

Redmine - Defect #11191

receive_imap failed with localized characters in attachments or subject

2012-06-18 15:12 - Arnis Juraga

| | | | |
|--|-----------------|--------------------------|-----------|
| Status: | Closed | Start date: | |
| Priority: | Normal | Due date: | |
| Assignee: | | % Done: | 0% |
| Category: | Email receiving | Estimated time: | 0.00 hour |
| Target version: | | Affected version: | |
| Resolution: | Cant reproduce | | |
| Description | | | |
| <p>Today I have noticed IMAP read problems, when email attachment is text file with localized characters.</p> <p>I had the same problem with email having localized characters in SUBJECT line, but cannot reproduce it anymore :(</p> <p>But I can reproduce problem with attachemnt.</p> <p>rake task script:</p> <pre>#!/bin/bash export GEM_HOME=/var/lib/gems/1.8/gems/ export PATH=/var/lib/gems/1.8/bin:\$PATH cd /opt/redmine/redmine-2.0.2/ rake redmine:email:receive_imap RAILS_ENV="production" host=imap.gmail.com ssl=SSL port=993 username=XXXX@XXXX.XXX password=XXXXXXXXXXXX move_on_success=izlasitie move_on_failure=failed proje ct=incoming unknown_user=create no_permission_check=1 --trace</pre> <p>Trace result:</p> <pre>root@int:~# /opt/redmine/scripts/redminemail.sh ** Invoke redmine:email:receive_imap (first_time) ** Invoke environment (first_time) ** Execute environment ** Execute redmine:email:receive_imap rake aborted! "šrutu apraksti -"... /var/lib/gems/1.8/gems/mail-2.4.4/lib/mail/message.rb:2046:in `conv' /var/lib/gems/1.8/gems/mail-2.4.4/lib/mail/message.rb:2046:in `decode_body_as_text' /var/lib/gems/1.8/gems/mail-2.4.4/lib/mail/message.rb:1786:in `decoded' /opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:245:in `add_attachments' /opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:243:in `each' /opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:243:in `add_attachments' /opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:175:in `receive_issue' /opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:152:in `dispatch_to_default' /opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:137:in `dispatch' /opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:113:in `receive' /var/lib/gems/1.8/gems/actionmailer-3.2.5/lib/action_mailer/base.rb:404:in `receive' /var/lib/gems/1.8/gems/activesupport-3.2.5/lib/active_support/notifications.rb:123:in `instrument' /var/lib/gems/1.8/gems/activesupport-3.2.5/lib/active_support/notifications/instrumenter.rb:20:in `instrument' /var/lib/gems/1.8/gems/activesupport-3.2.5/lib/active_support/notifications.rb:123:in `instrument' /var/lib/gems/1.8/gems/actionmailer-3.2.5/lib/action_mailer/base.rb:401:in `receive' /opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:44:in `receive' /opt/redmine/redmine-2.0.2/lib/redmine/imap.rb:35:in `check' /opt/redmine/redmine-2.0.2/lib/redmine/imap.rb:32:in `each' /opt/redmine/redmine-2.0.2/lib/redmine/imap.rb:32:in `check' /opt/redmine/redmine-2.0.2/lib/tasks/email.rake:133 /var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:205:in `call' /var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:205:in `execute' /var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:200:in `each' /var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:200:in `execute' /var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:158:in `invoke_with_call_chain'</pre> | | | |

```
/usr/lib/ruby/1.8/monitor.rb:242:in `synchronize'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:151:in `invoke_with_call_chain'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:144:in `invoke'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:116:in `invoke_task'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:94:in `top_level'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:94:in `each'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:94:in `top_level'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:133:in `standard_exception_handling'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:88:in `top_level'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:66:in `run'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:133:in `standard_exception_handling'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:63:in `run'
/var/lib/gems/1.8/gems/rake-0.9.2.2/bin/rake:33
/var/lib/gems/1.8/bin/rake:19:in `load'
/var/lib/gems/1.8/bin/rake:19
Tasks: TOP => redmine:email:receive_imap
```

History

#1 - 2012-06-18 15:12 - Arnis Juraga

- File attached `textfile.txt` added

#2 - 2012-06-18 17:11 - Jean-Philippe Lang

Please, attach the full raw email that contains this attachment and give your exact Ruby and Redmine versions.

