## Redmine - Defect #11065

# E-Mail submitted tickets: German umlauts in 'Subject' get malformed (ruby 1.8)

2012-05-31 12:02 - Anonymous

	Closed	Start date:	Start date:	
Priority:	Normal	Due date:		
Assignee:	Jean-Philippe Lang	% Done:	0%	
Category:	Email receiving	Estimated time:	0.00 hour	
Farget version:	2.0.3			
Resolution:	Fixed	Affected version:	2.0.1	
Description				
Hello				
weak mailfetch functior		or our company and I am really ha issing features I found a bug, whic	appy with almost everything - except the ch is critical for us:	
		e:email:receive_pop3 RAILS =secret project=new_ticke	S_ENV='production' host=example. ets	
uberhitzt" becomes "No		t in Redmine while the E-Mail noti	, they are getting cut of (Eg. "Notebook fication shows strange characters instead o	
Creating tickets with un	nlauts in Redmine with the Webb	prowser works as expected.		
Rake About:				
root@redmine01:/v	ar/www/redmine# RAILS_EN	N=production rake about		
	ation's environment	1		
Ruby version	1.8.7 (i486-lin	ux)		
RubyGems version	1.8.24			
Rack version	1.4			
Rails version	3.2.3			
Active Record ver				
Action Pack versi				
Active Resource v				
Action Mailer ver				
Active Support ve Middleware		tionDianatab. Ctatia Da	k. Jock #	
Strategy::LocalC :RequestId, Rail ActionDispatch:: Management, Activ e, ActionDispatch Rack::ETag, Act Application root	ache::Middleware:Oxb6cd7 s::Rack::Logger, ActionD RemoteIp, ActionDispatch eRecord::QueryCache, Act ::Flash, ActionDispatch: ionDispatch::BestStandar /var/www/redmin	538>, Rack::Runtime, Rack Dispatch::ShowExceptions, A::Callbacks, ActiveRecord CionDispatch::Cookies, Act ParamsParser, ActionDisp cdsSupport, OpenIdAuthent	ck::Lock, # <activesupport::cache c::MethodOverride, ActionDispatc ActionDispatch::DebugExceptions d::ConnectionAdapters::Connectic cionDispatch::Session::CookieStc patch::Head, Rack::ConditionalGe location</activesupport::cache 	
Environment	production			
Database adapter Database schema v	mysql ersion 20120422150750			
would really appreciat	e any help			

### Associated revisions

#### Revision 9796 - 2012-06-10 10:15 - Jean-Philippe Lang

Fixed: German umlauts in Subject get striped with ruby1.8 (#11065).

#### History

#### #1 - 2012-05-31 14:37 - Anonymous

Apropos:

- While the text in the Subject is messed up, the text inside the mail is displayed perfectly right the ticket and in the ticket-notification-mail.
- In the database (mysql) 'select subject from issues;' shows that the text is cut off after the first umlaut. (Only on tickets submitted by mail)

#### #2 - 2012-05-31 18:44 - Jean-Philippe Lang

Could you attach a raw email for which the problem occurs please?

#### #3 - 2012-06-01 15:51 - Anonymous

- File raw-mails.zip added
- Assignee set to Jean-Philippe Lang

Hi

Thanks for your reply. I have attached a ZIP File with 2 Folders inside. One from my mobile (handy), one from Outlook Web Access (OWA).

I have found some new hints: Everything works fine, if i use my Android ICS Mobile Phone. With Outlook and Outlook Web Access (OWA) it won't work.

Here is the part i suspect to be the Problem: Android:

Subject: =?utf-8?B?VGVzdCBmcm9tIE1vYmlsZTogw6Qgw7wgw7YuLi4=?=

OWA / Outlook:

```
Subject: =?iso-8859-1?Q?Testmail_from_Webmail:_=E4_=F6_=FC...?=
```

Best regards Andreas

#### #4 - 2012-06-01 19:46 - Jean-Philippe Lang

I've loaded the following email from your archive: owa/2715bc8b-c608-4403-a598-ed98800282d7/Original.eml and the subject of the created issue is:

- with ruby1.8.7: "Testmail from Webmail: "
- with ruby1.9.3: "Testmail from Webmail: ä ö ü..."

So it looks like there's no issue with ruby1.9.3. Tests done with MySQL.

#### #5 - 2012-06-01 19:58 - Jean-Philippe Lang

- Subject changed from E-Mail submitted tickets: German umlauts in 'Subject' get malformed to E-Mail submitted tickets: German umlauts in 'Subject' get malformed (ruby 1.8)

- Status changed from New to Confirmed

#### #6 - 2012-06-04 14:39 - Anonymous

Thanks for the quick responses. I'll try to upgrade my Installation to Ruby 1.9.3.

I guess, it's nothing what is gonna get fixed anytime soon, if ever?

Best regards Andreas

#### #7 - 2012-06-10 10:15 - Jean-Philippe Lang

- Status changed from Confirmed to Resolved

- Target version set to 2.0.3
- Resolution set to Fixed

Fixed in r9796 for ruby1.8.

## #8 - 2012-06-17 10:51 - Jean-Philippe Lang

- Status changed from Resolved to Closed

Merged.

## #9 - 2014-03-19 09:53 - Ingo Siebeck

Why isn't this patch included in the redmine version 2.4?

within the mail\_handler.rb the cleaned\_up\_subject function is still the old one.

## #10 - 2014-03-19 11:35 - Toshi MARUYAMA

<u>r11650</u> removed cleaned\_up\_subject code and tests passes. It seems Rails 3.2.13 fixed this issue.

#### Files

raw-mails.zip

78.1 KB

2012-06-01

Anonymous