

## Redmine - Defect #10295

### Ruby1.9: Error 500 with accutes and special chars in user account

2012-02-22 19:29 - Axel Pardemann

<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>	Accounts / authentication	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		

**Description**

I get a 500 error when using acutes or special chars (like ñ) in user profile names. This is the error from the logs:

```
Processing UsersController#show (for 172.16.23.8 at 2012-02-22 05:57:28) [GET]
  Parameters: {"controller"=>"users", "action"=>"show", "id"=>"4"}
Rendering template within layouts/base
Rendering users/show

ActionView::TemplateError (incompatible character encodings: ASCII-8BIT and UTF-8) on line #69 of app/views/layouts/base.html.erb:
66:
67:   <div id="content">
68:     <%= render_flash_messages %>
69:     <%= yield %>
70:     <%= call_hook :view_layouts_base_content %>
71:     <div style="clear:both;"></div>
72:   </div>

app/views/layouts/base.html.erb:69:in `concat'
app/views/layouts/base.html.erb:69
app/controllers/users_controller.rb:79:in `block (2 levels) in show'
app/controllers/users_controller.rb:78:in `show'
thin (1.3.1) lib/thin/connection.rb:80:in `block in pre_process'
thin (1.3.1) lib/thin/connection.rb:78:in `catch'
thin (1.3.1) lib/thin/connection.rb:78:in `pre_process'
thin (1.3.1) lib/thin/connection.rb:53:in `process'
thin (1.3.1) lib/thin/connection.rb:38:in `receive_data'
eventmachine (0.12.10) lib/eventmachine.rb:256:in `run_machine'
eventmachine (0.12.10) lib/eventmachine.rb:256:in `run'
thin (1.3.1) lib/thin/backends/base.rb:61:in `start'
thin (1.3.1) lib/thin/server.rb:159:in `start'
thin (1.3.1) lib/thin/controllers/controller.rb:86:in `start'
thin (1.3.1) lib/thin/runner.rb:185:in `run_command'
thin (1.3.1) lib/thin/runner.rb:151:in `run!'
thin (1.3.1) bin/thin:6:in `'
/usr/local/bin/thin:19:in `load'
/usr/local/bin/thin:19:in `'

Rendering /opt/redmine/public/500.html (500 Internal Server Error)
```

I found this while searching for this error: <http://www.redmine.org/boards/2/topics/10535> and it states that redmine isn't compatible with Ruby 1.9 (I'm using Ruby 1.9.2) but in the install page (<http://www.redmine.org/projects/redmine/wiki/RedmineInstall>) it says that the current trunk (I got it from <https://github.com/edavis10/redmine> master branch) is compatible with ruby 1.9.x (I can only assume this is a work still in progress as later on it says that ruby 1.9.x is not supported yet.) so I post this issue to help get 1.9.x compatibility going.

#### History

#1 - 2012-02-22 20:39 - Jean-Philippe Lang

What is your database and database gem?

## #2 - 2012-02-23 00:41 - Toshi MARUYAMA

Github unofficial mirror stops updating.  
This mirror does not have bundle support [r8904](#).  
mysql1 has problem on Ruby 1.9.  
Please use mysql2 on Ruby 1.9.  
[source.trunk/Gemfile@8904#L42](#)

## #3 - 2012-02-23 00:53 - Toshi MARUYAMA

- Subject changed from Error 500 with accutes and special chars in user account to Ruby1.9: Error 500 with accutes and special chars in user account