#3 - 2012-06-19 16:59 - Arnis Juraga

```
~# ruby -v
ruby 1.8.7 (2010-08-16 patchlevel 302) [x86_64-linux]
```

Redmine version: == 2012-06-05 v2.0.2

Today I had another incoming email, which broke email subject. I noticed, that on some e-mail clients issue subject was readable, but with different encoding.

In message source Subject was set to: =?UTF-8?Q?[*_ien=C4=81ko=C5=A1ie_e-pasti]_#287_-_Apm=E2c=EEbu?=
=?UTF-8?Q?_materi=E2ls_darbam_ar_jauno_webserveri?=-

Anyway - another task with incoming attachemtn

Rake task result (notice warning: Non US-ASCII detected and no charset defined.

Defaulting to UTF-8, set your own if this is incorrect.):

```
** Invoke redmine:email:receive_imap (first_time)
** Invoke environment (first_time)
** Execute environment
** Execute redmine:email:receive_imap
Non US-ASCII detected and no charset defined.
Defaulting to UTF-8, set your own if this is incorrect.
rake aborted!
"šrutu apraksti \r"...
/var/lib/gems/1.8/gems/mail-2.4.4/lib/mail/message.rb:2046:in `conv'
/var/lib/gems/1.8/gems/mail-2.4.4/lib/mail/message.rb:2046:in `decode_body_as_text'
/var/lib/gems/1.8/gems/mail-2.4.4/lib/mail/message.rb:1786:in `decoded'
/opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:245:in `add_attachments'
/opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:243:in `each'
/opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:243:in `add_attachments'
/opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:175:in `receive_issue'
/opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:152:in `dispatch_to_default'
/opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:137:in `dispatch'
/opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:113:in `receive'
/var/lib/gems/1.8/gems/actionmailer-3.2.5/lib/action_mailer/base.rb:404:in `receive'
/var/lib/gems/1.8/gems/activestorage-3.2.5/lib/active_storage/notifications.rb:123:in `instrument'
/var/lib/gems/1.8/gems/activestorage-3.2.5/lib/active_storage/notifications/instrumenter.rb:20:in `instrument'
/var/lib/gems/1.8/gems/activestorage-3.2.5/lib/active_storage/notifications.rb:123:in `instrument'
/var/lib/gems/1.8/gems/actionmailer-3.2.5/lib/action_mailer/base.rb:401:in `rece
```

```

ive'
/opt/redmine/redmine-2.0.2/app/models/mail_handler.rb:44:in `receive'
/opt/redmine/redmine-2.0.2/lib/redmine/imap.rb:35:in `check'
/opt/redmine/redmine-2.0.2/lib/redmine/imap.rb:32:in `each'
/opt/redmine/redmine-2.0.2/lib/redmine/imap.rb:32:in `check'
/opt/redmine/redmine-2.0.2/lib/tasks/email.rake:133
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:205:in `call'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:205:in `execute'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:200:in `each'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:200:in `execute'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:158:in `invoke_with_call_ch
ain'
/usr/lib/ruby/1.8/monitor.rb:242:in `synchronize'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:151:in `invoke_with_call_ch
ain'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/task.rb:144:in `invoke'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:116:in `invoke_task'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:94:in `top_level'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:94:in `each'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:94:in `top_level'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:133:in `standard_exc
eption_handling'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:88:in `top_level'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:66:in `run'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:133:in `standard_exc
eption_handling'
/var/lib/gems/1.8/gems/rake-0.9.2.2/lib/rake/application.rb:63:in `run'
/var/lib/gems/1.8/gems/rake-0.9.2.2/bin/rake:33
/var/lib/gems/1.8/bin/rake:19:in `load'
/var/lib/gems/1.8/bin/rake:19
Tasks: TOP => redmine:email:receive_imap

