

Redmine - Defect #13520

Internal Error (incompatible character encodings: ASCII-8BIT and UTF-8) when accessing Admin/Settings, Account, etc.

2013-03-19 12:39 - Ondřej Surý

Status:	Closed	Start date:	
Priority:	High	Due date:	
Assignee:		% Done:	0%
Category:	I18n	Estimated time:	0.00 hour
Target version:		Affected version:	2.2.3
Resolution:	Invalid		

Description

There's "incompatible character encodings: ASCII-8BIT and UTF-8" error when accessing:

- Editing a user
- Create new user
- Register new user
- Admin/Settings
- My account

Data in the database is encoded correctly, so it must be something in the code. I suspect it might be similar to [#13354](#).

There's already discussion on the Forum, here's the link: <http://www.redmine.org/boards/1/topics/36573?r=36807>

Environment:

Ruby: 1.9.3.0-1ubuntu2.5

Rails: 3.2.12-1~precise+1

Redmine: 2.2.3+dfsg1-1~precise+1

Postgresql: 9.1+129ubuntu1

Database encoding: UTF8 (cs_CZ.utf8 Collate and CType)

About your application's environment

```
Ruby version      1.9.3 (x86_64-linux)
RubyGems version  1.8.11
Rack version      1.4
Rails version     3.2.12
Active Record version 3.2.12
Action Pack version 3.2.12
Active Resource version 3.2.12
Action Mailer version 3.2.12
Active Support version 3.2.12
Application root  /root
Environment       production
```

There are no third party plugins installed. Database has been migrated, etc.

Admin::Settings

```
Started GET "/settings" for 2001:1488:ac14:1400:d13c:c0da:c7a:1591 at 2013-03-19 12:10:20 +0100
Processing by SettingsController#index as HTML
  Current user: oerdnj (id=3)
  Rendered settings/_general.html.erb (5.5ms)
  Rendered settings/_display.html.erb (4.5ms)
  Rendered common/_tabs.html.erb (13.2ms)
  Rendered settings/edit.html.erb within layouts/admin (13.6ms)
Completed 500 Internal Server Error in 18ms
```

ActionView::Template::Error (incompatible character encodings: ASCII-8BIT and UTF-8):

11:

12: <p><%= setting_select :time_format, Setting::TIME_FORMATS.collect {|f| [::I18n.l(Time.now,

```
:locale => locale, :format => f), f]], :blank => :label_language_based %></p>
13:
14: <p><%= setting_select :user_format, @options[:user_format] %></p>
15:
16: <p><%= setting_check_box :gravatar_enabled %></p>
17:
app/views/settings/_display.html.erb:14:in `block in _app_views_settings__display_html_erb__6740
35618379178024_39546840'
app/views/settings/_display.html.erb:1:in `_app_views_settings__display_html_erb__67403561837917
8024_39546840'
app/views/common/_tabs.html.erb:24:in `block in _app_views_common__tabs_html_erb__62750827703544
7565_39247520'
app/views/common/_tabs.html.erb:23:in `each'
app/views/common/_tabs.html.erb:23:in `_app_views_common__tabs_html_erb__627508277035447565_3924
7520'
app/helpers/application_helper.rb:263:in `render_tabs'
app/views/settings/edit.html.erb:3:in `_app_views_settings_edit_html_erb__2074124438297187009_39
241520'
app/controllers/settings_controller.rb:26:in `index'
```

Editing a user:

```
Started GET "/users/107/edit" for 2001:1488:ac14:1400:79ab:40d8:87cb:6a80 at 2013-03-11 12:50:56 +
0100
Processing by UsersController#edit as HTML
Parameters: {"id"=>"107"}
Current user: beda (id=10)
Rendered users/_mail_notifications.html.erb (7.3ms)
Rendered users/_preferences.html.erb (5.1ms)
Rendered users/_form.html.erb (18.1ms)
Rendered users/_general.html.erb (19.4ms)
Rendered users/_groups.html.erb (8.5ms)
Rendered users/_memberships.html.erb (76.5ms)
Rendered common/_tabs.html.erb (107.4ms)
Rendered users/edit.html.erb within layouts/admin (110.9ms)
Completed 500 Internal Server Error in 174ms
```

