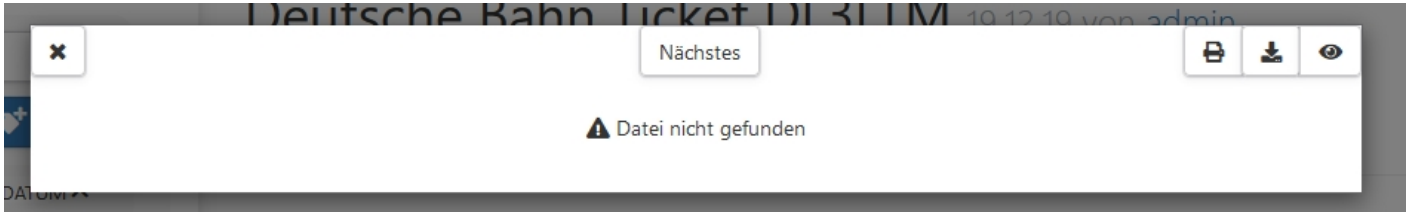


Fix Preview Bug

In case the file preview is erroneous/empty but the file can be processed and it can be downloaded by URL like https://dms.yourdomain.de/api/file/:FILE_ID/data:



Root Cause: unkown. Seems to happen after migration from H2 to PostgreSQL

Fixing proposal

Remove the `_thumb` and `_web` files

and let Teedy create new ones by running a (complete) re-processing

```
23:24:35 ✓ :/var/docs/storage# ll | grep 80bf2588-5f9f-4489-8462-08bcbfe8d676
-rw-r--r-- 1 jetty jetty 829634 Dec 19 15:15 80bf2588-5f9f-4489-8462-08bcbfe8d676
-rw-r--r-- 1 jetty jetty 28882 Jan 12 14:01 80bf2588-5f9f-4489-8462-08bcbfe8d676_thumb
-rw-r--r-- 1 jetty jetty 496768 Jan 12 14:01 80bf2588-5f9f-4489-8462-08bcbfe8d676_web
```

```
cd /var/docs/storage
ll | grep "<YOUR_FILE_ID>"
mv <YOUR_FILE_ID>_thumb <YOUR_FILE_ID>_thumb.bak
mv <YOUR_FILE_ID>_web <YOUR_FILE_ID>_web.bak

#or just move all stuff to some sub directory if you plan to re-process the complete file
system:
mkdir thumb_web_bak
mv *_thumb *_web thumb_web_bak/

#restart your instance to let Teedy recognize that changes due to caching
sudo systemctl restart jetty9.service
```

Reprocess documents

See [Teedy API Scripts / database queries](#) for reprocessing of everything.

Version #2

Erstellt: 2025-05-15 09:26:40 CEST von Mario Voigt

Zuletzt aktualisiert: 2025-05-15 10:16:30 CEST von Mario Voigt