

## Redmine - Defect #15857

### Error viewing certain issues - ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT)

2014-01-13 03:31 - Ruben van E

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Issues	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		
<b>Description</b>			
<p>When viewing specific issues I'm getting an Internal Error message. Checking the production.log file it gives me the following error:</p> <p>Started GET "/issues/23" for 76.173.208.56 at 2014-01-12 20:44:55 -0500 Processing by IssuesController#show as HTML Parameters: {"id"=&gt;"23"} Current user: Ruben (id=3) Rendered issues/_action_menu.html.erb (5.3ms) Rendered issues/show.html.erb within layouts/base (78.7ms) Completed 500 Internal Server Error in 153ms</p> <p>ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT): 78: 79: &lt;p&gt;&lt;strong&gt;&lt;%=l(:field_description)%&gt;&lt;/strong&gt;&lt;/p&gt; 80: &lt;div class="wiki"&gt; 81: &lt;%= textilizable @issue, :description, :attachments =&gt; @issue.attachments &gt; 82: &lt;/div&gt; 83: &lt;/div&gt; 84: &lt; end %&gt; app/views/issues/show.html.erb:81:in `__app_views_issues_show_html_erb__2242756398372498208_70142826780600' app/controllers/issues_controller.rb:124:in `block (2 levels) in show' app/controllers/issues_controller.rb:121:in `show'</p> <p>This only happens with some specific issues, probably ones containing special characters (guessing).</p> <p>The MySql database collation is set to UTF-8. I read some similar bug reports here, some of which stating that switching to the mysql2 adapter would solve it. I was indeed using the old mysql connector and switched to mysql2 (as you can see in the report below). After this change I cleared the cache and sessions, but the problem persists.</p> <p>This is my environment info:</p> <p>Environment: Redmine version 2.3.3.devel Ruby version 2.0.0-p353 (2013-11-22) [x86_64-linux] Rails version 3.2.13 Environment production Database adapter Mysql2 SCM: Git 1.7.1 Filesystem Redmine plugins: no plugin installed</p>			

#### History

#1 - 2014-01-13 04:39 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Invalid

You need to convert.

<http://www.redmine.org/boards/2/topics/35979?r=36082#message-36082>