ActionView::Template::Error (incompatible character encodings: ASCII-8BIT and UTF-8):

```
21: </script>
22:
23: <% tabs.each do |tab| -%>
24:   <%= content_tag('div', render(:partial => tab[:partial], :locals => {:tab => tab} ),
25:                   :id => "tab-content-#{tab[:name]}",
26:                   :style => (tab[:name] != selected_tab ? 'display:none' : nil),
27:                   :class => 'tab-content') %>
app/views/common/_tabs.html.erb:24:in `block in _app_views_common__tabs_html_erb__2669574904331
897537_40463380'
app/views/common/_tabs.html.erb:23:in `each'
app/views/common/_tabs.html.erb:23:in `_app_views_common__tabs_html_erb__2669574904331897537_40
463380'
app/helpers/application_helper.rb:263:in `render_tabs'
app/views/users/edit.html.erb:9:in `_app_views_users_edit_html_erb__1292716952840611560_40398560
'
```

Registering a new user:

```
Started POST "/account/register" for 2001:1488:ac14:1400:748b:e807:ee3f:35a9 at 2013-03-11 12:47:1
5 +0100
Processing by AccountController#register as HTML
Parameters: {"utf8"=>"", "authenticity_token"=>"[FILTERED]", "user"=>{"login"=>"[FILTERED]", "p
assword"=>"[FILTERED]", "password_confirmation"=>"[FILTERED]", "firstname"=>"[FILTERED]", "lastnam
e"=>"[FILTERED]", "mail"=>"[FILTERED]", "language"=>"en", "identity_url"=>""}, "commit"=>"Submit"}
Current user: anonymous
Rendered account/register.html.erb within layouts/base (5.1ms)
Completed 500 Internal Server Error in 17ms
```

```
ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):
 16: <p><%= f.text_field :firstname, :required => true %></p>
 17: <p><%= f.text_field :lastname, :required => true %></p>
 18: <p><%= f.text_field :mail, :required => true %></p>
 19: <p><%= f.select :language, lang_options_for_select %></p>
 20:
 21: <% if Setting.openid? %>
 22:   <p><%= f.text_field :identity_url %></p>
app/views/account/register.html.erb:19:in `block in _app_views_account_register_html_erb__167052
182036648489_43437100'
app/helpers/application_helper.rb:991:in `labelled_form_for'
app/views/account/register.html.erb:3:in `_app_views_account_register_html_erb__1670521820366484
89_43437100'
```

Creating a new user:

```
Started GET "/users/new" for 217.31.207.1 at 2013-03-11 12:58:29 +0100
Processing by UsersController#new as HTML
Current user: oerdnj (id=3)
Rendered users/_mail_notifications.html.erb (1.9ms)
Rendered users/_preferences.html.erb (5.0ms)
Rendered users/_form.html.erb (12.6ms)
Rendered users/new.html.erb within layouts/admin (15.3ms)
Rendered admin/_menu.html.erb (3.8ms)
Rendered layouts/base.html.erb (94.9ms)
Completed 500 Internal Server Error in 122ms
```

```
ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):
 55:     <%= yield :sidebar %>
 56:     <%= view_layouts_base_sidebar_hook_response %>
 57:   </div>
 58:
 59:   <div id="content">
 60:     <%= render_flash_messages %>
 61:     <%= yield %>
app/views/layouts/base.html.erb:58:in `_app_views_layouts_base_html_erb__556530348464672222_266
02040'
app/views/layouts/admin.html.erb:8:in `_app_views_layouts_admin_html_erb__1166907481205184341_3
9459180'
```

Related issues:

- Related to Redmine - Feature #12475: Lazy loading of translation files for fa... **Closed**
- Has duplicate Redmine - Defect #14710: Settings the left 500 error in ruby1.9.2 **Closed**

History

#1 - 2013-03-20 09:01 - Toshi MARUYAMA

Could you try [revert-r10844.diff](#) in [#12861#note-12](#)?

#2 - 2013-03-20 09:01 - Toshi MARUYAMA

- Category changed from Administration to I18n

#3 - 2013-03-20 14:58 - Ondřej Surý

Yep, this helps. I can access all those pages now. Thank you.

#4 - 2013-03-20 15:47 - Toshi MARUYAMA

- File [issue-13520.diff](#) added

Could you try this patch instead of note-1 patch?

