov

Status:	Closed	Start date:	2010-01-22
Priority:	Normal	Due date:	
Assignee:		% Done:	100%
Category:	Issues	Estimated time:	0.00 hour
Target version:		Affected version:	0.8.5
Resolution:	Invalid		
Description			
Please help!			
I have the Error 500 then I try to open an attachement file of issue with russian name. I attached file for example.			
Platform: Win32. Installed from Bitnami.org			
Thanks.			

History

#1 - 2010-01-22 11:24 - Andrey Merzlyakov

Processing IssuesController#gantt (for 172.16.0.11 at 2010-01-22 13:10:01) [GET]
Session ID: 7a8355c5d05ab70ac7090788af4f1fc5
Parameters: {"format"=>"png", "month"=>"9", "action"=>"gantt", "year"=>"2009", "controller"=>"issues", "months"=>"6", "zoom"=>"1"}

Magick::ImageMagickError (RegistryKeyLookupFailed `CoderModulesPath' @ module.c/GetMagickModulePath/657):
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rmagick-2.10.0-x86-mswin32/lib/RMagick.rb:1680:in `format='
/lib/redmine/helpers/gantt.rb:218:in `to_image'
/app/controllers/issues_controller.rb:350:in `gantt'
/vendor/rails/actionpack/lib/action_controller/mime_responds.rb:131:in `call'
/vendor/rails/actionpack/lib/action_controller/mime_responds.rb:131:in `custom'
/vendor/rails/actionpack/lib/action_controller/mime_responds.rb:160:in `call'
/vendor/rails/actionpack/lib/action_controller/mime_responds.rb:160:in `respond'
/vendor/rails/actionpack/lib/action_controller/mime_responds.rb:154:in `each'
/vendor/rails/actionpack/lib/action_controller/mime_responds.rb:154:in `respond'
/vendor/rails/actionpack/lib/action_controller/mime_responds.rb:107:in `respond_to'
/app/controllers/issues_controller.rb:348:in `gantt'
/vendor/rails/actionpack/lib/action_controller/base.rb:1166:in `perform_action_without_filters'
/vendor/rails/actionpack/lib/action_controller/filters.rb:579:in `call_filters'
/vendor/rails/actionpack/lib/action_controller/filters.rb:572:in `perform_action_without_benchmark'
/vendor/rails/actionpack/lib/action_controller/benchmarking.rb:68:in `perform_action_without_rescue'
C:/BitNami Redmine Stack/ruby/lib/ruby/1.8/benchmark.rb:293:in `measure'
/vendor/rails/actionpack/lib/action_controller/benchmarking.rb:68:in `perform_action_without_rescue'
/vendor/rails/actionpack/lib/action_controller/rescue.rb:201:in `perform_action_without_caching'
/vendor/rails/actionpack/lib/action_controller/caching/sql_cache.rb:13:in `perform_action'
/vendor/rails/activerecord/lib/active_record/connection_adapters/abstract/query_cache.rb:33:in `cache'
/vendor/rails/activerecord/lib/active_record/query_cache.rb:8:in `cache'
/vendor/rails/actionpack/lib/action_controller/caching/sql_cache.rb:12:in `perform_action'
/vendor/rails/actionpack/lib/action_controller/base.rb:529:in `process_without_filters'
/vendor/rails/actionpack/lib/action_controller/filters.rb:568:in `process_without_session_management_support'
/vendor/rails/actionpack/lib/action_controller/session_management.rb:130:in `process'
/vendor/rails/actionpack/lib/action_controller/base.rb:389:in `process'
/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:149:in `handle_request'
/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:107:in `dispatch'
/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:104:in `synchronize'
/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:104:in `dispatch'
/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:120:in `dispatch_cgi'
/vendor/rails/actionpack/lib/action_controller/dispatcher.rb:35:in `dispatch'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/../lib/mongrel/rails.rb:76:in `process'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/../lib/mongrel/rails.rb:74:in `synchronize'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/../lib/mongrel/rails.rb:74:in `process'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/../lib/mongrel.rb:159:in `process_client'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/../lib/mongrel.rb:158:in `each'

```
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel.rb:158:in `process_client'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel.rb:285:in `run'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel.rb:285:in `initialize'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel.rb:285:in `new'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel.rb:285:in `run'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel.rb:268:in `initialize'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel.rb:268:in `new'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel.rb:268:in `run'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel/configurator.rb:282:in `run'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel/configurator.rb:281:in `each'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel/configurator.rb:281:in `run'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/mongrel_rails:128:in `run'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/./lib/mongrel/command.rb:212:in `run'
C:/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/mongrel-1.1.5-x86-mswin32-60/bin/mongrel_rails:281
C:/BitNami Redmine Stack/ruby/bin/mongrel_rails:19:in `load'
C:/BitNami Redmine Stack/ruby/bin/mongrel_rails:19
```

Rendering C:/BitNami Redmine Stack/apps/redmine/public/500.html (500 Internal Server Error)

#2 - 2010-01-22 11:31 - **Andrey Merzlyakov**

The error occurs only when I try to open the file via the Internet.
For example, here this line causes an error:

```
http://support.dabsystems.ru:8080/redmine/attachments/454/пример_заполнения_отчета.xls
```

But this line runs fine (connection to the site within a domain)

```
http://als/redmine/attachments/454/пример_заполнения_отчета.xls
```

Plean help me.
Thanks!

#3 - 2010-01-22 12:28 - **Andrey Merzlyakov**

- Status changed from New to Resolved
- % Done changed from 0 to 100

problem solved. It was an ISA-Server http-filer

#4 - 2010-01-22 15:38 - **Jean-Philippe Lang**

- Status changed from Resolved to Closed
- Resolution set to Invalid

Files

Книга1_пример_файла.xlsx	7.87 KB	2010-01-22	Andrey Merzlyakov
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