

## Redmine - Defect #2814

### Mail with swedish chars fails to get added as issue

2009-02-23 18:17 - Fredrik Frodlund

<b>Status:</b>	Closed	<b>Start date:</b>	2009-02-23
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	0.8.2	<b>Affected version:</b>	0.8.1
<b>Resolution:</b>	Fixed		

**Description**

I just noticed that Redmine no longer can add issues from mail that contain swedish chars (Å, Ä and Ö as well as å, ä and ö) in the beginning of the subject.

A sample of such a mail in raw:

```
MIME-Version: 1.0
From: supportform@domain.se
To: support@domain.se
Date: 23 Feb 2009 17:31:39 +0100
Subject: =?utf-8?B?w4XDhMOWIGkgYsO2cmphdCAodGVzdCBudWltZXIgmjAp?=?
Content-Type: text/plain; charset=utf-8
Content-Transfer-Encoding: base64

U3ZlbnNrYSB0ZWNrZW4gaSBiw7ZyamFuIGF2IHNlYmplY3QNCg0KaHR0cDovL3d3dy5uZXRy
ZWxhdGlvbnMuc2Uvc3VwcG9ydC9hcmVuZGVuL25ldHJlbGF0aW9ucy8wOTAyMjMtMTczMTM5
LWFhbylpLWJvcmpmdC10ZXN0LW51bW1lcio0yMC8NCg0KUHJvamVjdDoga29udDUwMDENC1By
aW9yaXRldDogS3JpdGlza3Q=
```

I ran a rake --trace redmine:email:receive\_imap via console:

```
rake --trace redmine:email:receive_imap \
host=domainname \
port=993 \
ssl=1 \
username=**** \
password=**** \
move_on_success=success \
move_on_failure=failed \
RAILS_ENV="production"
```

and this was the result:

```
(in /home/username/www-rails/redmine)
** Invoke redmine:email:receive_imap (first_time)
** Invoke environment (first_time)
** Execute environment
** Execute redmine:email:receive_imap
rake aborted!
private method `gsub!' called for nil:NilClass
/home/username/www-rails/redmine/app/models/mail_handler.rb:171:in `get_keyword'
/home/username/www-rails/redmine/app/models/mail_handler.rb:114:in `target_project'
/home/username/www-rails/redmine/app/models/mail_handler.rb:78:in `receive_issue'
/home/username/www-rails/redmine/app/models/mail_handler.rb:62:in `dispatch'
/home/username/www-rails/redmine/app/models/mail_handler.rb:51:in `receive'
/usr/lib/ruby/gems/1.8/gems/actionmailer-2.1.2/lib/action_mailer/base.rb:404:in `receive'
/home/username/www-rails/redmine/app/models/mail_handler.rb:37:in `receive'
/home/username/www-rails/redmine/lib/redmine/imap.rb:35:in `check'
/home/username/www-rails/redmine/lib/redmine/imap.rb:32:in `each'
/home/username/www-rails/redmine/lib/redmine/imap.rb:32:in `check'
/home/username/www-rails/redmine/lib/tasks/email.rake:111
```

```
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:617:in `call'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:617:in `execute'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:612:in `each'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:612:in `execute'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:578:in `invoke_with_call_chain'  
/usr/lib/ruby/1.8/monitor.rb:242:in `synchronize'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:571:in `invoke_with_call_chain'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:564:in `invoke'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:2019:in `invoke_task'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:1997:in `top_level'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:1997:in `each'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:1997:in `top_level'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:2036:in `standard_exception_handling'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:1991:in `top_level'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:1970:in `run'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:2036:in `standard_exception_handling'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/lib/rake.rb:1967:in `run'  
/usr/lib/ruby/gems/1.8/gems/rake-0.8.3/bin/rake:31  
/usr/bin/rake:19:in `load'  
/usr/bin/rake:19
```

## Platform version information

**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.2519

## Additional information

Another issue managed to get added via email, but I noticed that those swedish chars (Å, Ä and Ö) got replaced with □ □ and □. Quite weird.

### Associated revisions

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#### Revision 2520 - 2009-02-23 18:35 - Jean-Philippe Lang

Fixed that MailHandler#plain\_text\_body was returning nil if there was nothing to strip (#2814).

### History

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#### #1 - 2009-02-23 18:18 - Fredrik Frodlund

I forgot to mention that this worked perfectly i 0.7.x.

#### #2 - 2009-02-23 18:40 - Jean-Philippe Lang

- Status changed from New to Closed

- Target version set to 0.8.2

- Affected version (unused) set to 0.8.1

- Resolution set to Fixed

- Affected version set to 0.8.1

There was an awful bug in the mail handler. It's fixed in [r2520](#) and merged in 0.8 branch in [r2521](#).

Thanks for pointing this out.

#### #3 - 2009-11-28 13:19 - Jean-Philippe Lang

- Category changed from Email notifications to Email receiving