```

Message source

```

Delivered-To: support@***OURDOMAIN***
Received: by 10.68.21.38 with SMTP id s6csp293641pbe;
    Tue, 19 Jun 2012 07:47:22 -0700 (PDT)
Received: by 10.204.145.89 with SMTP id c25mr8626763bkv.5.1340117241694;
    Tue, 19 Jun 2012 07:47:21 -0700 (PDT)
Return-Path: <arnis@***OURDOMAIN*** >
Received: from mail-bk0-f52.google.com (mail-bk0-f52.google.com [IPADDRESS])
    by mx.google.com with ESMTPS id hy15si15537481bkc.22.2012.06.19.07.47.20
    (version=TLSv1/SSLv3 cipher=OTHER);
    Tue, 19 Jun 2012 07:47:21 -0700 (PDT)
Received-SPF: neutral (google.com: IPADDRESS is neither permitted nor denied by best guess record for domain o
f arnis@***OURDOMAIN***) client-ip=***OURDOMAIN***;
Authentication-Results: mx.google.com; spf=neutral (google.com: ***OURDOMAIN*** is neither permitted nor denie
d by best guess record for domain of arnis@***OURDOMAIN***) smtp.mail=arnis@***OURDOMAIN***
Received: by bkcjc3 with SMTP id jc3so6049822bkc.11
    for <support@***OURDOMAIN***>; Tue, 19 Jun 2012 07:47:20 -0700 (PDT)
X-Google-DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
    d=google.com; s=20120113;
    h=message-id:date:from:user-agent:mime-version:to:subject
    :content-type:x-gm-message-state;
    bh=PgwfJNVBaPo4u5uWl09nBLc/uIMfI3YZuOpe3LzMKiw=;
    b=IJ2OYVqU8no5TDGTqnKusBNqDT5gdL5kOse57Cu5HTM8l3hxsHiQWYd4IXafVbQ+WJ
    a2kgnuUh3BgqIHeEmT7bTLfXfy7CnyTTLgILjFi3iCJi9QXSVSKrjiaulEM5gwFX47xs
    P0c7vHI4m+PDkgPtbgj9DMRjqRiRigZlS8LOVduEt3NJAfrCceecDqnEiJlV405HBSlp
    CUzl34p5LzS6GULkHtzR0dI9A4v0eHVSXkHfqrjFoFYetroz20sfuXt2K2h2c59Idk34
    9gpf5+J+0g9xmTW5ik2alu75L/rLVLSl9ONjxsHWMMA9730g3Us90dx93BKRdLQxVfb
    7WOQ==
Received: by 10.204.128.201 with SMTP id l9mr8468091bks.68.1340117240493;
    Tue, 19 Jun 2012 07:47:20 -0700 (PDT)
Return-Path: <arnis@***OURDOMAIN***>
Received: from [192.168.1.101] ([***OURDOMAIN**])
    by mx.google.com with ESMTPS id u8sm23640286bks.0.2012.06.19.07.47.18
    (version=SSLv3 cipher=OTHER);
    Tue, 19 Jun 2012 07:47:19 -0700 (PDT)
Message-ID: <4FE090F1.8020307@***OURDOMAIN***>
Date: Tue, 19 Jun 2012 17:47:13 +0300
From: Arnis Juraga <arnis@***OURDOMAIN***>
User-Agent: Postbox 3.0.3 (Windows/20120304)
MIME-Version: 1.0
To: Support Desk <support@***OURDOMAIN***>

```

```
Subject: =?UTF-8?B?TWfYxaFydXRlIGFwcmFrc3Rp?=
Content-Type: multipart/mixed;
  boundary="-----090206070609080307050305"
X-Gm-Message-State: ALoCoQlJdbjyt4PqpQW8lU4Ygmz18ItlnPoDs9v5/TRKDiBSWkJ7DaVb7QlWZ4J/d0r16/y9qbg8
```

```
This is a multi-part message in MIME format.
-----090206070609080307050305
Content-Type: text/plain; charset=UTF-8
Content-Transfer-Encoding: 8bit
```

test vs "maršrutu apraksti".

Arnis

```
-----090206070609080307050305
Content-Type: text/plain;
  name="attachedtextfile.txt"
Content-Transfer-Encoding: base64
Content-Disposition: attachment;
  filename="attachedtextfile.txt "
```

```
MikgbWfY8HJldHUgYXByYWtzdGkgDQoNCg0KDQoNCiA=
-----090206070609080307050305--
```

#4 - 2012-06-28 11:42 - Arnis Juraga

Still, the same problems!

I can see, there are some problems with encoding, charsets?

