



Note: Workaround not working, even if you can select a picture, on select again no change are saved.

Importance

9

Easy to solve?

5

Priority

45

Demonstrate Bug (Tiki 19+)

This bug has been demonstrated on [show2.tiki.org](http://show2.tiki.org)

Ticket ID

7496

Created

Sunday 16 August, 2020 09:25:52 GMT-0000  
by Bernard Sfez / Tiki Specialist

LastModif

Thursday 11 November, 2021 05:49:23 GMT-0000

Comments



Jonny Bradley 16 Aug 20 10:05 GMT-0000

Just worked fine for me on a local 21.x - can you try is somewhere else please, like on dev maybe?  
(p.s. you mean the Files field type i think, File, aka Attachments is deprecated)



Bernard Sfez / Tiki Specialist 16 Aug 20 12:35 GMT-0000

Okayyyy....

This is pretty funky. ☐

I launch a browser pointing to my Tiki from a win machine to find out the following;

- If you limit a content of a text area BUT paste a bigger content than authorised, it will be saved but then will thrown an error on futur editing. This was causing part of the troubles not saving my data. It reminds me that some others have (Gary ?) issue saving editing on tracker item. May be related ?

Or it work only for you and you are the bug. ☐

Still removing, editing saving a file is very awkward as you can see in the longer video I did with many different tries...

<https://share.vidyard.com/watch/u6DBcWNV93e7AzENuAPBYL?>



Mike Finko 15 Dec 20 18:40 GMT-0000

I have this issue on two Tiki 21.2 sites (one running a number of years, another only a month or so), and I believe it has existed for a long time, I just found a work-around by using ElFinder (which I typically do not use). I'm pretty sure I have all the necessary Control Panel options enabled (like JQuery UI).

Otherwise I have exactly the same issue as Bernard (following steps completed as Admin user):

- 1) Add New Item (via Trackers, so not on a wiki page, no tpl's involved)
- 2) Upload Files
- 3) Choose File
- 4) it uploads, I can see it listed
- 5) click 'Select' and the New Item simply closes, nothing saves.

Same also occurs with an existing item

When using 'Browse Files', and ElFinder is enables, than all works good.

I am getting two error messages in 'Control Panels > File Galleries > Search Indexing:

"Missing Handlers

-image/jpeg

-image/png"

But I don't believe this is an issue as I tried a .pdf and that also did not work with 'Upload Files'

What changed? Do we need to install a 3rd party package via Packages maybe?

Maybe I have some conflicting parameters enabled?

Thanks,

Mike



Mike Finko 15 Dec 20 18:52 GMT-0000

Tested on Brave and Firefox, both with all 'Shields' or 'Protection' (or whatever they are called) completely turned off, don't have an Add Blocker, zero browser extensions.



Mike Finko 15 Dec 20 18:40 GMT-0000

These are the configs:

