

## Redmine - Defect #9811

### SaveFileDialog popsup on various links

2011-12-15 13:33 - Florian Reischer

|                                   |                                  |
|-----------------------------------|----------------------------------|
| <b>Status:</b> New                | <b>Start date:</b>               |
| <b>Priority:</b> Normal           | <b>Due date:</b>                 |
| <b>Assignee:</b>                  | <b>% Done:</b> 0%                |
| <b>Category:</b>                  | <b>Estimated time:</b> 0.00 hour |
| <b>Target version:</b>            | <b>Affected version:</b>         |
| <b>Resolution:</b> Cant reproduce |                                  |

**Description**

I have detected a very strange behavior on redmine.  
On various links in redmine the browser reacts not with loading the page i clicked, but pops up a SaveAs Dialog (see attached screenshot).  
Until now i have observed this behavior on google chrome (not yet tested other browsers) and on the following links:

- Show Gantt
- New issue
- Issues
- Administration

When i click the link a second time the page is loaded...  
It is absolutely unpredictable and no idea comes to my mind where this can come from...  
I have also observed the behavior on other machines in our office running google chrome as well.  
Will test on IE for confirmation.

BitNami Redmine Stack 1.2.2-0  
Redmine 1.2.2

#### History

##### #1 - 2011-12-15 13:34 - Florian Reischer

- File *saveAsPopupBug.png* added

##### #2 - 2011-12-16 00:09 - Jean-Philippe Lang

- Resolution set to *Cant reproduce*

Can you post the response headers?

##### #3 - 2011-12-16 07:01 - Florian Reischer

How can i do that? I found a script

```
<script language="JavaScript" type="text/javascript">
<!--
var http = new ActiveXObject('Microsoft.XMLHTTP');
// display headers of current document:
http.open('HEAD', location.href, false);
http.send();
alert(http.getAllResponseHeaders())
```

</script>

but this is for self created pages (and IE i guess)...  
Can chrome possibly display the information?

#### **#4 - 2011-12-16 07:11 - Florian Reischer**

Okay i found a tool in chrome that is called  
HTTP Headers:

It shows only little information e.g.

HTTP-Request-Status: 200 (OK)

Name Wert

Date Fri, 16 Dec 2011 06:10:09 GMT

Status 200

Content-Length 126948

X-Runtime 722

Server Mongrel 1.1.5

ETag "a6a18c156789bd8019de3f6e473bfd47"

Content-Type text/html; charset=utf-8

Cache-Control private, max-age=0, must-revalidate

But there is no information about the response.... ? :-/

#### **#5 - 2011-12-16 07:36 - Florian Reischer**

- *File Headers.docx added*

#### **#6 - 2011-12-16 09:14 - Etienne Massip**

Just push F12 in chrome and observe Network tab.

#### **#7 - 2011-12-17 13:07 - Jean-Philippe Lang**

The response content type (text/html) looks fine. I don't know why your browser opens the save dialog. Never experienced this issue.

#### **#8 - 2011-12-20 06:35 - Florian Reischer**

A colleague uses Firefox and experiences the same issue on the same installation.

I guess i was not accurately capturing the correct response header in the word document.

I will try to reproduce and re-capture the response header.

Actually my colleague told me that it was a kind of Stream response so the Save dialog opened up.

I will try to filter such a response and post it here.

#### **#9 - 2012-01-03 08:47 - Florian Reischer**

- *File gantt.har added*

I captured a so called HAR file, now i can see the response in the F12, network window of chrome.

The content type that is responded from Redmine is octet-Stream (See HAR file).

That's why the browser tries to save the data using a SaveDialog...

Is it possible, that the problem is no part of Redmine itself but of the bitnami stack or mongrel (whatever other system is running there in the background)?

If yes, then i would move this whole thing to an appropriate forum or community...

#### #10 - 2012-01-18 00:28 - Gregory Harrison

I am experiencing the same issue.

Redmine 1.3.0.stable with Bitnami. Using Chrome 16.0.912.75 m, bitnami-redmine-1.3.0-1 on windows. Issue description (besides versions) is spot on.