#5 - 2013-03-20 18:11 - Ondřej Surý

Toshi MARUYAMA wrote:

Could you try this patch instead of note-1 patch?

Nope, that doesn't help.

```
Started GET "/my/account" for 109.81.193.205 at 2013-03-20 18:07:19 +0100
Processing by MyController#account as HTML
  Current user: oerdnj (id=3)
  Rendered my/account.html.erb within layouts/base (124.0ms)
Completed 500 Internal Server Error in 146ms
```

```
ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):
 16:   <p><%= f.text_field :firstname, :required => true %></p>
 17:   <p><%= f.text_field :lastname, :required => true %></p>
 18:   <p><%= f.text_field :mail, :required => true %></p>
 19:   <p><%= f.select :language, lang_options_for_select %></p>
 20:   <% if Setting.openid? %>
 21:   <p><%= f.text_field :identity_url %></p>
 22:   <% end %>
app/views/my/account.html.erb:19:in `block in _app_views_my_account_html_erb___1778295814055381356_47150120'
app/helpers/application_helper.rb:944:in `labelled_form_for'
app/views/my/account.html.erb:9:in `_app_views_my_account_html_erb___1778295814055381356_47150120'
```

```
Started GET "/users/new" for 109.81.193.205 at 2013-03-20 18:08:21 +0100
Processing by UsersController#new as HTML
  Current user: oerdnj (id=3)
  Rendered users/_mail_notifications.html.erb (1.9ms)
  Rendered users/_preferences.html.erb (4.6ms)
  Rendered users/_form.html.erb (12.2ms)
  Rendered users/new.html.erb within layouts/admin (14.5ms)
  Rendered admin/_menu.html.erb (3.8ms)
  Rendered layouts/base.html.erb (34.8ms)
Completed 500 Internal Server Error in 59ms
```

```
ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):
 55:     <%= yield :sidebar %>
 56:     <%= view_layouts_base_sidebar_hook_response %>
 57:   </div>
 58:
 59:   <div id="content">
 60:     <%= render_flash_messages %>
 61:     <%= yield %>
app/views/layouts/base.html.erb:58:in `_app_views_layouts_base_html_erb___3464178119876434098_27342580'
app/views/layouts/admin.html.erb:8:in `_app_views_layouts_admin_html_erb___2226765504173015874_52341820'
```

```
Started GET "/account/register" for 109.81.193.205 at 2013-03-20 18:08:43 +0100
Processing by AccountController#register as HTML
  Current user: oerdnj (id=3)
  Rendered account/register.html.erb within layouts/base (6.9ms)
Completed 500 Internal Server Error in 52ms
```

```
ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):
 55:     <%= yield :sidebar %>
 56:     <%= view_layouts_base_sidebar_hook_response %>
 57:   </div>
 58:
 59:   <div id="content">
 60:     <%= render_flash_messages %>
 61:     <%= yield %>
app/views/layouts/base.html.erb:58:in `_app_views_layouts_base_html_erb___3464178119876434098_27342580'
```

```
Started GET "/settings" for 109.81.193.205 at 2013-03-20 18:09:04 +0100
Processing by SettingsController#index as HTML
  Current user: oerdnj (id=3)
  Rendered settings/_general.html.erb (25.3ms)
  Rendered settings/_display.html.erb (87.2ms)
  Rendered common/_tabs.html.erb (122.5ms)
  Rendered settings/edit.html.erb within layouts/admin (125.9ms)
Completed 500 Internal Server Error in 162ms
```

```
ActionView::Template::Error (incompatible character encodings: ASCII-8BIT and UTF-8):
 11:
 12: <p><%= setting_select :time_format, Setting::TIME_FORMATS.collect {|f| [::I18n.l(Time.now, :locale =>
locale, :format => f), f]}, :blank => :label_language_based %></p>
 13:
```

```

14: <p><%= setting_select :user_format, @options[:user_format] %></p>
15:
16: <p><%= setting_check_box :gravatar_enabled %></p>
17:
app/views/settings/_display.html.erb:14:in `block in _app_views_settings__display_html_erb___749342827246777
93_50957240'
app/views/settings/_display.html.erb:1:in `_app_views_settings__display_html_erb___74934282724677793_5095724
0'
app/views/common/_tabs.html.erb:24:in `block in _app_views_common__tabs_html_erb___2902838862237008963_501282
80'
app/views/common/_tabs.html.erb:23:in `each'
app/views/common/_tabs.html.erb:23:in `_app_views_common__tabs_html_erb___2902838862237008963_50128280'
app/helpers/application_helper.rb:271:in `render_tabs'
app/views/settings/edit.html.erb:3:in `_app_views_settings__edit_html_erb___2285893890726478615_47564320'
app/controllers/settings_controller.rb:28:in `index'

```

#6 - 2013-03-20 18:26 - Toshi MARUYAMA

- File issue-13520-1.diff added

Could you try this patch instead of note-4 patch?

