

## Redmine - Defect #7833

### pdf export problem

2011-03-11 10:48 - cedric koch-hofer

<b>Status:</b>	Closed	<b>Start date:</b>	2011-03-11
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	PDF export	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Duplicate		

#### Description

Hello,

I just installed redmine on my synology and I would like to use its pdf export functionality.

However, when I try to use it, I get the following error:

```
=====LOG START=====
```

Internal error

An error occurred on the page you were trying to access.

If you continue to experience problems please contact your redMine administrator for assistance.

Back

```
=====LOG END=====
```

The webrick server also generates the following log:

```
=====LOG START=====
```

Processing IssuesController#index to pdf (for 192.168.1.11 at 2011-03-11 10:41:49) [GET]

Parameters: {"format"=>"pdf", "project\_id"=>"interval-tree", "action"=>"index", "controller"=>"issues"}

Iconv::InvalidEncoding (invalid encoding ("ISO-8859-1", "UTF-8")):

```
lib/redmine/export/pdf.rb:92:in `initialize'  
lib/redmine/export/pdf.rb:92:in `new'  
lib/redmine/export/pdf.rb:92:in `Cell'  
lib/redmine/export/pdf.rb:137:in `issues_to_pdf'  
app/controllers/issues_controller.rb:95:in `index'  
app/controllers/issues_controller.rb:90:in `index'  
/opt/lib/ruby/1.8/webrick/httpserver.rb:104:in `service'  
/opt/lib/ruby/1.8/webrick/httpserver.rb:65:in `run'  
/opt/lib/ruby/1.8/webrick/server.rb:173:in `start_thread'  
/opt/lib/ruby/1.8/webrick/server.rb:162:in `start'  
/opt/lib/ruby/1.8/webrick/server.rb:162:in `start_thread'  
/opt/lib/ruby/1.8/webrick/server.rb:95:in `start'  
/opt/lib/ruby/1.8/webrick/server.rb:92:in `each'  
/opt/lib/ruby/1.8/webrick/server.rb:92:in `start'  
/opt/lib/ruby/1.8/webrick/server.rb:23:in `start'  
/opt/lib/ruby/1.8/webrick/server.rb:82:in `start'
```

Rendering /volume1/redmine/redmine-1.1.1/public/500.html (500 Internal Server Error)

```
=====LOG END=====
```

Any help would be welcome,

thanks in advance,  
cedric.

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**Related issues:**

Duplicates Redmine - Defect # 61: Broken character encoding in pdf export

**Closed**

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**History**

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**#1 - 2011-03-11 11:11 - Etienne Massip**

What's your configuration (see [[SubmittingBugs]]) ?

**#2 - 2011-03-11 11:11 - Etienne Massip**

- *Category set to PDF export*

**#3 - 2011-03-28 09:34 - Toshi MARUYAMA**

- *Status changed from New to Closed*

- *Resolution set to Duplicate*

Duplicate of #61.

<http://www.redmine.org/issues/61#note-76> provides UTF-8 PDF.