## #4 - 2012-02-23 16:21 - Axel Pardemann

Jean-Philippe: I'm using mysql, I'm really a ruby newbie so I don't know how to get the database gem, but running the command gem list gives me the following:

```
*** LOCAL GEMS ***

actionmailer (3.2.1, 2.3.14)
actionpack (3.2.1, 2.3.14)
activemodel (3.2.1)
activerecord (3.2.1, 2.3.14)
activeresource (3.2.1, 2.3.14)
activesupport (3.2.1, 2.3.14)
acts-as-taggable-on (2.1.1)
acts_as_list (0.1.4)
arel (3.0.0)
bcrypt-ruby (3.0.1)
blankslate (2.1.2.4)
bootstrap-sass (1.4.4)
builder (3.0.0)
bundler (1.0.22)
carrierwave (0.5.8)
charlock_holmes (0.6.8)
coffee-rails (3.2.1)
coffee-script (2.2.0)
coffee-script-source (1.2.0)
daemons (1.1.8)
devise (1.5.0)
diff-lcs (1.1.3)
drapper (0.8.4)
erubis (2.7.0)
eventmachine (0.12.10)
execjs (1.3.0)
faker (1.0.1)
ffi (1.0.11)
foreman (0.39.0)
git (1.2.5)
haml (3.1.4)
haml-rails (0.3.4)
hashery (1.4.0)
hashie (1.2.0)
hike (1.2.1)
httparty (0.8.1)
i18n (0.6.0)
journey (1.0.1)
jquery-rails (2.0.0)
json (1.6.5)
kaminari (0.13.0)
libv8 (3.3.10.4 x86-linux)
mail (2.4.1)
mime-types (1.17.2)
minitest (1.6.0)
multi_json (1.0.4)
multi_xml (0.4.1)
mysql (2.8.1)
net-ldap (0.2.2)
omniauth (1.0.2)
omniauth-ldap (1.0.2)
orm_adapter (0.0.6)
polyglot (0.3.3)
posix-spawn (0.3.6)
pygments.rb (0.2.4)
pyu-ruby-sasl (0.0.3.3)
```

```
rack (1.4.1, 1.1.3)
rack-cache (1.1)
rack-protection (1.2.0)
rack-ssl (1.3.2)
rack-test (0.6.1)
rails (3.2.1, 2.3.14)
railties (3.2.1)
rake (0.9.2.2, 0.8.7)
rdiscout (1.6.8)
rdoc (3.12, 2.5.8)
redcarpet (2.1.0)
redis (2.2.2)
redis-namespace (1.0.3)
resque (1.19.0)
ruby-mysql (2.9.4)
rubyntlm (0.1.1)
rubypython (0.5.3)
sass (3.1.15)
sass-rails (3.2.3)
seed-fu (2.2.0)
sinatra (1.3.2)
six (0.2.0)
sprockets (2.1.2)
sqlite3 (1.3.5)
stamp (0.1.6)
term-ansicolor (1.0.7)
therubyracer (0.9.9)
thin (1.3.1)
thor (0.14.6)
tilt (1.3.3)
treetop (1.4.10)
tzipinfo (0.3.31)
uglifier (1.0.3)
vegas (0.1.11)
warden (1.1.0)
```

I "need" to use Ruby 1.9.x because I'm also running GitLabHQ which requires this version and I don't want to complicate things (as I'm a newbie) using RVM.

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Toshi: Alright, I'll try using the SVN version or the stable one. Does the 1.3.1 stable version support ruby 1.9.x or is it just the current trunk?

#### #5 - 2012-02-23 16:48 - Jean-Philippe Lang

- Status changed from New to Closed
- Resolution set to Invalid

You're using the mysql gem which is not encoding aware. If you want to run Redmine with ruby1.9, you have to use the mysql2 gem instead.

#### #6 - 2012-02-23 19:43 - Axel Pardemann

Will sudo gem install mysql2 do the trick or should I explicitly uninstall mysql gem also?

#### #7 - 2012-02-23 20:10 - Etienne Massip

No need to uninstall mysql but you need to update the adapter name your database.yml, see <http://brainstorm.name/en/node/466.html> (courtesy of Ilya Azarov, see [#10046](#)).

#### #8 - 2012-02-24 22:55 - Axel Pardemann

I did that (I also found the link you recommended) and I started getting lots of errors and complications. So I decided I'll try RVM and get an isolated environment with 1.8.7 and maybe try with Ruby 1.9.2 when I get this working. But one step at a time... I now know I need mysql2 adapter if working with Ruby 1.9.2 so that'll save some headaches in the future :S

Thanks a lot guys

#### #9 - 2012-02-26 21:12 - Axel Pardemann

In the end I resolved my problem using RVM, with separate Ruby environments for both Redmine and GitLabHQ. For Redmine I used release 1.3.1 with gem versions (Rubygems, Rails, Rack, Rake, etc...) from the table in the RedmineInstall Wiki Page, so it all went smooth.

If anyone's interested here's the how-to (it's in spanish though):

<http://dev.blogs.axelitus.mx/2012/02/26/instalar-y-configurar-un-servidor-para-administracion-de-proyectos/>