

## Redmine - Defect #26428

### Japanese Emoticon characters cause error in issue desc and journal

2017-07-13 15:16 - Matthew Paul

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Database	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	3.3.1
<b>Resolution:</b>	Invalid		

#### Description

When I add the following string to a new issue or the journal note for an issue it throws an error. Looking at documentation here I believe it is to do with the fact that my Bitnami stack creates the tables in mysql utf8 which is 3 byte not 4 byte. This given, could we patch or add code or an option so that, in that case, it simply converts any bad characters to ? - I see code that does that anyway so I'm not sure why that isn't happening automatically.

The text is this -

Here is the character that causes a problem with mysql utf-8 tables

#### History

##### #1 - 2017-07-13 15:19 - Matthew Paul

Sorry, it seems like it is already removing that character here. I can try again -

Character is a scowling smiley face emoticon here>>>

##### #2 - 2017-07-13 15:21 - Matthew Paul

Sorry, again, in fact this does seem like a bug. Even here logging it in redmine it doesn't just change it to ? it actually cuts off everything after that bad character. Which seems wrong. The 4 byte encoded character is -

%F0%9F%98%9E

##### #3 - 2017-07-13 16:13 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Invalid

Please ask bitnami team.

##### #4 - 2017-07-26 14:49 - Matthew Paul

Adding good info from a forum message in case anyone else is searching issues -

Deoren Moor

Some related issues: [#24992](#), [#21398](#)

[#21398#note-10](#) in particular goes into a good level of detail.

We experience this with scraped emails (they're rejected) and attempts to post to an issue via the web UI (500 server error).