

Redmine - Defect #24116

Tickets are not created if the email contains some of the special character

2016-10-21 07:32 - Piyush Jain

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	3.3.0
Resolution:	Duplicate		
Description Hey Team, I have Installed the redmine Environment: Redmine version3.3.0.stable Ruby version2.3.1-p112 (2016-04-26) [x86_64-linux] Rails version4.2.6 Environmentproduction Database adapterMysql2 Am using email to task for creating issues, but when the email contains any special symbol like "rn" [] The tickets are not being created, is there any fix or workaround for the issue, as we cannot ask each and every user to change their mail signatures.			
Related issues: Related to Redmine - Defect #21398: Mysql: 500 server error when submitting 4... <div>Closed</div>			

History

#1 - 2016-10-21 10:16 - Toshi MARUYAMA

- Status changed from New to Needs feedback
- Priority changed from High to Normal

Check your MySQL encoding: [#21398](#).

#2 - 2016-10-21 13:42 - Piyush Jain

Toshi MARUYAMA wrote:

Check your MySQL encoding: [#21398](#).

Thank you for your update, I checked with the test environment and changing the MySQL encoding did the work.

#3 - 2016-10-21 14:48 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed
- Resolution set to Duplicate

Thank you for your feedback.

#4 - 2016-10-21 14:49 - Toshi MARUYAMA

- Related to Defect #21398: Mysql: 500 server error when submitting 4 bytes utf8 (to be saved in the 'notes' field) added