#7 - 2013-03-20 19:24 - Ondřej Surý

Toshi MARUYAMA wrote:

Could you try this patch instead of note-4 patch?

Still nothing and the error message still looks same.

#8 - 2013-03-20 23:37 - Toshi MARUYAMA

Could you add "# encoding: utf-8" at top of lib/redmine/i18n.rb on clean Redmine source (not apply any patches)?

trunk / 2.3-stable (Copyright (C) 2006-2013 Jean-Philippe Lang)

```

diff --git a/lib/redmine/i18n.rb b/lib/redmine/i18n.rb
--- a/lib/redmine/i18n.rb
+++ b/lib/redmine/i18n.rb
@@ -1,3 +1,5 @@
+# encoding: utf-8
+#
# Redmine - project management software
# Copyright (C) 2006-2013 Jean-Philippe Lang
#

```

2.2-stable (Copyright (C) 2006-2012 Jean-Philippe Lang)

```

diff --git a/lib/redmine/i18n.rb b/lib/redmine/i18n.rb
--- a/lib/redmine/i18n.rb
+++ b/lib/redmine/i18n.rb
@@ -1,3 +1,5 @@
+# encoding: utf-8
+#
# Redmine - project management software
# Copyright (C) 2006-2012 Jean-Philippe Lang
#

```

#9 - 2013-03-21 08:14 - Ondřej Surý

Nope :(.

```

Started GET "/"settings" for 2001:1488:ac14:1400:e017:810a:d3a5:63c0 at 2013-03-21 08:11:02 +0100
Processing by SettingsController#index as HTML
  Current user: oerdnj (id=3)
  Rendered settings/_general.html.erb (5.4ms)
  Rendered settings/_display.html.erb (4.3ms)
  Rendered common/_tabs.html.erb (12.8ms)
  Rendered settings/edit.html.erb within layouts/admin (13.1ms)
Completed 500 Internal Server Error in 18ms

```

```

ActionView::Template::Error (incompatible character encodings: ASCII-8BIT and UTF-8):
  11:

```

```

12: <p><%= setting_select :time_format, Setting::TIME_FORMATS.collect {|f| [::I18n.l(Time.now, :locale =>
locale, :format => f), f]}, :blank => :label_language_based %></p>
13:
14: <p><%= setting_select :user_format, @options[:user_format] %></p>
15:
16: <p><%= setting_check_box :gravatar_enabled %></p>
17:
app/views/settings/_display.html.erb:14:in `block in _app_views_settings__display_html_erb__3827359472597162
40_55203920'
app/views/settings/_display.html.erb:1:in `_app_views_settings__display_html_erb__382735947259716240_5520392
0'
app/views/common/_tabs.html.erb:24:in `block in _app_views_common__tabs_html_erb__4495962974242832258_542037
40'
app/views/common/_tabs.html.erb:23:in `each'
app/views/common/_tabs.html.erb:23:in `_app_views_common__tabs_html_erb__4495962974242832258_54203740'
app/helpers/application_helper.rb:271:in `render_tabs'
app/views/settings/edit.html.erb:3:in `_app_views_settings__edit_html_erb__2259510847400200366_36055040'
app/controllers/settings_controller.rb:28:in `index'

```

Is there any way how to help you with debugging this issue? I could provide you with my configs (I am running redmine under thin), some database tables, etc.

#10 - 2013-03-21 08:45 - Toshi MARUYAMA

I don't know about ubuntu.

Is "Ruby: 1.9.3.0-1ubuntu2.5" recent Ruby?

#11 - 2013-03-21 09:00 - Etienne Massip

Did you run [cleanup](#) after upgrade?

Dumb question which I have to ask: did you restart thin after applying patches?

