Redmine - Defect #18929

MailHandler Error: "\xF5" from ASCII-8BIT to UTF-8

2015-01-21 21:55 - Maciej Cygan

Status:	Closed		**Start date:**	
Priority:	Urgent		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:	No feedback		**Affected version:**	2.5.0

Description

I have recently updated/upgraded our server and this caused our Redmine helpdesk mail system to break. I have already seen Defect #18649, #16122 & #16261 and tried to apply all sugestions to our solution but neither did work.

Before i have updated our server all was working fine, including cronjob to fetch emails. Now i am getting encoding error.

What i have in production.log:

@Helpdesk MailHandler Error: "\xF5" from ASCII-8BIT to UTF-8
^[[1m^[[35mProject Load (0.2ms)^[[0m SELECT `projects`.* FROM `projects` WHERE `projects`.`id` = 1 LIMIT 1
^[[1m^[[36mEnabledModule Load (0.2ms)^[[0m ^[[1mSELECT `enabled_modules`.* FROM `enabled_modules` WHERE `enabled_modules`.`project_id` = 1^[[0m@

Environment:
Redmine version   2.5.0.stable
Ruby version   1.9.3-p194 (2012-04-20) [x86_64-linux]
Rails version   3.2.17
Environment   production
Database adapter   Mysql2
SCM:
Git   1.7.10.4
Filesystem
Redmine plugins:
redmine_contacts   3.2.15-light
redmine_contacts_helpdesk   2.2.9-pro
redmine_git_hosting   0.7.2
redmine_people   0.1.8

Because of this we are unable to track our issues that are reported by our customers and i have already spent about 10 hours trying to find what has gone wrong.

Help much appreciated.

History

#1 - 2015-01-22 04:35 - Toshi MARUYAMA

- Status changed from New to Needs feedback

It seems one of your plugins cause error.

#2 - 2015-08-23 16:56 - Jan Niggemann (redmine.org team member)

- Status changed from Needs feedback to Closed

- Resolution set to Invalid

#3 - 2015-08-23 17:01 - Jan Niggemann (redmine.org team member)

- Resolution changed from Invalid to No feedback

#4 - 2022-12-22 09:28 - Dimitar (RedmineUP)

Hi Maciej,

This is Dimitar from the [RedmineUP](#) Support Team.

May I ask - is the problem of our Helpdesk still appearing to your Redmine?

We look forward to hearing from you.

Best Regards,
Dimitar from the RedmineUP Support Team

Maciej Cygan wrote:

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