When e-mail has been read, the message Subject, for example, is incorrectly rewritten. I can see in Message source:

```
ORIGINAL MESSAGE AS ON MAIL SERVER:
Subject: =?windows-1257?Q?sinhroniz=E2cija?="
```

```
Email, sent by REDMINE:
Subject: =?UTF-8?Q?[*_ien=C4=81ko=C5=Alie_e-pasti]_#266_-_sinhroniz=E2cija?="
```

Can it be fixed in config files?

#5 - 2012-06-28 11:44 - Arnis Juraga

Also, after incoming email has been read in, Redmine saves "truncated" message subject, for example:

Incoming message with subject: "sinhronizācija"

is created as issue with subject: "sinhroniz"

#6 - 2012-06-28 13:47 - Andre Rodier

I confirm that I have the same issue.

My email contain my name (André) in the signature, and the imap importation fail:

```
Gem.source_index called from /usr/share/redmine/vendor/rails/railties/lib/rails/gem_dependency.rb:21.
** Invoke redmine:email:receive_imap (first_time)
** Invoke environment (first_time)
** Execute environment
** Execute redmine:email:receive_imap
rake aborted!
incompatible encoding regexp match (ASCII-8BIT regexp with UTF-8 string)
/usr/share/redmine/app/models/mail_handler.rb:421:in `gsub'
/usr/share/redmine/app/models/mail_handler.rb:421:in `cleanup_body'
/usr/share/redmine/app/models/mail_handler.rb:359:in `cleaned_up_text_body'
/usr/share/redmine/app/models/mail_handler.rb:192:in `receive_issue_reply'
/usr/share/redmine/app/models/mail_handler.rb:205:in `receive_journal_reply'
/usr/share/redmine/app/models/mail_handler.rb:122:in `dispatch'
/usr/share/redmine/app/models/mail_handler.rb:107:in `receive'
/usr/lib/ruby/vendor_ruby/action_mailer/base.rb:452:in `receive'
/usr/share/redmine/app/models/mail_handler.rb:42:in `receive'
/usr/share/redmine/lib/redmine/imap.rb:35:in `block in check'
/usr/share/redmine/lib/redmine/imap.rb:32:in `each'
/usr/share/redmine/lib/redmine/imap.rb:32:in `check'
/usr/share/redmine/lib/tasks/email.rake:133:in `block (3 levels) in <top (required)>'
/usr/lib/ruby/vendor_ruby/rake/task.rb:205:in `call'
/usr/lib/ruby/vendor_ruby/rake/task.rb:205:in `block in execute'
/usr/lib/ruby/vendor_ruby/rake/task.rb:200:in `each'
/usr/lib/ruby/vendor_ruby/rake/task.rb:200:in `execute'
```

```

/usr/lib/ruby/vendor_ruby/rake/task.rb:158:in `block in invoke_with_call_chain'
/usr/lib/ruby/1.9.1/monitor.rb:211:in `mon_synchronize'
/usr/lib/ruby/vendor_ruby/rake/task.rb:151:in `invoke_with_call_chain'
/usr/lib/ruby/vendor_ruby/rake/task.rb:144:in `invoke'
/usr/lib/ruby/vendor_ruby/rake/application.rb:116:in `invoke_task'
/usr/lib/ruby/vendor_ruby/rake/application.rb:94:in `block (2 levels) in top_level'
/usr/lib/ruby/vendor_ruby/rake/application.rb:94:in `each'
/usr/lib/ruby/vendor_ruby/rake/application.rb:94:in `block in top_level'
/usr/lib/ruby/vendor_ruby/rake/application.rb:133:in `standard_exception_handling'
/usr/lib/ruby/vendor_ruby/rake/application.rb:88:in `top_level'
/usr/lib/ruby/vendor_ruby/rake/application.rb:66:in `block in run'
/usr/lib/ruby/vendor_ruby/rake/application.rb:133:in `standard_exception_handling'
/usr/lib/ruby/vendor_ruby/rake/application.rb:63:in `run'
/usr/bin/rake:27:in `'
Tasks: TOP => redmine:email:receive_imap

```

However, if I remove my name, it's working...

#7 - 2012-08-14 04:41 - Bjarni Thorisson

I have the same problem.