#12 - 2013-03-21 10:44 - Ondřej Surý

- Status changed from New to Resolved

Etienne Massip wrote:

Did you run [cleanup](#) after upgrade?

Well I did (and the package does that automatically), but it turns out, that tmp:cache:clear command is broken in the pre-packaged version of redmine, and the cache wasn't cleared as it should be.

After I have manually removed contents of /var/cache/redmine/ everything works as it should be.

Sorry for the trouble and I am going to fix the redmine package.

#13 - 2013-03-21 12:16 - Etienne Massip

- Status changed from Resolved to Closed

- Resolution set to Invalid

#14 - 2013-03-21 13:55 - Ondřej Surý

Just a quick notice. The real problem isn't in redmine or the packaging, but there's a bug in the rails rake task which ignores settings in the config.paths["tmp"], not to mention session_store, etc. and just mindlessly deletes "tmp/cache" content:

```

namespace :cache do
  # desc "Clears all files and directories in tmp/cache"
  task :clear do
    FileUtils.rm_rf(Dir['tmp/cache/[^.]*'])
  end
end

```

and it needs to be something more like

```

namespace :cache do
  # desc "Clears all files and directories in tmp/cache"
  task :clear do
    FileUtils.rm_rf(Dir[File.join(Rails.configuration.path["tmp"], 'cache/[^.]*')])
  end
end

```

#15 - 2013-03-21 17:09 - Etienne Massip

Rails.configuration.paths is an undocumented property so I'm not sure you're supposed to manipulate it?

#16 - 2013-03-21 17:42 - Ondřej Surý

Etienne Massip wrote:

Rails.configuration.paths is an undocumented property so I'm not sure you're supposed to manipulate it?

Unfortunately that's something we have to live with, since rails apps are not FHS compliant (mixing static data with volatile data – that doesn't go well with traditional distributions, multiple partitions, etc.).

And to tell the truth, it's something I just came to, since those modification were already in the place, when I started helping with redmine packaging for Debian. The good thing is that we can have more instances from same sources, the bad thing is that it breaks sometimes.

I know it's hard to all parties (upstream, distributions and users). And Ruby packaging is especially hard because there's clash in two different approaches (gem and deb).

But all I can do is to cope with that, because our (Debian) users want pre-packaged redmine. And apologize when our changes for packaging break something.

BTW I might be missing something, but <http://api.rubyonrails.org/classes/Rails/Engine/Configuration.html#method-i-paths> seems to be documented.

Anyway the good side is that I have modified the redmine package to clear the cache on every upgrade and it finally works. Thanks for your time.

#17 - 2013-06-04 08:20 - Nedyalko Zhekov

Hi there. I'm new to ruby & rails and just want to contribute my experience to the redmine community.

I had a very similar problem after an upgrade from 1.1.2 to 2.3.1 on Debian Wheezy. I followed the upgrade instructions on the redmine.org page <http://www.redmine.org/projects/redmine/wiki/RedmineUpgrade>.

The problem was occurring only on pages requiring the same database tables. For example if you go to the settings page there wasn't any problem but if you go to an issue page an error occurred.

My environment (./script/about)

Environment:

```
Redmine version      2.3.1.stable
Ruby version         1.9.3 (x86_64-linux)
Rails version        3.2.13
Environment          production
Database adapter     Mysql2
Redmine plugins:
no plugin installed
```

The error message I got in the redmine log (log/production.log)

ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):

```
30:  <% previous_group = group >
31:  < end >
32:  <tr id="issue-<= issue.id >" class="hascontextmenu <= cycle('odd', 'even') > <= issue.css_classes > <= level > 0 ? "idnt idnt-#{level}" : nil >">
33:  <td class="checkbox hide-when-print"><= check_box_tag("ids[]", issue.id, false, :id => nil) ></td>
34:  <= raw query.inline_columns.map {|column| "<td class=\"#{column.css_classes}\">#{column_content(column, issue)}</td>".join >
35:  </tr>
36:  < @query.block_columns.each do |column|
app/views/issues/_list.html.erb:33:in `block (2 levels) in app_views_issues_list_html_erb__796519447520383731_58016060'
app/helpers/issues_helper.rb:29:in `block in issue_list'
app/helpers/issues_helper.rb:25:in `each'
app/helpers/issues_helper.rb:25:in `issue_list'
app/views/issues/_list.html.erb:18:in `block in app_views_issues_list_html_erb__796519447520383731_58016060'
app/views/issues/_list.html.erb:1:in `_app_views_issues_list_html_erb__796519447520383731_58016060'
app/views/issues/index.html.erb:62:in `_app_views_issues_index_html_erb__1459416343466838695_57006680'
app/controllers/issues_controller.rb:83:in `block (2 levels) in index'
app/controllers/issues_controller.rb:82:in `index'
```

