Redmine - Defect #13354

PDF export: incompatible character encodings: UTF-8 and ASCII-8BIT

2013-03-04 20:45 - Ivan Cenov

Status:	Closed	**Start date:**	
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	PDF export	**Estimated time:**	0.00 hour
Target version:	2.2.4		
Resolution:	Fixed	**Affected version:**	

Description

When trying to export an issue to PDF an internal error happens:

```
Started GET "/issues/1932.pdf" for 192.168.60.101 at 2013-03-04 21:04:45 +0200
Processing by IssuesController#show as PDF
  Parameters: {"id"=>"1932"}
  Current user: jwalker (id=30)
Completed 500 Internal Server Error in 160ms

Encoding::CompatibilityError (incompatible character encodings: UTF-8 and ASCII-8BIT):
  lib/redmine/i18n.rb:30:in `l'
  app/helpers/issues_helper.rb:336:in `show_detail'
  app/helpers/issues_helper.rb:240:in `block in details_to_strings'
  app/helpers/issues_helper.rb:225:in `details_to_strings'
  lib/redmine/export/pdf.rb:687:in `block in issue_to_pdf'
  lib/redmine/export/pdf.rb:680:in `each'
  lib/redmine/export/pdf.rb:680:in `issue_to_pdf'
  app/controllers/issues_controller.rb:124:in `block (2 levels) in show'
  app/controllers/issues_controller.rb:116:in `show'
```

My system:
Redmine 2.2.3
Ruby 1.9.3
MySQL
Windows 7

gems

```
actionmailer (3.2.12, 3.2.11)
actionpack (3.2.12, 3.2.11)
activemodel (3.2.12, 3.2.11)
activerecord (3.2.12, 3.2.11)
activeresource (3.2.12, 3.2.11)
activesupport (3.2.12, 3.2.11)
arel (3.0.2)
bigdecimal (1.1.0)
builder (3.0.0)
bundler (1.2.1)
coderay (1.0.8)
daemons (1.1.9)
erubis (2.7.0)
eventmachine (1.0.0 x86-mingw32, 1.0.0.rc.4 x86-mingw32)
factory_girl (4.2.0, 4.1.0)
factory_girl_rails (4.2.1, 4.1.0)
hike (1.2.1)
i18n (0.6.1)
io-console (0.3)
journey (1.0.4)
jquery-rails (2.0.3)
json (1.7.7, 1.7.6)
mail (2.4.4)
```

```
metaclass (0.0.1)
mime-types (1.21, 1.19)
minitest (2.5.1)
mocha (0.12.3)
multi_json (1.6.0, 1.5.0)
mysql2 (0.3.11 x86-mingw32)
net-ldap (0.3.1)
pg (0.14.1 x86-mingw32)
polyglot (0.3.3)
rack (1.4.5, 1.4.4)
rack-cache (1.2)
rack-openid (1.3.1)
rack-ssl (1.3.3, 1.3.2)
rack-test (0.6.2)
rails (3.2.12, 3.2.11)
railties (3.2.12, 3.2.11)
rake (10.0.3)
rdoc (3.12.1, 3.12, 3.9.4)
rmagick (2.13.2, 2.13.1)
ruby-ole (1.2.11.6)
ruby-openid (2.1.8)
rubyzip (0.9.9)
shoulda (2.11.3)
simplecov (0.7.1)
simplecov-html (0.7.1)
simplecov-rcov (0.2.3)
spreadsheet (0.7.9, 0.7.6)
sprockets (2.2.2, 2.1.3)
sqlite3 (1.3.7 x86-mingw32)
thin (1.5.0)
thor (0.17.0, 0.16.0)
tilt (1.3.3)
treetop (1.4.12)
tzinfo (0.3.35)
yard (0.8.4.1, 0.8.3)
```

We use Redmine in Bulgarian language (cyrillic). Because of this, all issue statuses are stored in the database in Bulgarian language.

I did some research. This error does not occur always. I saw that it happens when:
- There is a status change.
and
- The new status is in Bulagrian language.
and
- this status change is reported as an issue note.

I did this test: translated several of the statuses in English and then:

1. Created an issue with status in Bulgarian (cyrillic) language.
2. The issue was expored succesfully.
3. Changed the status of the issue to any of the english-language statuses.
4. The issue was expored succesfully.
5. Changed the same status back to its initial status in Bulgarian (cyrillic) language.
6. The issue was not exported and above internal error occured.

So, I think that this specific error occurs when the new status of an issue is in cyrillic language.

I did SQL dump, and saw that all tables are utf-8 encoded, and cannot tell where this 'ASCII-8BIT' comes from.

Associated revisions

Revision 11637 - 2013-03-16 08:02 - Toshi MARUYAMA

PDF: fix incompatible character encodings: UTF-8 and ASCII-8BIT (#13354)

Contributed by Jun NAITOH.