Have you had any success with this, Florian?

#### #11 - 2012-01-18 07:58 - Florian Reischer

Hello Gregory,

no there was no change... It popsup from time to time.

I figured out, that the content type changes to octet-stream from time to time, that's when we get the save dialog in the browser.

I was planning to report this issue in a bitnami forum as well, i thought it might have a connection to the caching... i recognized, that when i do not change anything in the redmine database, the effect does not appear, but when acutally modifying a ticket for example and then clicking on gantt, the issue appears.

This must be a bug somewhere but since nobody in here could replay it... >:/

#### #12 - 2012-01-26 19:32 - Wojtek ...

have the same issue. the file download dialog appears under chrome and firefox, under Opera it works OK.

It happens every time POST is used (login, logout, create new issue, update, etc), our site use redmine-1.3.0, apache, fastcgi. the headers:

```
URL: https://site/logout
Method: GET
Status: 302 Found
Duration: 0
```

##### Request details

GET /logout HTTP/1.1

User-Agent: Opera/9.80 (Windows NT 6.1; U; Edition Next; en) Presto/2.10.238 Version/12.00

Host: site

Accept: text/html, application/xml;q=0.9, application/xhtml+xml, image/png, image/webp, image/jpeg, image/gif, image/x-xbitmap, \*/\*;q=0.1

Accept-Language: en

Accept-Encoding: gzip, deflate

Referer: https://site/

Cookie: autologin=...

Cache-Control: no-cache

Connection: Keep-Alive

Request body

##### Response details

HTTP/1.1 302 Found  
Date: Thu, 26 Jan 2012 16:12:06 GMT  
Server: Apache/2.2.12 (Ubuntu)  
X-Runtime: 3  
Content-Length: 94  
Set-Cookie: autologin=; path=/; expires=Thu, 01-Jan-1970 00:00:00 GMT  
Set-Cookie: \_redmine\_session=...  
Cache-Control: no-cache  
Location: https://site/  
Vary: Accept-Encoding  
Content-Encoding: gzip  
Keep-Alive: timeout=15, max=100  
Connection: Keep-Alive  
Content-Type: text/html; charset=utf-8

; and then

#### Request details

GET / HTTP/1.1  
User-Agent: Opera/9.80 (Windows NT 6.1; U; Edition Next; en) Presto/2.10.238 Version/12.00  
Host: site  
Accept: text/html, application/xml;q=0.9, application/xhtml+xml, image/png, image/webp, image/jpeg, image/gif, image/x-xbitmap, \*/\*;q=0.1  
Accept-Language: en  
Accept-Encoding: gzip, deflate  
Referer: https://site/  
If-None-Match: ...  
Connection: Keep-Alive

#### Response details

HTTP/1.1 200 OK  
Date: Thu, 26 Jan 2012 16:12:06 GMT  
Server: Apache/2.2.12 (Ubuntu)  
ETag: ...  
X-Runtime: 42  
Content-Length: 7020  
Set-Cookie: ...  
Cache-Control: private, max-age=0, must-revalidate  
Vary: Accept-Encoding  
Content-Encoding: gzip  
Keep-Alive: timeout=15, max=100  
Connection: Keep-Alive  
Content-Type: text/html; charset=utf-8

same scenario under Fx:

#### (Request-Line)

GET /logout HTTP/1.1  
Host site  
User-Agent Mozilla/5.0 (Windows NT 6.1; WOW64; rv:9.0.1) Gecko/20100101 Firefox/9.0.1  
Accept text/html,application/xhtml+xml,application/xml;q=0.9,\*/\*;q=0.8  
Accept-Language en,en-gb;q=0.5

Accept-Encoding gzip, deflate  
Accept-Charset ISO-8859-1,utf-8;q=0.7,\*;q=0.7  
Connection keep-alive  
Referer https://site/  
Cookie ...

