

Redmine - Defect #2838

Swedish chars get mangled in issue when added via email

2009-02-25 16:52 - Fredrik Frödlund

Status:	Closed	Start date:	2009-02-25
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	0.8.1
Resolution:	Duplicate		
<b>Description</b> Swedish chars (Å,Ä and Ö) gets replaced with [] and [] when added from email.  Raw sample of a mail:  MIME-Version: 1.0 From: supportform@domain.se To: support@domain.se Date: 23 Feb 2009 17:31:39 +0100 Subject: =?utf-8?B?w4XDhMOWIGkgYsO2cmphdCAodGVzdCBudWltZXIzMjAp?= Content-Type: text/plain; charset=utf-8 Content-Transfer-Encoding: base64  U3ZlbmNrYSB0ZWNRZW4gaSBiw7ZyamFuIGF2IHNlYmplY3QNCg0KaHR0cDovL3d3dy5uZXRY ZWxhdGlvbzMuc2Uvc3VwcG9ydC9hcmVuZGVuL25ldHJlbGF0aW9ucy8wOTAyMjMtMTczMTM5 LWFhbylpLWJvcmphdC10ZXN0LW51bW1lci0yMCM8NCg0KUHJvamVjdDoga29udDUwMDENC1By aW9yaXRldDogS3JpdGlza3Q=  <b>Platform version information</b>  MySQL: 5.0.51a-3ubuntu5.4-log Ruby: ruby 1.8.6 (2007-09-24 patchlevel 111) [i486-linux] Rails: Rails 2.2.2 Redmine: Redmine 0.8.1.stable.2521  Somewhat related to <a href="#">#2814</a>			
<b>Related issues:</b> Is duplicate of Redmine - Defect #3717: Swedish characters get replaced with ... <div>Closed2009-08-06</div>			

History

#1 - 2009-02-26 10:08 - Jean-Philippe Lang

- File *swedish.png* added

I don't have this problem. Here is what I get when running rake redmine:email:read project=redmine < email.txt

## Feature #4891

### ÄÄÖ i börjat (test nummer 20)

Added by Jean-Philippe Lang 1 minute ago.

Status:	New	Start:	
Priority:	Normal	Due date:	
Assigned to:	-	%% Done:	
Category:	-	Spent time:	
Target version:	-		
Resolution:			

#### Description

Svenska tecken i början av subject

Ⓞ <http://www.netrelations.se/support/arenden/netrelations/090223-173139-aao-i-borjat-test-nummer-20/>

Project: kont5001  
Prioritet: Kritiskt

Does your database encoding properly set to UTF8 ?

#### #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**

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