

Can't see attachment when viewing...



[ybizeul](#) 26 posts since

Feb 8, 2007

As an author I created a document and attached a zip file of 26MB

I set :

```
attachments.maxAttachmentSize = 70000
```

I'm using MySql as database, and set

```
max_allowed_packet=200M
```

When I edit the document :

Attach Files

[tftpboot.tgz](#) (26.3 MB) [Remove](#)

aucun fichi...électionné 58.6 MB , All file types allowed

When viewing :

Can't see attachment when viewing...

Attachments:



[Ben Davis](#) 195 posts since

Feb 20, 2003 1. **Re: Can't see attachment when viewing documents** Dec 4, 2008 2:07 PM

We have the same intermittent problem. It just started doing this today. Create a document and attach a file. It seems to upload and save without errors. When you try to view the document and download the attachment I get this in the server log:

```
13:43:30,883 [ajp-8009-2] ERROR com.jivesoftware - Attachment 6318 not found in the database.  
com.jivesoftware.community.AttachmentNotFoundException: Attachment 6318 not found in the database.
```

Then sometime later the attachment link gets removed from the document. Is this a known bug in 2.5.3? I see some reference to an attachment problem (CS-9661) in the 2.5.4 release notes.



[Vinh](#) 12,343 posts since

Apr 1, 2008 2. **Re: Can't see attachment when viewing documents** Dec 7, 2008 4:16 PM

There is a bug in 2.5.3 that will remove an attachment from the database if you first save the document as a draft before publishing it (In this case, using 'save as a draft' and 'save and continue' will result in the same bug). This is fully fixed in 2.5.5, and the current suggested workaround is to avoid using the save function if you are creating a document with an attachment.



[ybizeul](#) 26 posts since

Feb 8, 2007 3. **Re: Can't see attachment when viewing documents** Dec 8, 2008 12:22 AM

Ok, fair enough. But how can I fix this : I can't delete the attachment (it disappears when I click remove, but then when I save it comes back !

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More general question : Is Clearspace ready for production : 2.5.x looks really great but I have lot of issues, does people use it out of the box in production environment ?



[Vinh](#) 12,343 posts since

Apr 1, 2008 4. **Re: Can't see attachment when viewing documents** Dec 10, 2008 6:00 PM

Unfortunately, you'll either have to delete the row from the database (the attachment in the jiveAttachment table), or copy the content of the document, delete that document and create a new one.

More general question : Is Clearspace ready for production : 2.5.x looks really great but I have lot of issues, does people use it out of the box in production environment ?

Yes, we have quite a few customers that use 2.5.x in their production environment, including us.



[ybizeul](#) 26 posts since

Feb 8, 2007 5. **Re: Can't see attachment when viewing documents** Dec 11, 2008 9:28 AM

Unfortunately, that means I lost my attachments, lets dig into backups !