# Redmine - Defect #19523

## problem in exporting Arabic text to csv

2015-03-30 11:29 - vijay krishna

| | | | | |
|---|---|---|---|---|
| **Status:** | Closed | | **Start date:** | |
| **Priority:** | Normal | | **Due date:** | |
| **Assignee:** | | | **% Done:** | 0% |
| **Category:** | I18n | | **Estimated time:** | 0.00 hour |
| **Target version:** | | | | |
| **Resolution:** | Duplicate | | **Affected version:** | 2.6.2 |

| Description |
|---|
| We have problem in exporting arabic text to excel in csv format using english locale. we have changed "general_csv_encoding: UTF-8" in en.yml config file. Please help on this. |

| Related issues: | | |
|---|---|---|
| Related to Redmine - Feature #7037: CSV export encoding and excel. UTF-8 and BOM | **Closed** | **2010-12-03** |
| Is duplicate of Redmine - Defect #11116: CSV export encoding problem when iss... | **Closed** | |

## History

**#1 - 2015-03-30 12:51 - Toshi MARUYAMA**

*- Subject changed from problem in exporting Arabic text to csv using english locale to problem in exporting Arabic text to csv*

**#2 - 2015-03-30 12:51 - Toshi MARUYAMA**

*- Priority changed from Urgent to Normal*

**#3 - 2015-03-30 12:52 - Toshi MARUYAMA**

I don't know what Arabic standard code page is.
http://en.wikipedia.org/wiki/Windows-1256

**#4 - 2015-04-01 10:34 - vijay krishna**

*- File issuesreported.xlsx added*

i tried to change the "general_csv_encoding: Windows-1256" also, but still same issue.
Checked in my sql db the the arabic text is saving correctly, attaching the document for your reference.
Please help to suggest on this.

**#5 - 2015-04-01 12:07 - vijay krishna**

*- File issuesreported.xlsx added*

i have created issue #19543 to replicate the issue here in this forum. same problem i am getting while exporting this to csv format. Please help on this.

**#6 - 2015-04-02 04:15 - vijay krishna**

Is this a limitation? can someone respond please.

**#7 - 2015-04-02 09:48 - Toshi MARUYAMA**

http://stackoverflow.com/a/1502134

> Excel uses the machine-specific ANSI encoding.

It seems you uses English Windows.
In this case you need to set UTF-8 in en.yml
and convert to Arabic encoding.
https://www.google.co.jp/search?q=excel%20utf-8

**#8 - 2015-04-02 09:51 - Toshi MARUYAMA**

*- Related to Feature #7037: CSV export encoding and excel. UTF-8 and BOM added*

**#9 - 2015-04-02 10:43 - Toshi MARUYAMA**

*- Category changed from Issues to I18n*


Try [#7037#note-11](#) patch.


**#10 - 2015-04-02 12:06 - Toshi MARUYAMA**

Toshi MARUYAMA wrote:

> It seems you uses English Windows.
> In this case you need to set UTF-8 in en.yml
> and convert to Arabic encoding.


Sorry, it is wrong.
There is no easy way.
Try [#7037#note-12](#) patch.


**#11 - 2015-04-02 12:27 - Toshi MARUYAMA**

Toshi MARUYAMA wrote:

> Toshi MARUYAMA wrote:
>
> > It seems you uses English Windows.
> > In this case you need to set UTF-8 in en.yml
> > and convert to Arabic encoding.
>
> Sorry, it is wrong.
> There is no easy way.


Try this.
[http://stackoverflow.com/a/11249968](http://stackoverflow.com/a/11249968)


**#12 - 2015-04-06 11:47 - vijay krishna**

*- File Issues.xlsx added*


Getting below error while trying to install the "redmine_csv_with_bom-master" plugin. please see attached for reference.


**#13 - 2015-04-06 11:47 - vijay krishna**

D:\redmine-2.5.1>rake redmine:plugins:migrate RAILS_ENV=production
rake aborted!
NameError: undefined method `issues_to_csv' for module `IssuesHelper'
D:/redmine-2.5.1/plugins/redmine_csv_with_bom-master/init.rb:4:in `block in <top
(required)>'
D:/redmine-2.5.1/plugins/redmine_csv_with_bom-master/init.rb:3:in `module_eval'
D:/redmine-2.5.1/plugins/redmine_csv_with_bom-master/init.rb:3:in `<top (require
d)>'
D:/redmine-2.5.1/lib/redmine/plugin.rb:150:in `block in load'
D:/redmine-2.5.1/lib/redmine/plugin.rb:141:in `each'
D:/redmine-2.5.1/lib/redmine/plugin.rb:141:in `load'
D:/redmine-2.5.1/config/initializers/30-redmine.rb:19:in `<top (required)>'
D:/redmine-2.5.1/config/environment.rb:14:in `<top (required)>'
Tasks: TOP => redmine:plugins:migrate => environment
(See full trace by running task with --trace)


**#14 - 2015-04-18 05:39 - Toshi MARUYAMA**

*- Status changed from New to Closed*

*- Resolution set to Duplicate*


Duplicate of [#11116](#).


**#15 - 2015-04-18 05:40 - Toshi MARUYAMA**

*- Is duplicate of Defect #11116: CSV export encoding problem when issues and interface languages are not equal added*

**Files**

| | | | |
|---|---|---|---|
| issues.xlsx | 36.2 KB | 2015-03-30 | vijay krishna |
| en.yml | 48 KB | 2015-03-30 | vijay krishna |
| issuesreported.xlsx | 144 KB | 2015-04-01 | vijay krishna |
| issuesreported.xlsx | 155 KB | 2015-04-01 | vijay krishna |
| Issues.xlsx | 29.2 KB | 2015-04-06 | vijay krishna |