My solution

After looking for about 12 hours in the logs I fixed my problem. I've installed the gem package mysql2 and then changed the adapter in config/database.yml to mysql2. That solved the problem. I hope this can save you some hours in looking for a solution.

```
config/database.yml
production:
  adapter: mysql2
  database: redmine
  host: localhost
  username: xxxxxxxx
```

password: xxxxxxxx
encoding: utf8

```
$ gem list | grep mysql  
mysql (2.8.1)  
mysql2 (0.3.11)
```

#18 - 2013-07-06 21:33 - Ladislav Nesnera

Big thanks Nedyalko - your advice (change adapter: mysql to mysql2) solved also my problem (upgrade from 1.4.4 to 2.3.1).

#19 - 2013-07-13 03:32 - Cuong Nguyen

Thanks, Nedyalko! I works in my case (2.3.1).

I met the same problem after upgrading from Debian 6 to 7 (Wheezy).

#20 - 2013-08-20 04:26 - Toshi MARUYAMA

- Has duplicate Defect #14710: Settings the left 500 error in ruby1.9.2 added

#21 - 2013-08-20 21:58 - Scott Van Wart

I was getting a segfault with Redmine 2.0.3 and Ruby 1.8.7, so I updated to Redmine 2.3.2 and Ruby 1.9.3. Then I got this:

```
Started GET "/issues/437" for 127.0.0.1 at 2013-08-20 16:47:45 -0300  
Processing by IssuesController#show as HTML  
Parameters: {"id"=>"437"}  
Current user: scott (id=1)  
Rendered issues/_action_menu.html.erb (6.2ms)  
Rendered issues/show.html.erb within layouts/base (37.4ms)  
Completed 500 Internal Server Error in 119ms
```

```
ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):
```

```
78:  
79:   <p><strong><%=l(:field_description)%></strong></p>  
80:   <div class="wiki">  
81:     <%= textilizable @issue, :description, :attachments => @issue.attachments %>  
82:   </div>  
83: </div>  
84: <% end %>  
app/views/issues/show.html.erb:81:in `__app_views_issues_show_html_erb___3362741532134977815_56752880'  
app/controllers/issues_controller.rb:119:in `block (2 levels) in show'  
app/controllers/issues_controller.rb:116:in `show'
```

I did as suggested in update [#13520-16](#) and it solved my problem.

#22 - 2013-09-04 00:30 - Michael C

Hello!

I've got this error for new Redmine 2.3.2 installation. I've tried all the patched and methods which has been described above, but nothing helped. I can not solve it for a whole day so I'm writing here.

Here is my Ruby: ruby 2.0.0p247 (2013-06-27 revision 41674) [x86_64-linux]
Mysql 5.0.95 for redhat-linux-gnu (x86_64) (driver "mysql2" in redmine)
Database with utf8 uncoding
Redmine 2.3.2

I created new issue in Russian language and get 500 error when try to view it:

```
Internal error  
An error occurred on the page you were trying to access.  
If you continue to experience problems please contact your Redmine administrator for assistance.  
If you are the Redmine administrator, check your log files for details about the error.
```

Here is the data from Log:

```
Connecting to database specified by database.yml  
OpenIdAuthentication.store is nil. Using in-memory store.  
Creating scope :system. Overwriting existing method Enumeration.system.  
Creating scope :sorted. Overwriting existing method Group.sorted.  
Creating scope :sorted. Overwriting existing method User.sorted.
```



```
Started GET "/issues/2" for 1.2.3.4 at 2013-09-03 22:15:30 +0000
Processing by IssuesController#show as HTML
  Parameters: {"id"=>"2"}
  Current user: Michael (id=5)
  Rendered issues/_action_menu.html.erb (14.6ms)
  Rendered issues/show.html.erb within layouts/base (29.4ms)
Completed 500 Internal Server Error in 814ms
```

```
ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):
22:   <%= avatar(@issue.author, :size => "50") %>
23:
24: <div class="subject">
25: <%= render_issue_subject_with_tree(@issue) %>
26: </div>
27:   <p class="author">
28:   <%= authoring @issue.created_on, @issue.author %>.
app/views/issues/show.html.erb:25:in `_app_views_issues_show_html_erb__4258364884133161359_23990214715200'
app/controllers/issues_controller.rb:119:in `block (2 levels) in show'
app/controllers/issues_controller.rb:116:in `show'
```

