Redmine - Defect #22077

PDF issue export

2016-02-18 09:56 - Oleg Fedotkin

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

Description

Hello.
I'm using redmine 3.2.0-stable, and also I'd like to emphasize there wasn't such problem when I was using 3.1.0-stable.
When I export issue to PDF, the file seems pretty corrupted if there're Cyrillic characters present (e.g. screenshot).

Affected browser version: 48.0.2564.82 Ubuntu 14.04 (64-bit)
On Firefox PDF export works perfectly.

Related issues:

Related to Redmine - Defect #22807: rbpdf 1.19.0 breaks the encoding	**Needs feedback**

History

#1 - 2016-02-18 12:03 - Toshi MARUYAMA

- File centos7-mate.png added

- Status changed from New to Needs feedback

I don't know about your pdf viewer, but I think your its problem.

On my CentOS7.

```
$ LANG=C atril --version
MATE Document Viewer 1.12.2
$ rpm -qf `which atril`
atril-1.12.2-1.el7.x86_64
```

#2 - 2016-04-04 14:18 - Maksim Khitrin

- File example-adobe-reader.png added

- File example-google-chrome.png added

I have faced the same problem. Finally I found out that it happens when you open PDF document inside Google Chrome as it does when you download the file. But if you open it with Adobe Reader everything works fine.

My environment:
Environment:
Redmine version 3.2.1.stable
Ruby version 2.2.4-p230 (2015-12-16) [i686-linux]
Rails version 4.2.5.2
Environment production
Database adapter Mysql2
SCM:
Subversion 1.6.17
Git 1.7.10.4
Filesystem
Redmine plugins:
redmine_lightbox2 0.2.5

#3 - 2016-05-13 01:55 - Toshi MARUYAMA

- Related to Defect #22807: rbpdf 1.19.0 breaks the encoding added

#4 - 2016-06-20 16:33 - Martin Šlemr

Same problem happened to me.

```
Redmine version                3.2.3.stable
Ruby version                   2.0.0-p384 (2014-01-12) [x86_64-linux-gnu]
Rails version                  4.2.5.2
```

Both redmine server and client are running Ubuntu 14.04. Your note is right, problem is related only to Chrome browser (actually 51.0.2704.84 (64-bit))

#5 - 2016-06-20 16:37 - Martin Šlemr

- File issues (41).pdf added

Update: PDF document isn't perfect in Firefox too (czech encoding is broken), Ubuntu's PDF Viewer (Evince 3.10.3) shows it correctly.

Files

example.jpeg	414 KB	2016-02-18	Oleg Fedotkin
centos7-mate.png	94.2 KB	2016-02-18	Toshi MARUYAMA
example-google-chrome.png	31.8 KB	2016-04-04	Maksim Khitrin
example-adobe-reader.png	49.4 KB	2016-04-04	Maksim Khitrin
issues (41).pdf	76 KB	2016-06-20	Martin Šlemr