YAML

```
preferences:
  allocate_memory_unified_rebuild: 1024M
  allocate_time_unified_rebuild: '3000'
  captcha_questions: 'security question - three and 9 is:12'
  captcha_questions_active: 'y'
  categories_add_class_to_body_tag: '[]'
  display_timezone: ''
  error_reporting_level: '0'
  feature_calendar: 'y'
```

```
feature_fixed_width: 'n'
feature_freetags: 'y'
feature_html_head_base_tag: 'y'
feature_jquery_carousel: 'y'
feature_jquery_superfish: 'y'
feature_jquery_tablesorter: 'y'
feature_sefurl: 'y'
feature_sefurl_paths: ''
feature_sefurl_routes: 'y'
feature_sefurl_title_article: 'n'
feature_sefurl_title_blog: 'n'
feature_sefurl_title_forumthread: 'n'
feature_slideshow: 'y'
feature_syntax_highlighter: 'y'
feature_syntax_highlighter_theme: default
feature_trackers: 'y'
feature_use_fgal_for_wiki_attachments: 'y'
feature_webservices: 'y'
feature_wiki_argvariable: 'y'
feature_wiki_attachments: 'y'
feature_wiki_comments: 'y'
feature_wiki_structure: 'y'
feature_wiki_templates: 'y'
feature_wiki_undo: 'y'
fgal_elfinder_feature: 'y'
fgal_quota_default: '0'
forgotPass: 'n'
gal_use_lib: gd
header_custom_css: "#top_modules { background: #2a6687; }\r\n\r\n.tiki_wiki_page
.wikitext { font-size: 20px; } "
https_login: required
jquery_smartmenus_enable: 'y'
jquery_ui_chosen: 'y'
jquery_ui_chosen_sortable: 'y'
language_admin: en
menus_items_icons: 'y'
permission_denied_login_box: 'y'
rememberme: always
remembertime: '28800'
search_date_facets_ranges: "now-2y/y,now-1y/y,Last Year\r\n\r\nnow-1y/y,now,This
Year\r\n\r\nnow-1m/m,now/m,Last
Month\r\n\r\nnow/d,now+1d/d,Today\r\n\r\nnow+1d/d,now+2d/d,Tomorrow\r\n\r\nnow/w,now+1w/w,Next
Week\r\n\r\nnow/m,now+1m/m,Next Month\r\n\r\n"
sefurl_short_url: 'y'
server_timezone: America/New_York
session_protected: 'y'
site_title_location: after
sitelogo_src: 'tiki-download_file.php?fileId=7'
sitelogo_title: ''
theme: flatly
theme_navbar_color_variant: dark
theme_option: blue
tiki_release_cycle: longterm
tracker_always_notify: 'n'
tracker_change_field_type: 'y'
tracker_clone_item: 'y'
tracker_field_rules: 'y'
tracker_prefixalias_on_links: 'n'
tracker_tabular_enabled: 'y'
trackerfield_autoincrement: 'y'
```

```
trackerfield_category: 'n'
trackerfield_currency: 'y'
trackerfield_dynamiclist: 'y'
trackerfield_geographicfeature: 'y'
trackerfield_groupselector: 'y'
trackerfield_itemslist: 'y'
trackerfield_language: 'n'
trackerfield_math: 'y'
trackerfield_relation: 'y'
trackerfield_webservice: 'y'
unified_identifier_fields: '[tracker_status, tracker_id, view_permission,
parent_view_permission, parent_object_id, parent_object_type,
tracker_field_contactBusinessEmail_text, tracker_field_contactHowCanWeHelpYou_raw,
language, primary_image, comment_count, geo_located, geo_location, title_initial,
title_firstword, searchable, url, object_type, object_id, position, filename, hits,
gallery_id, page_id, hash, tracker_field_blogContent_raw]'
unified_last_rebuild_stats: '[Array]'
user_in_search_result: all
user_selector_realnames_tracker: 'y'
user_show_realnames: 'y'
vuejs_enable: 'y'
wiki_auto_toc: 'y'
wiki_comments_allow_per_page: 0
wiki_comments_default_ordering: commentDate_desc
wiki_comments_displayed_default: 'y'
wiki_comments_form_displayed_default: 'y'
wiki_edit_section: 'n'
wiki_page_regex: full
wiki_pagination: 'y'
wiki_toc_default: 'off'
wiki_toc_pos: top
wiki_watch_comments: 'n'
wikiplugin_article: 'n'
wikiplugin_articles: 'n'
wikiplugin_bigbluebutton: 'n'
wikiplugin_bloglist: 'y'
wikiplugin_button: 'y'
wikiplugin_carousel: 'y'
wikiplugin_category: 'n'
wikiplugin_catorphans: 'n'
wikiplugin_catpath: 'n'
wikiplugin_chart: 'n'
wikiplugin_chartjs: 'y'
wikiplugin_colorbox: 'y'
wikiplugin_content: 'n'
wikiplugin_copyright: 'n'
wikiplugin_countdown: 'y'
wikiplugin_draw: 'n'
wikiplugin_fluidgrid: 'y'
wikiplugin_font: 'y'
wikiplugin_galleriffic: 'y'
wikiplugin_ganttchart: 'y'
wikiplugin_gauge: 'y'
wikiplugin_gdgraph: 'y'
wikiplugin_icon: 'y'
wikiplugin_invite: 'n'
wikiplugin_jq: 'y'
wikiplugin_js: 'y'
wikiplugin_kaltura: 'n'
wikiplugin_lastmod: 'y'
```

```
wikiplugin_layout: 'y'  
wikiplugin_listexecute: 'y'  
wikiplugin_memberpayment: 'n'  
wikiplugin_miniquiz: 'n'  
wikiplugin_payment: 'n'  
wikiplugin_pivottable: 'y'  
wikiplugin_poll: 'n'  
wikiplugin_rcontent: 'n'  
wikiplugin_sheet: 'n'  
wikiplugin_sign: 'y'  
wikiplugin_slider: 'y'  
wikiplugin_slideshow: 'y'  
wikiplugin_survey: 'n'  
wikiplugin_swiper: 'y'  
wikiplugin_tag: 'y'  
wikiplugin_timeline: 'y'  
wikiplugin_timesheet: 'y'  
wikiplugin_trackeritemcopy: 'y'  
wikiplugin_userlist: 'y'  
wikiplugin_vote: 'n'  
wikiplugin_vue: 'y'  
wikiplugin_webservice: 'y'  
wikiplugin_zotero: 'n'  
wikiplugininline_zotero: 'n'  
wizard_admin_hide_on_login: 'y'  
wysiwyg_htmltohtml: 'n'
```



Jonny Bradley 16 Dec 20 08:57 GMT-0000

Just tested it again locally, and have several other 22.x's running where this seems to work, please set up the show instance to demonstrate this and i'll have a look 🍷



Bernard Sfez / Tiki Specialist 16 Dec 20 09:43 GMT-0000

☐ blank page trying to create an item...

[http://bsfez-11581-7496.show2.tikiwiki.org/tiki-view\\_tracker.php?trackerId=1](http://bsfez-11581-7496.show2.tikiwiki.org/tiki-view_tracker.php?trackerId=1)

I posted several videos not good enough ? ☐



Mike Finko 17 Dec 20 10:01 GMT-0000

Bernard,

what is the login/pass?