I'm ready to help with any experiments or testing, if you need, I can get you an access to the stand.

#23 - 2014-12-05 16:51 - meta tech

I tried all suggestions in this post.
The only fix that works is here below.
I am surprised that it is not included in the latest version (2.6.0)

```
--- redmine/app/helpers/application_helper.rb
+++ redmine/app/helpers/application_helper.rb
@ -925,7 +925,8 @ module ApplicationHelper
end

def lang_options_for_select(blank=true)
- (blank ? [{"(auto)", ""}] : []) + languages_options
+ (blank ? [{"(auto)", ""}] : [])
  valid_languages.collect{|lang| [ll(lang.to_s, :general_lang_name), lang.to_s]}.sort{|x,y| x.last <=> y.
last }
end
```

P.S. : I am using Redmine 2.5.0, and the error appeared after a migration from Ruby 1.8 to 1.9.3.

#24 - 2014-12-26 06:45 - Anonymous

Have the same issue. Applied patch of "meta tech" and it helped. The problem appeared on ruby of version 2.1.0 and redmine version 2.6.0.

#25 - 2014-12-26 12:53 - Jean-Philippe Lang

Dastan Kozhomuratov wrote:

Have the same issue. Applied patch of "meta tech" and it helped. The problem appeared on ruby of version 2.1.0 and redmine version 2.6.0.

[r13807](#) should fix this error.

#26 - 2015-01-08 10:10 - Sergey T

Ruby 2.1.5 and Redmine v 2.6.0 ([r13807](#))

Here is the data from Log:

```
ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):
27:   <tbody>
28: <% project_tree(@projects) do |project, level| %>
29:   <tr class="<%= cycle("odd", "even") %> <%= project.css_classes %> <%= level > 0 ? "idnt idnt-#{level
}" : nil %>">
30:   <td class="name"><span><%= link_to_project_settings(project, {}, :title => project.short_description
)%></span></td>
31:   <td><%= checked_image project.is_public? %></td>
32:   <td><%= format_date(project.created_on) %></td>
33:   <td class="buttons">
app/views/admin/projects.html.erb:30:in `block in _app_views_admin_projects_html_erb__1335584868889568955_7
0054962614940'
app/models/project.rb:765:in `block in project_tree'
app/models/project.rb:761:in `each'
```

```
app/models/project.rb:761:in `project_tree'  
app/helpers/application_helper.rb:374:in `project_tree'  
app/views/admin/projects.html.erb:28:in `_app_views_admin_projects_html_erb___1335584868889568955_7005496261  
4940'
```

#27 - 2015-01-12 12:43 - Tobias Fischer

Hi Jean-Philippe,

unfortunately your patch from [r13807](#) doesn't fix the issue for repositories in v2.6.1 (see [#16881](#)).
Any chance to include the patch from [#16881](#) in one of the next versions?

Thanks!

#28 - 2015-01-13 00:09 - Toshi MARUYAMA

Tobias Fischer wrote:

Hi Jean-Philippe,

unfortunately your patch from [r13807](#) doesn't fix the issue for repositories in v2.6.1 (see [#16881](#)).
Any chance to include the patch from [#16881](#) in one of the next versions?

[#16881](#) is not related with this issue.

#29 - 2015-01-13 00:13 - Toshi MARUYAMA

Sergey T wrote:

Ruby 2.1.5 and Redmine v 2.6.0 ([r13807](#))

Here is the data from Log:

[...]

This is not related with this issue.

#30 - 2015-02-26 16:03 - anton profit

- *File 123.jpg added*

The same problem.

