

## Bugs & Wish list

Tracker file upload broken for MacOSX created files | Tiki Wiki CMS Groupware :: Development

Tracker file upload broken for MacOSX created files

### Status

 Pending

### Subject

Tracker file upload broken for MacOSX created files

### Version

18.x

18.x Regression

### Category

- Usability
- Regression
- Bug

### Feature

Trackers

### Resolution status

Works For Me

### Submitted by

Torsten Fabricius

### Lastmod by

Torsten Fabricius, Jonny Bradley

### Rating

★★★★★ (0) 

### Description

Hello folks,

I found out a strange behaviour at least for .pdf files:

I use a Tracker with a field of type "files" to provide a "file-pool" respectively a download area for an npo's member are - Tiki 18.0 alpha. On another site with Tiki 17 the error does not appear.

File gallery is set to store in directory on both sites.

When a user tries to upload a file of any size that was either created on a Mac or that was sent from a Mac by email (so has been stored/saved on a Mac), it is not possible to upload to Tiki via the files field.

Error: Upload impossible. There are restrictions.  
(translated)

The same file can be uploaded via the file gallery - but then it does not appear in the tracker.

jonnyb wrote:

*Jonny in IRC at 26 March 2018:*

*"4:57:20 PM - jonnyb: although the error looks like one i exposed recently in 18.x - before when it errored it just removed the tracker item edit modal so you lost all your changes an so i fixed that, but i should not have introduced any new errors - maybe the file is too big, or doesn 't meet the mime type or something? check the extension is .pdf etc, maybe it's*

*something like that?"*

When I recreate the file (I use Ubuntu 14.04), by importing to a software and save as new file or I split and remerge it with pdfSAM, the newly recreated file can be uploaded via the tracker field files.

It is not enough to simply save a copy from the .pdf viewer, but it must be really created new. pdfSAM is a workaround for multipage files, but not sufficient for a growing amount of files.

As I am stubborn in the npos where I am engaged, that we need OS independent solutions, not excluding for ex Linux users, I cannot expect from Mac users to not being able to use the Tracker field of type files and even not be able to provide files to the teams.

I am wondering why this occurs, cause afaik the main developer of this field type is a Mac user himself -Jonny, right assumption ;-) ?

Please help or comment.

If no quick fix possible, I'll post a bugreport including this description later on today.

Thx for help and considerations.  
Torsten

#### Solution

Can you provide an example of this sort of "Mac" file - i use Mac created files on trackers on trunk and 18.x without any problems

#### Importance

9

#### Priority

45

#### Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on [show2.tiki.org](http://show2.tiki.org)

Version: trunk ▼

#### Demonstrate Bug (older Tiki versions)

This bug has been demonstrated on [show.tikiwiki.org](http://show.tikiwiki.org)

#### Ticket ID

6610

#### Created

Monday 02 April, 2018 02:14:44 GMT-0000  
by Torsten Fabricius

#### LastModif

Thursday 19 July, 2018 15:16:59 GMT-0000

#### Comments

## Attachments

filename	created	hits	comment	version	filetype
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No attachments for this item

The original document is available at

<https://dev.tiki.org/item6610-Tracker-file-upload-broken-for-MacOsX-created-files>