I tried admin/admin, show/show neither worked.



Mike Finko 17 Dec 20 09:57 GMT-0000

ok, than it must be a config. issue. Let's wait for Bernard to set up the Show Instance (or I can try if it does not work for you, Bernard).



Bernard Sfez / Tiki Specialist 17 Dec 20 10:10 GMT-0000

The show instance is there but there is a 500 when I try to access the tracker. □  
[http://bsfez-11581-7496.show2.tikiwiki.org/tiki-view\\_tracker.php?trackerId=1](http://bsfez-11581-7496.show2.tikiwiki.org/tiki-view_tracker.php?trackerId=1)

Password is 1 to 5

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I tried on my local it is still there...(tiki22)



Mike Finko 17 Dec 20 11:48 GMT-0000

the 'Show Instance' is Tiki 22x

This reported bug is for Tiki 21x (my issues are on Tiki 21x sites).

I'll create another show instance on Tiki 21x (if there's an option to do this).



Mike Finko 17 Dec 20 14:49 GMT-0000

I get the same 500 error.

I guess that was probably me, sorry I should have created a new Bug Report.



Mike Finko 17 Dec 20 12:00 GMT-0000

Hi Jonny,

I must have missed the option to install a Tiki 21x 'Show Instance' -

- when I click the button to 'Create Snapshot' it seems to automatically install (doesn't ask)
- down lower, it offers 'version' but only 12x 15x 18x

I'll add a new Bug Report specifically for a Tiki 21x Show Instance ( I hope I didn't destroy Bernards?) as it seems only one per Bug Report.



Mike Finko 17 Dec 20 15:44 GMT-0000

ok, created a Show Instance for Tiki 21 here:

<https://dev.tiki.org/item7641-Not-possible-to-add-a-file-in-a-tracker-item-tracker-field-file-Data-is-lost-FOR-TIKI-21x>

I created a Tracker with a 'Files' field and, on the Tiki with default configs it worked correctly - but who runs Tiki with pure 'default configs'?. Which means there is some conflict between Tiki parameters (I don't seem to have any warnings anywhere except the one I mentioned above).

Next, to test with the configs I am using, I imported the profile (same one I pasted here in the comments) I was using but than it crashed and now I cannot open the Show Instance at all.

So will 'destroy' that Show Instance and create another one, than before I import the Profile, I'll look for possible problem areas and not include them in the Profile import (anything specific like links to File Galleries)



Mike Finko 17 Dec 20 16:11 GMT-0000

'Destroyed' the Show Instance, created a new one, re-built index, imported the trimmed down Profile (yaml), but same thing, locked out, does not load. I thought it was the 'enforce https' so I eliminated this, but same thing.

Good Tiki fun and time spending, don't need to make money, I can just 'have fun' 😄😄😄

Maybe '3rd times the Charm' will work. Just a little later.



Jonny Bradley 17 Dec 20 16:19 GMT-0000

Sounds horrendous!

As i said, it works fine on all the tiki's i tried, which is why a video of it not working somewhere doesn't help me be able to fix it!

show2 being so fragile doesn't really help... glad that's "not my department" 🇩🇪

Good luck!



Mike Finko 18 Dec 20 11:03 GMT-0000

yes, 'a bit' frustrating. Unfortunately, I'm 100% 'boxed in' to Tiki and do not have other options, not a good situation to be in. But I'm actively making changes, looking at other communities ('Home Assistant' looks like a very large, progressive, and active community, very well positioned project - all it's missing is a database back-end...). Ironic, as I seem too be the 'target audience' for Tiki (no programming skills needed to use it) yet I don't know of any others like me...

"not my department" - completely agree as that is how Tiki is currently structured (so am grateful for any time you can spare to help out in this issue, since you are doing this voluntarily), however, could you imagine someone saying that in a business or for-profit organization?

I added Xavi as 'keep informed' as I believe he has generously volunteered his time to set-up (?) and maintain (?) the 'Show Instance' system. A very awesome system, but, as we discussed, heavily consumes disk space so some decisions need to be made (maybe discuss in the January RTM?)

I'll replicate all the configurations I have manually on a new Show Instance, since importing YAML does not work (or, more likely another config. conflict issue).

br,  
Mike



Xavier de Pedro 20 Dec 20 23:22 GMT-0000

Hi, it seems some oldish syntax (for apache2.4) might be in place still there, from Apache 2.2 old days

Example:

<https://stackoverflow.com/a/13258044>

I tweaked one of the config files (if not THE file with that oldish syntax, but I'm not sure in which other places the syntax needs to be rewritten, I only new the basic rule, like in he answer in stack overflow above).

Config file where some more love seems to be needed is:

`/etc/apache2/sites-enabled/show2.tiki.org.conf`

@jyhem ?



Bernard Sfez / Tiki Specialist 11 Nov 21 05:51 GMT-0000

As per Tiki23 (and 22) I don't see this issue anymore.

Please retest and if you still have the issue re-open with updated details.

#### 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/item7496-Not-possible-to-add-a-file-in-a-tracker-item-tracker-field-file-Data-is-lost>