

## Redmine - Defect #11010

### Redmine 2.0 does not support Microsoft Quotes

2012-05-24 03:24 - Anonymous

<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>	UI	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	2.0.0
<b>Resolution:</b>	Invalid		
<b>Description</b>			
If I try to add the following to my Notes/Description of a Redmine ticket			
“			
”			
‘			
’			
I am getting a 500 - Internal Server Error			

#### History

##### #1 - 2012-05-24 03:31 - Anonymous

Information About my Redmine Environment

We upgraded from 1.4.1 to 2.0.0 and running on IIS

Environment:

Redmine version 2.0.0.stable.9706  
Ruby version 1.9.3 (i386-mingw32)  
Rails version 3.2.3  
Environment production  
Database adapter MySQL  
Redmine plugins:  
no plugin installed

##### #2 - 2012-05-24 09:11 - Etienne Massip

- Assignee deleted (Jean-Philippe Lang)

- Resolution set to Cant reproduce

Can't reproduce on trunk / PostgreSQL + MRI 1.9.3.

Make me think of [#8416](#).

##### #3 - 2012-05-24 09:13 - Etienne Massip

Could very well be related to the use of IIS.

##### #4 - 2012-05-24 18:27 - Anonymous

[#8416](#) is the issue with single quotes but not the microsoft quotes

##### #5 - 2012-05-24 18:45 - Etienne Massip

Could you please check your Redmine and IIS logs?

##### #6 - 2012-05-24 18:56 - Anonymous

From Redmine logs

Started GET "/redmine/issues/1752" for 10.1.217.244 at 2012-05-24 09:44:59 -0700  
Processing by IssuesController#show as HTML  
Parameters: {"id"=>"1752"}  
Rendered issues/\_action\_menu.html.erb (0.0ms)

Rendered issue\_relations/\_form.html.erb (0.0ms)  
Rendered issues/\_relations.html.erb (0.0ms)  
Rendered issues/\_history.html.erb (0.0ms)  
Rendered issues/show.html.erb within layouts/base (31.2ms)  
Completed 500 Internal Server Error in 187ms

ActionView::Template::Error (incompatible character encodings: UTF-8 and ASCII-8BIT):  
114: <% if @journals.present? >  
115: <div id="history">  
116: <h3><%=(:label\_history)%></h3>  
117: <%= render :partial => 'history', :locals => { :issue => @issue, :journals => @journals } >  
118: </div>  
119: < end %>  
120:  
app/views/issues/show.html.erb:117:in ``\_app\_views\_issues\_show\_html\_erb\_\_669033008\_44865480'  
app/controllers/issues\_controller.rb:118:in `block (2 levels) in show'  
app/controllers/issues\_controller.rb:115:in `show'

#### #7 - 2012-05-24 19:42 - Jean-Philippe Lang

Are you using the mysql2 adapter?

#### #8 - 2012-05-24 19:45 - Jean-Philippe Lang

- Status changed from New to Closed  
- Resolution changed from Cant reproduce to Invalid

Oh, I can see that you're not using mysql2 in the info you provided.  
Please change your database adapter to mysql2 (instead of mysql) in your config/database.yml.

#### #9 - 2012-05-24 19:49 - Anonymous

Yes I have mysql2 in my yml file. I have production and development adapter as mysql2

#### #10 - 2012-05-24 19:52 - Anonymous

- Status changed from Closed to Reopened

#### #11 - 2012-05-24 19:53 - Anonymous

It is showing the same error in the redmine log file though I have mysql2 in the database adapter

#### #12 - 2012-05-24 20:03 - Anonymous

Is there anything to do with libMySQL.dll in C:\Ruby19\bin?

#### #13 - 2012-05-24 20:05 - Anonymous

In the Gem list it is showing both mysql and mysql2

#### #14 - 2024-02-07 07:51 - Go MAEDA

- Status changed from Reopened to Closed