To reproduce, log into a gmail account. Go to settings, on the first tab (General) make sure the "Outgoing message encoding" is set to "Use default text encoding for outgoing messages"

Then send an email containing non ASCII letters, for example ú æ í þ ð.

It will not turn into a ticket, the error I get is:

```

-----
rake aborted!
PG::Error: ERROR: invalid byte sequence for encoding "UTF8": 0xe16c70
: INSERT INTO "issues" ("assigned_to_id", "author_id", "category_id", "created_on", "description", "done_ratio", "due_date", "estimated_hours",
"fixed_version_id", "is_private", "lft", "lock_version", "parent_id", "priority_id", "project_id", "rgt", "root_id", "start_date", "status_id", "subject",
"tracker_id", "updated_on") VALUES ($1, $2, $3, $4, $5, $6, $7, $8, $9, $10, $11, $12, $13, $14, $15, $16, $17, $18, $19, $20, $21, $22)
RETURNING "id"
-----

```

If you then try setting the "Outgoing message encoding" to utf8 it works again.

This obviously means I can only accept email from people with their email client set to utf8, if they use special characters.

#8 - 2012-08-14 05:26 - Bjarni Thorisson

I fixed it, this only blew up if the subject contained special characters.

in mail_handler.rb I changed the receive_issue function:

```

def receive_issue
  project = target_project
  # check permission
  unless @@handler_options[:no_permission_check]
    raise UnauthorizedAction unless user.allowed_to?(:add_issues, project)
  end

  issue = Issue.new(:author => user, :project => project)
  issue.safe_attributes = issue_attributes_from_keywords(issue)
  issue.safe_attributes = {'custom_field_values' => custom_field_values_from_keywords(issue)}

  # CHANGED THE FOLLOWING FOUR LINES:
  body_part = email.text_part || email.html_part || email
  subj = email.subject
  subj = Redmine::CodesetUtil.to_utf8(subj, body_part.charset)
  issue.subject = subj.chomp[0,255]

  if issue.subject.blank?
    issue.subject = '(no subject)'
  end
  issue.description = cleaned_up_text_body

  # add To and Cc as watchers before saving so the watchers can reply to Redmine
  add_watchers(issue)
  issue.save!
  add_attachments(issue)
  logger.info "MailHandler: issue ##{issue.id} created by #{user}" if logger && logger.info

```

issue
end

As I am not a ruby programmer I'm sure this could be done in a more elegant way. The main thing is to make sure that the subject is also converted to utf8, you can check its' current encoding by checking the encoding of the body.

#9 - 2012-08-14 05:28 - Bjarni Thorisson

BTW: I'm guessing something similar has to be done for txt attachments

#10 - 2013-04-16 15:22 - Steffen Zieger

Any news on this? I'm running into this issue currently.

Redmine version 2.3.0

#11 - 2013-04-16 15:38 - Steffen Zieger

- *File redmine_mail_receive.diff added*

The attached patch fixes this issue for me and is tested against Redmine 2.3.0

#12 - 2013-04-17 06:00 - Toshi MARUYAMA

Steffen Zieger wrote:

The attached patch fixes this issue for me and is tested against Redmine 2.3.0

Could you add tests?

See:

- [source:tags/2.3.0/test/unit/mail_handler_test.rb#L495](https://source.redmine.org/2.3.0/test/unit/mail_handler_test.rb#L495)
- [source:tags/2.3.0/test/fixtures/mail_handler/subject_as_iso-8859-1.eml](https://source.redmine.org/2.3.0/test/fixtures/mail_handler/subject_as_iso-8859-1.eml)

#13 - 2013-06-03 16:37 - Steffen Zieger

- *File redmine_attachment_charset_issue.diff added*

Toshi MARUYAMA wrote:

Could you add tests?

As time is problematic right now, I can't promise it, but I'll do my best.

Attached is a patch, which fixes this issue in attachments, too.
Maybe there is a better way, but at least it's working for me.

#14 - 2013-06-04 01:06 - Toshi MARUYAMA

- *Category set to Email receiving*

#15 - 2013-08-27 11:12 - Bernd Köster

Are there any reasons that these patches are not set for the 2.3.3 version? Can I help out?

