

## Redmine - Defect #5852

### Redmine attachments corrupted

2010-07-09 11:49 - Denis Mekshun

<b>Status:</b>	Closed	<b>Start date:</b>	2010-07-09
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	100%
<b>Category:</b>	Attachments	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		
<b>Description</b>			
When ppl attache files i receive corrupted files or strange messages, for example <a href="https://xxxxxxx.com/redmine/attachments/49/2010-05-04_15_44_23.png">https://xxxxxxx.com/redmine/attachments/49/2010-05-04_15_44_23.png</a> or something like that see attache.			

#### History

##### #1 - 2010-07-09 12:03 - Felix Schäfer

Can you confirm the files are stored correctly on the server? Have a look at the files in redmine-dir/files/ and see if the file gets correctly to the server or not.

##### #2 - 2010-07-09 12:29 - Denis Mekshun

They are corrupted too :(

##### #3 - 2010-07-09 13:45 - Felix Schäfer

See in your [settings](#) if the value is maybe too low. Please also provide more information about your setup (what rails server, what ruby, rails, db, redmine versions, what db, and so on).

##### #4 - 2010-07-12 08:13 - Denis Mekshun

The settings are ok. I am using mysql-server-5.1, redmine-0.9.3-1, ubuntu 10.04, apache2.2.14, fcgid1:2.3.4-2 rails2.2.3-2

##### #5 - 2010-07-12 08:16 - Denis Mekshun

And maybe it's important i am using https protocol

##### #6 - 2010-07-12 09:02 - Felix Schäfer

Well, the only 2 things that come to mind are that MySQL 5.1 isn't officially supported by the mysql gem, so I can't say for sure that isn't the problem, but I think you should also have a look at your apache config to see there is a time limit on running cgi processes or something akin to that. IIRC the file uploads are handed off to apache and gathered afterwards by rails/redmine, so please have a look there.

##### #7 - 2010-07-19 09:02 - Denis Mekshun

- % Done changed from 0 to 100

The problems was in libapache2-mod-fcgid. There is a link how-to solve this issue

<http://www.socinfo.com/ubuntu/php/fcgid/bug-fix-corrupt-files-upload> or update to new version. Felix, thanks a lot.

##### #8 - 2010-07-19 09:12 - Felix Schäfer

- Status changed from New to Closed

- Resolution set to Invalid

Glad you found a solution :-)

#### Files

AOgame_2010-07-08_11-54-43-02.jpg	175 KB	2010-07-09	Denis Mekshun
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