

## Redmine - Defect #14041

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

2013-05-13 14:39 - Alexandr Sobolev

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	2.3.0
<b>Resolution:</b>			
<b>Description</b>			
<p>Hello!</p> <p>I'm configured notification via mail.ru.</p> <p>My config file:</p> <pre>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'</pre> <p>When i send test mail, get error:</p> <pre>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'</pre> <p>Environment:</p> <pre>Redmine version      2.3.0.stable Ruby version         1.9.3 (x86_64-linux) Rails version        3.2.13 Environment          production Database adapter     Mysql2</pre> <p>my session and global variables MySQL:</p> <pre>character set client  utf8 character set connection  utf8 character set database   utf8 character set filesystem binary character set results    utf8 character set server     utf8</pre>			

character set system	utf8
character sets dir	/usr/share/mysql/charsets/

Help please!  
Thanks!

## History

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### #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