

#2 - 2009-02-26 10:15 - Fredrik Frodlund

I believe so.

- Default Character Set: utf8
- Default Collation: utf8_swedish_ci

This worked ok before, so I just bluntly assumed that something changed in an update. :)

#3 - 2009-02-26 10:38 - Jean-Philippe Lang

I don't see any change to the mail handler that could have affected this behaviour.
Do you know which revision was working ok for you before?

#4 - 2009-02-26 10:42 - Fredrik Frodlund

Sorry, no. It was back in the 0.7 branch.

#5 - 2009-02-26 10:53 - Fredrik Frodlund

I also noticed that the chars only gets mangled in the subject, not in the body.

#6 - 2009-03-19 08:57 - hell hunter

Fredrik Frodlund wrote:

| *I also noticed that the chars only gets mangled in the subject, not in the body.*

Yes, I can confirm this for german "Umlaut"s in the subject. body works perfectly...
Cheers, Antonino

#7 - 2009-03-19 09:00 - Fredrik Frodlund

I just did a restart of the Ruby-application after a minor update to the latest revision (r2594) and all of a sudden, the chars didn't get mangled!
However, after about an hour the problem re-emerged again. This is really weird!

#8 - 2009-03-23 16:35 - Fredrik Frodlund

Is there any more info that I can provide that will assist in the solving of this issue?

#9 - 2009-05-18 11:27 - Fredrik Frodlund

- Status changed from New to Resolved

This seems to resolved as of r2757. :)

#10 - 2009-05-18 13:56 - Fredrik Frodlund

Seems that this was not resolved after all. It was the same situation as before (a restart of the Ruby application fixed the error temporarily).

#11 - 2009-10-06 21:46 - Kolja K.

Same problem here (0.9 trunk). After some time of running the server, non ascii chars in the subject of mail generated tickets get mangled. Please reopen this issue.

#12 - 2009-10-07 08:09 - Fredrik Frodlund

Kolja K. wrote:

Same problem here (0.9 trunk). After some time of running the server, non ascii chars in the subject of mail generated tickets get mangled. Please reopen this issue.

The bug is still present and another issue was reported by me; #3717.

#13 - 2009-10-08 20:29 - Kolja K.

Update: We've switched the MySQL table encoding from swedish_latin1 to utf8 and so far everything's working.

#14 - 2009-11-28 13:19 - Jean-Philippe Lang

- Category changed from Email notifications to Email receiving

#15 - 2009-12-08 21:44 - Kolja K.

The problem persists, even if you switch to another table encoding. Pls reopen this issue.

#16 - 2009-12-09 09:56 - Fredrik Frodlund

Please check #3717 instead. Same issue.

#17 - 2009-12-26 13:08 - Jean-Philippe Lang

- Status changed from Resolved to Closed

- Resolution set to Duplicate

Files

swedish.png	6.22 KB	2009-02-26	Jean-Philippe Lang
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