Environment:
Redmine version 3.0.0.stable.14044
Ruby version 2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]
Rails version 4.2.0
Environment development
Database adapter Mysql2
SCM:
Subversion 1.6.17
Git 1.7.9.5
Filesystem
Redmine plugins:
no plugin installed

#31 - 2015-03-13 09:46 - Lya D

I had the same problem and this solution is working for me :

Check your linux locales :

`dpkg-reconfigure locales`

Check your locale

Generating locales (this might take a while)...
fr_FR.UTF-8... done

Delete your redmine cache

`mv /path/to/redmine/tmp/cache /path/to/redmine/tmp/cache.old`

```
mkdir /path/to/redmine/tmp/cache
chown youruser /path/to/redmine/tmp/cache
```

Restart apache (restart redmine)

#32 - 2015-03-27 18:43 - José Nunes de Oliveira Neto

I'm on Ubuntu 14.04.

I updated my redmine 2.4 to last stable 2.5.1 with Ondrej PPA and after, i got the same error.

So, i did the following commands:

```
$ apt-get install ruby-mysql2
$ gem install mysql2
```

And i change my database.yml to

```
adapter: mysql2
```

After Apache restarts, i did my redmine instance work.

#33 - 2015-04-11 16:28 - Toshi MARUYAMA

anton profit wrote:

The same problem.
[123.jpg](#)

Your problem is fixed by [#19305](#).

#34 - 2015-08-05 16:37 - Alexandre Rock Ancelet

Actually, I've just migrated from Redmine 2.6 to 3.1 and I ran into this problem on messages#show and wiki#show.

Using `dpkg-reconfigure locales` solution proposed by [@Lya D](#) worked for me !

Any other solution did not work.

If it can help anyone coming back into this issue.

```
Environment:
  Redmine version      3.1.0.stable.14479
  Ruby version         1.9.3-p194 (2012-04-20) [x86_64-linux]
  Rails version        4.2.3
  Environment          production
  Database adapter     Mysql2
SCM:
  Subversion           1.6.17
  Git                  1.9.1
  Filesystem
Redmine plugins:
  redmine_checklists  3.1.0
  redmine_custom_css  0.1.6
  redmine_dmsf        1.5.2
  redmine_exception_handler 2.0.0.devel.eb74a043bd
  redmine_spent_time_in_issue_description 2.6
  redmine_zenedit     0.0.2
```

Errors I had before solving the bug:

```
An ActionView::Template::Error occurred in wiki#show:
incompatible character encodings: UTF-8 and ASCII-8BIT
app/helpers/application_helper.rb:914:in `block in parse_headings'
---
```

```
An ActionView::Template::Error occurred in messages#show:
incompatible character encodings: UTF-8 and ASCII-8BIT
app/views/messages/show.html.erb:66:in `block in _app_views_messages_show_html_erb__1670534409470203738_62374345629360'
```

#35 - 2015-09-13 02:04 - Eugen Funk

same here:

```
Rendered projects/show.html.erb within layouts/base (403.2ms)
Completed 500 Internal Server Error in 2871ms (ActiveRecord: 65.7ms)
```

```
ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):
```

```
62: </div>
63:
64: <div class="splitcontentright">
65:   <%= render :partial => 'members_box' %>
66:
67:   <% if @news.any? && authorize_for('news', 'index') %>
68:     <div class="news box">
app/views/projects/show.html.erb:65:in `_app_views_projects_show_html_erb__2186080689967109683_38420520'
app/controllers/projects_controller.rb:153:in `show'
lib/redmine/sudo_mode.rb:63:in `sudo_mode'
```

after calling

```
sudo dpkg-reconfigure locales
```

I receive

```
Generating locales...
de_DE.UTF-8... up-to-date
en_US.ISO-8859-1... up-to-date
en_US.ISO-8859-15... up-to-date
en_US.UTF-8... up-to-date
hu_HU.ISO-8859-2... up-to-date
hu_HU.UTF-8... up-to-date
Generation complete.
```

but the error is still there.

However, when I installed redmine, sudo dpkg-reconfigure locales returned errors about not selected language. Maybe I miss how to reset the cache? The commands provided by @Lya-D didnt work.

Files

issue-13520.diff	915 Bytes	2013-03-20	Toshi MARUYAMA
issue-13520-1.diff	1.01 KB	2013-03-20	Toshi MARUYAMA
123.jpg	136 KB	2015-02-26	anton profit