Redmine - Defect #14041

Email notification error: incompatible character encodings: UTF-8 and ASCII-8BIT

2013-05-13 14:39 - Alexandr Sobolev

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email notifications		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Cant reproduce		**Affected version:**	2.3.0

Description

Hello!
I'm configured notification via mail.ru.
My config file:

```
production:
    email_delivery:
      delivery_method: :smtp
      smtp_settings:
        address: smtp.mail.ru
        domain: mail.ru
        port: 25
        authentication: :login
        user_name: 'test@mail.ru'
        password: 'blabla'
```

When i send test mail, get error:

```
Encoding::CompatibilityError (incompatible character encodings: UTF-8 and ASCII-8BIT):
  lib/redmine/i18n.rb:32:in `l'
  app/controllers/admin_controller.rb:68:in `rescue in test_email'
  app/controllers/admin_controller.rb:64:in `test_email'
```

```
Environment:
  Redmine version                        2.3.0.stable
  Ruby version                           1.9.3 (x86_64-linux)
  Rails version                          3.2.13
  Environment                            production
  Database adapter                       Mysql2
```

my session and global variables MySQL:

```
character set client            utf8
character set connection     utf8
character set database            utf8
character set filesystem     binary
character set results            utf8
character set server            utf8
character set system            utf8
character sets dir          /usr/share/mysql/charsets/
```

Help please!
Thanks!

History

#1 - 2013-05-13 14:57 - Toshi MARUYAMA

- Subject changed from Email notification error to Email notification error: incompatible character encodings: UTF-8 and ASCII-8BIT

#2 - 2013-05-13 15:04 - Toshi MARUYAMA

- Did you clear cache? ([#12900#note-21](#))
- Did you check DB data is UTF-8?
- Did you convert to UTF-8, if DB data is not UTF-8?
  http://www.redmine.org/boards/1/topics/36573?r=36631#message-36631

#3 - 2013-05-15 04:01 - Toshi MARUYAMA

- Status changed from New to Needs feedback

#4 - 2013-05-15 10:21 - Alexandr Sobolev

- yes
- yes
- my db was UTF-8

#5 - 2013-05-15 10:25 - Toshi MARUYAMA

- Status changed from Needs feedback to New

#6 - 2013-05-15 10:33 - Toshi MARUYAMA

Sending test mail tests [pass](#) in all locales.
[source:tags/2.3.1/test/unit/mailer_test.rb#L495](#)

#7 - 2024-01-21 02:00 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Cant reproduce