Revision 11638 - 2013-03-16 09:02 - Toshi MARUYAMA

Merged r11637 from trunk to 2.2-stable (#13354)

PDF: fix incompatible character encodings: UTF-8 and ASCII-8BIT.

Contributed by Jun NAITOH.

Revision 11639 - 2013-03-16 09:04 - Toshi MARUYAMA

Merged r11637 from trunk to 2.3-stable (#13354)

PDF: fix incompatible character encodings: UTF-8 and ASCII-8BIT.

Contributed by Jun NAITOH.

History

#1 - 2013-03-04 20:47 - Ivan Cenov

This error occurs in current trunk, [r11535](r11535) too.

#2 - 2013-03-04 20:50 - Ivan Cenov

Category: PDF export

#3 - 2013-03-04 21:56 - Ivan Cenov

Something wrong with 'value' at source:/trunk/app/helpers/issues_helper.rb#L336

```
          l(:text_journal_changed, :label => label, :old => old_value, :new => value).html_safe
```

I can't tell much more...

#4 - 2013-03-04 23:15 - Toshi MARUYAMA

- Category set to PDF export

#5 - 2013-03-06 12:06 - Filou Centrinov

I can't reproduce your error. I used a cyrillic (russian) status. Are you using the export for a single issue or the issue overview export? Could you give a more exact process how I can reproduce this error for a new issue? May also with a screenshot.

#6 - 2013-03-06 18:45 - Ivan Cenov

- File Capture.PNG added

I tested with issue overview export. Now tested trunk without any plugins:

  1. Created a task with status **Назначена** (Cyrillic)
  2. Test PDF export = successful
  3. Changed status to **In progress** (latin)
  4. Test PDF export = successful
  5. Changed status to **Приключена** (Cyrillic)
  6. Test PDF export = not successful

Here is what I did step by step:
  Capture.PNG

#7 - 2013-03-06 21:23 - Filou Centrinov

It is weird. At first I couldn't reproduce this error. Than I switch to bulgarian profil language and I got also the error. When I switch back to german profil language this error could be reproduced again although I couldn't reproduce this error first.

#8 - 2013-03-06 22:43 - Ivan Cenov

Is it possible something wrong in config/locales/bg.yml to activate this behavior. I am the translator of Redmine to Bulgarian language; looked at bg.yml but did not find anything suspicious in it...

#9 - 2013-03-06 22:50 - Ivan Cenov

- File Capture.PNG added

tested with Russian locale - the error still here:

Capture.PNG

#10 - 2013-03-07 14:14 - Filou Centrinov

I got thiserror everytime when I reset the status to a status with non-latain characters. With the initial status there is no problem to receive the pdf file. Also with a german status "Gelöst" it will fail to produce a pdf file. The pdf export succeeds when the last status had been in latain letters.

#11 - 2013-03-08 15:36 - Jun NAITOH

I reproduced your error.

1. Set English locale.
2. load English default data.
3. Select "Administration" -> "Issue statuses" setting. And, "In Progress" was rewritten to "В работе" on Issue statuses setting.
4. create New Issue (Status : "New")
5. change status : from "New" to "В работе"
6. Select My account -> Language : change from English to Russian
7. Select Issue and export to PDF, but PDF export Error occured.

my environment

- Redmine 2.2.2 and trunk
- Ruby 1.9.3-p392
- CentOS 6

ad-hoc patch

```
--- app/helpers/issues_helper.rb    (revision 11561)
+++ app/helpers/issues_helper.rb    (working copy)
@@ -333,7 +333,7 @@
      case detail.property
      when 'attr', 'cf'
        if detail.old_value.present?
-          l(:text_journal_changed, :label => label, :old => old_value, :new => value).html_safe
+          l(:text_journal_changed, :label => label, :old => old_value, :new => value.force_encoding('UTF-8'))
.html_safe
        elsif multiple
          l(:text_journal_added, :label => label, :value => value).html_safe
        else
```

I wrote ad-hoc patch.
However, I do not know for this problem to occur why, Sorry.

#12 - 2013-03-08 18:18 - Filou Centrinov

With "Jun NAITOH"-Patch you get also an error, when your the initial status had a non-latain letter.

Improvment of quick & dirty patch:

```
--- app/helpers/issues_helper.rb    (revision 11561)
+++ app/helpers/issues_helper.rb    (working copy)
@@ -333,7 +333,7 @@
      case detail.property
      when 'attr', 'cf'
        if detail.old_value.present?
-          l(:text_journal_changed, :label => label, :old => old_value, :new => value).html_safe
+          l(:text_journal_changed, :label => label, :old => old_value.force_encoding('UTF-8'), :new => value.
force_encoding('UTF-8')).html_safe
        elsif multiple
          l(:text_journal_added, :label => label, :value => value).html_safe
        else
```

#13 - 2013-03-09 08:11 - Ivan Cenov

Jun NAITOH and Filou Centrinov, I confirm your patch helped.