#16 - 2013-09-04 05:45 - Toshi MARUYAMA

Bernd Köster wrote:

Are there any reasons that these patches are not set for the 2.3.3 version?

Because this issue patches have no tests.

#17 - 2013-11-07 14:15 - Arnis Juraga

And still - problem persists in the latest Redmine version as well.

Can I do tests, to verify fix?

#18 - 2014-11-21 14:53 - Aníbal Pacheco

I got the same warning by email from cron. :(using redmine 2.6.0

#19 - 2014-11-21 17:39 - Arnis Juraga

Look at mine Redmine/Rails/Gems version, may be upgrade can help for You?

I cannot reproduce it today anymore, with the same old file I have attached myself,

Imap read script:

```
#!/bin/bash
export GEM_HOME=/var/lib/gems/1.9.1/gems/
export PATH=/var/lib/gems/1.9.1/bin:$PATH
RAILS_ENV=production
dirpath="/opt/redmine/redmine-ri-2.6.0"
cd $dirpath

/usr/local/bin/rake -f $dirpath/Rakefile redmine:email:receive_imap RAILS_ENV="production" host=imap.gmail.com \
  ssl=SSL \
port=993 username=support@DOMAIN password=PASSWORD move_on_success=izlasitie \
move_on_failure=failed project=incoming unknown_user=create no_permission_check=1 no_account_notice=1 --trace
```

Email was received and added to Redmine correctly now!!!

And received output:

```
** Invoke redmine:email:receive_imap (first_time)
** Invoke environment (first_time)
** Execute environment
** Execute redmine:email:receive_imap
Non US-ASCII detected and no charset defined.
Defaulting to UTF-8, set your own if this is incorrect.
Non US-ASCII detected and no charset defined.
Defaulting to UTF-8, set your own if this is incorrect.
Non US-ASCII detected and no charset defined.
Defaulting to UTF-8, set your own if this is incorrect.
```

As You can see, IMAP read scripts uses gems 1.9.1,
but the Redmine version itself is as follows:

```
Environment:
  Redmine version      2.6.0.stable
  Ruby version         1.9.3-p194 (2012-04-20) [i486-linux]
  Rails version        3.2.19
  Environment          production
  Database adapter     Mysql2

SCM:
  Subversion           1.6.17
  Mercurial            2.2.2
  Git                  1.7.10.4
  Filesystem

Redmine plugins:
  add_link              0.0.1
  progressive_projects_list 1.0.0
  redmine_agile         1.3.5
  redmine_changeauthor  1.0.0
  redmine_checklists    3.0.1
  redmine_custom_css    0.1.4
  redmine_github_hook   2.1.0
  redmine_helpdesk      0.0.8
  redmine_image_clipboard_paste 1.0.0
  redmine_lightbox2     0.0.3
  redmine_planning      0.7.6
  redmine_slack         0.1
```

#20 - 2019-02-09 08:29 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Cant reproduce

I cannot reproduce the problem with the raw message attached in [#11191#note-3](#) in Redmine 4.0.1.devel.17851. An issue was successfully created and the Russian subject was not broken.

Maybe something was fixed in some version of Mail gem.

#21 - 2022-02-02 20:00 - Daniel Drexlmaier

ERROR -- : MailHandler: an unexpected error occurred when receiving email: Mysql2::Error: Incorrect string value: '\xF0\x9F\x94\xA5 S...' for column `xxx`.`issues`.`description` at row 1: INSERT INTO `issues` (`tracker_id`, `project_id`, `subject`, `description`, `status_id`, `assigned_to_id`, `priority_id`, `author_id`, `created_on`, `updated_on`, `start_date`, `lock_version`) VALUES

REASON: utf8mb -> Unicode Symbols

#22 - 2022-02-02 21:15 - Daniel Drexlmaier

Solution: Convert table to utf8mb and set in file database.yml "encoding: utf8mb4"

Files

| | | | |
|---------------------------------------|-----------|------------|----------------|
| attachedtextfile.txt | 32 Bytes | 2012-06-18 | Arnis Juraga |
| redmine_mail_receive.diff | 487 Bytes | 2013-04-16 | Steffen Zieger |
| redmine_attachment_charset_issue.diff | 1.69 KB | 2013-06-03 | Steffen Zieger |