(Status-Line)

HTTP/1.1 302 Found  
Date Thu, 26 Jan 2012 16:06:53 GMT  
Server Apache/2.2.12 (Ubuntu)  
X-Runtime 4  
Content-Length 94  
Set-Cookie autologin=; path=/; expires=Thu, 01-Jan-1970 00:00:00 GMT  
Set-Cookie \_redmine\_session=...  
Cache-Control no-cache  
Location https://site/  
Vary Accept-Encoding  
Content-Encoding gzip  
Keep-Alive timeout=15, max=100  
Connection Keep-Alive  
Content-Type text/html; charset=utf-8

; and then

(Request-Line)

GET / HTTP/1.1  
Host site  
User-Agent Mozilla/5.0 (Windows NT 6.1; WOW64; rv:9.0.1) Gecko/20100101 Firefox/9.0.1  
Accept text/html,application/xhtml+xml,application/xml;q=0.9,\*/\*;q=0.8  
Accept-Language en,en-gb;q=0.5  
Accept-Encoding gzip, deflate  
Accept-Charset ISO-8859-1,utf-8;q=0.7,\*;q=0.7  
Connection keep-alive  
Referer https://site/  
Cookie \_redmine\_session=...

(Status-Line) HTTP/0.9 200 OK

for my taste *requests* looks ok (only the response under Fx/chrome is wrong), same goes for the logs; opera:

Processing AccountController#login (for 213.238.94.38 at 2012-01-26 16:42:24) [GET]

Parameters: {"action"=>"login", "controller"=>"account"}

Rendering template within layouts/base

Rendering account/login

Completed in 16ms (View: 13, DB: 0) | 200 OK [https://site/login]

Processing AccountController#login (for 213.238.94.38 at 2012-01-26 16:42:30) [POST]

Parameters: {"back\_url"=>"https%3A%2F%2Fsite%2F", "action"=>"login", "authenticity\_token"=>"...", "username"=>"wojtek", "autologin"=>"1", "controller"=>"account", "password"=>"[FILTERED]", "login"=>"Login Åt"}  
Redirected to https://site/

Completed in 17ms (DB: 5) | 302 Found [https://site/login]

Processing WelcomeController#index (for 213.238.94.38 at 2012-01-26 16:42:31) [GET]  
Parameters: {"action"=>"index", "controller"=>"welcome"}  
Rendering template within layouts/base  
Rendering welcome/index  
Completed in 67ms (View: 60, DB: 2) | 200 OK [https://site/]

and under chrome:

Processing AccountController#login (for 213.238.94.38 at 2012-01-26 16:43:10) [GET]  
Parameters: {"action"=>"login", "controller"=>"account"}  
Rendering template within layouts/base  
Rendering account/login  
Completed in 15ms (View: 12, DB: 1) | 200 OK [https://site/login]

Processing AccountController#login (for 213.238.94.38 at 2012-01-26 16:43:12) [POST]  
Parameters: {"back\_url"=>"https%3A%2F%2Fsite%2F", "action"=>"login", "authenticity\_token"=>"...", "username"=>"wojtek",  
"controller"=>"account", "password"=>"[FILTERED]", "login"=>"Login Åt"}  
Redirected to https://site/  
Completed in 18ms (DB: 1) | 302 Found [https://site/login]

Processing WelcomeController#index (for 213.238.94.38 at 2012-01-26 16:43:12) [GET]  
Parameters: {"action"=>"index", "controller"=>"welcome"}  
Rendering template within layouts/base  
Rendering welcome/index  
Completed in 205ms (View: 197, DB: 2) | 200 OK [https://site/]

any idea how to debug it

### #13 - 2012-01-30 12:18 - Wojtek ...

it seems that the culprit, for some reason, was KeepAlive in the apache2 with the default 15 seconds -- for that time, even though the page was loaded and displayed the connection was on (active indicator that the page is loading under IE and Opera) and caused download dialog under Firefox and Chrome.

At the bottom - is it safe for apache-fastcgi-redmine configuration to turn off the KeepAlive?

## Files

|                    |         |            |                  |
|--------------------|---------|------------|------------------|
| saveAsPopupBug.png | 276 KB  | 2011-12-15 | Florian Reischer |
| Headers.docx       | 15.2 KB | 2011-12-16 | Florian Reischer |
| gantt.har          | 2.76 KB | 2012-01-03 | Florian Reischer |