I think (by analogy with your patch) the whole part should be repaired:

```
  elsif detail.value.present?
    case detail.property
    when 'attr', 'cf'
      if detail.old_value.present?
        l(:text_journal_changed, :label => label, :old => old_value.force_encoding('UTF-8'), :new => value.f
```

```
orce_encoding('UTF-8')).html_safe
      elsif multiple
        l(:text_journal_added, :label => label, :value => value).html_safe
      else
        l(:text_journal_set_to, :label => label, :value => value).html_safe
      end
    when 'attachment'
      l(:text_journal_added, :label => label, :value => value).html_safe
    end
  else
    l(:text_journal_deleted, :label => label, :old => old_value).html_safe
  end
```

should be changed to

```
    elsif detail.value.present?
      case detail.property
      when 'attr', 'cf'
        if detail.old_value.present?
          l(:text_journal_changed, :label => label, :old => old_value.force_encoding('UTF-8'), :new => value.f
orce_encoding('UTF-8')).html_safe
        elsif multiple
          l(:text_journal_added, :label => label, :value => value.force_encoding('UTF-8')).html_safe
        else
          l(:text_journal_set_to, :label => label, :value => value.force_encoding('UTF-8')).html_safe
        end
      when 'attachment'
        l(:text_journal_added, :label => label, :value => value.force_encoding('UTF-8')).html_safe
      end
    else
      l(:text_journal_deleted, :label => label, :old => old_value.force_encoding('UTF-8')).html_safe
    end
```

But I think this is repair of the consequences and not of the root cause.

#14 - 2013-03-11 14:30 - Albert Shakirov

I also had this problem, and did the same thing *:old => old_value.force_encoding('UTF-8'), :new => value.force_encoding('UTF-8')*
one week ago. But today I got a problem with this patch: when I tried to change the "% Done" field from 70% to 100% in the issue, I got another error
500:

```
ActionView::Template::Error (undefined method `force_encoding' for 70:Fixnum):
    1: <%= l(:text_issue_updated, :id => "##{@issue.id}", :author => @journal.user) %>
    2:
    3: <% details_to_strings(@journal.details, true).each do |string| -%>
    4: <%= string %>
    5: <% end -%>
    6:
  app/helpers/issues_helper.rb:335:in `show_detail'
  app/helpers/issues_helper.rb:238:in `block in details_to_strings'
  app/helpers/issues_helper.rb:223:in `details_to_strings'
  app/views/mailer/issue_edit.text.erb:3:in `_app_views_mailer_issue_edit_text_erb__1046372188_95127910'
  app/models/mailer.rb:417:in `block in mail'
  app/models/mailer.rb:416:in `mail'
  app/models/mailer.rb:76:in `issue_edit'
  app/models/mailer.rb:427:in `initialize'
  app/models/mailer.rb:440:in `method_missing'
  app/models/journal_observer.rb:26:in `after_create'
  app/models/journal.rb:52:in `save'
  app/models/issue.rb:1362:in `create_journal'
  app/models/issue.rb:965:in `block in save_issue_with_child_records'
  app/models/issue.rb:952:in `save_issue_with_child_records'
  app/controllers/issues_controller.rb:176:in `update
```

So I suggest slightly modificated solution:

```
    when 'attr', 'cf'
      if detail.old_value.present?
        m_old_value=old_value
        m_old_value.force_encoding("UTF-8") if m_old_value.respond_to?(:force_encoding)
        m_value=value
        m_value.force_encoding("UTF-8") if m_value.respond_to?(:force_encoding)
```

```
              l(:text_journal_changed, :label => label, :old => m_old_value, :new => m_value).html_safe
        elsif multiple
```

I'm not good in programming, so please forgive my not-very-optimal variant.

#15 - 2013-03-13 14:11 - Jun NAITOH

- File issues_helper.rb_r11621.patch added

I think that this problem was caused by find_name_by_reflection method.
On pdf export function, sometimes was returned ASCII-8BIT encoding by find_name_by_reflection method.

I rewrote patch.

#16 - 2013-03-16 07:45 - Ivan Cenov

Is it possible to include this patch in version 2.3.0 ?

#17 - 2013-03-16 07:55 - Toshi MARUYAMA

- Target version set to 2.2.4

#18 - 2013-03-16 10:54 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Fixed

Committed in trunk [r11637](#), 2.2-stable [r11638](#) and 2.3-stable [r11639](#), thanks.

#19 - 2013-05-08 12:50 - Alexandr Sobolev

Hello!
I'm configured notification via mail
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
```

Help please!
Thanks!

#20 - 2013-05-08 12:56 - Toshi MARUYAMA

Alexandr Sobolev wrote:

> Help please!
> Thanks!

Do not post to unrelated issue.

See [#14009#note-10](#).

Files

Capture.PNG	39.7 KB	2013-03-06	Ivan Cenov
Capture.PNG	32.6 KB	2013-03-06	Ivan Cenov
issues_helper.rb_r11621.patch	570 Bytes	2013-03-13	Jun NAITOH