

Redmine - Defect #19812

Chinese characters crashes Redmine 3.0.

2015-05-11 18:13 - Gerardo Delgado

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Issues	Estimated time:	0.00 hour
Target version:		Affected version:	3.0.0
Resolution:	Cant reproduce		
Description			
Whenever the below Chinese characters are entered into a post in Redmine it crashes the web portal. Not sure if this is an issue with local YAML localization or additional settings need to be enabled to prevent this.			

History

#2 - 2015-05-12 05:30 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Read [Submissions](#).

#3 - 2015-05-12 16:00 - Gerardo Delgado

Please read the below additional feedback regarding the environment setup.

Environment:
Redmine version 3.0.0.stable.14068
Ruby version 2.0.0-p598 (2014-11-13) [x86_64-linux]
Rails version 4.2.0
Environment production
Database adapter MySQL2
MySQL Version 5.6.22
SCM:
Subversion 1.8.8
Git 1.9.1
Filesystem
Redmine plugins:
redmine_issue_checklist 2.0.7
redmine_work_time 0.3.0

#4 - 2015-05-12 16:12 - Toshi MARUYAMA

Please post log.

#5 - 2015-05-12 17:21 - Gerardo Delgado

See the below output from the log file.

```
App 13321 stderr: Processing by AccountController#login as HTML
App 13321 stderr: Parameters: {"back_url"=>"http://localhost/redmine"}
App 13321 stderr: Current user: anonymous
App 13321 stderr: Rendered account/login.html.erb within layouts/base (2.7ms)
App 13321 stderr: Completed 200 OK in 13ms (Views: 11.1ms | ActiveRecord: 0.2ms)
App 13321 stderr: Started POST "/redmine/projects/gerardo001/issues" for 10.20.10.102 at 2015-05-12 15:19:22 +0000
App 13321 stderr: Processing by IssuesController#create as HTML
App 13321 stderr: Parameters: {"utf8"=>"\u0000",
"authenticity_token"=>"pxkXhvxvNQ/kmlcurfcVqEhYO0n+y2kVgmn8FRXOUIkt5p6DXN+H9ookGEkZGYgmV78aUHLVZT4yA7c0NjJSEA==",
"issue"=>{"is_private"=>"0", "tracker_id"=>"4", "subject"=>"Test Chinese Characters", "description"=>"
```

#6 - 2015-05-12 17:43 - Toshi MARUYAMA

What is your webserver?

#7 - 2015-05-12 17:56 - Gerardo Delgado

Ubuntu 14.04.2 LTS

#8 - 2015-05-12 17:58 - Toshi MARUYAMA

Webserver means apache or etc.

#9 - 2015-05-12 18:01 - Gerardo Delgado

Server version: Apache/2.4.7 (Ubuntu)
Server built: Jul 22 2014 14:36:38
Server's Module Magic Number: 20120211:27
Server loaded: APR 1.5.1-dev, APR-UTIL 1.5.3
Compiled using: APR 1.5.1-dev, APR-UTIL 1.5.3
Architecture: 64-bit

#10 - 2015-05-12 18:09 - Toshi MARUYAMA

How to run Redmine? passenger, thin, or etc.?

#11 - 2015-05-12 18:10 - Gerardo Delgado

Using passenger.

#12 - 2015-05-12 18:18 - Toshi MARUYAMA

Can you reproduce with webrick?

```
$ bundle exec ruby bin/rails server -e production -p <port number> -b <ip address>
```

#13 - 2015-05-12 18:30 - Gerardo Delgado

Yes same error.

#14 - 2015-05-12 18:40 - Toshi MARUYAMA

Please post full logs of webrick.
I don't know what "crashes" means.

#15 - 2015-05-12 18:43 - Gerardo Delgado

See below for full webrick log.

```
Started GET "/redmine" for 10.20.10.102 at 2015-05-12 16:25:41 +0000
Processing by WelcomeController#index as HTML
  Current user: gdelgado (id=42)
  Rendered news/_news.html.erb (44.4ms)
  Rendered welcome/index.html.erb within layouts/base (138.4ms)
Completed 200 OK in 308ms (Views: 152.3ms | ActiveRecord: 12.6ms)
Started GET "/redmine" for 10.20.10.102 at 2015-05-12 16:25:56 +0000
Processing by WelcomeController#index as HTML
  Current user: gdelgado (id=42)
  Rendered news/_news.html.erb (5.2ms)
  Rendered welcome/index.html.erb within layouts/base (66.3ms)
Completed 200 OK in 84ms (Views: 76.1ms | ActiveRecord: 1.0ms)
Started GET "/redmine/my/page" for 10.20.10.102 at 2015-05-12 16:25:59 +0000
Processing by MyController#page as HTML
  Current user: gdelgado (id=42)
  Rendered issues/_list_simple.html.erb (83.7ms)
  Rendered my/blocks/_issuesassignedtome.html.erb (156.0ms)
  Rendered issues/_list_simple.html.erb (17.2ms)
  Rendered my/blocks/_issuesreportedby.html.erb (25.0ms)
  Rendered my/page.html.erb within layouts/base (186.0ms)
Completed 200 OK in 203ms (Views: 195.5ms | ActiveRecord: 3.7ms)
Started GET "/redmine/projects/gerardo001?jump=my" for 10.20.10.102 at 2015-05-12 16:26:02 +0000
Processing by ProjectsController#show as HTML
  Parameters: {"jump"=>"my", "id"=>"gerardo001"}
  Current user: gdelgado (id=42)
  Rendered projects/_members_box.html.erb (0.9ms)
  Rendered projects/_sidebar.html.erb (1.1ms)
  Rendered projects/show.html.erb within layouts/base (11.7ms)
Completed 200 OK in 99ms (Views: 48.9ms | ActiveRecord: 6.9ms)
Started GET "/redmine/projects/gerardo001/issues/new" for 10.20.10.102 at 2015-05-12 16:26:04 +0000
Processing by IssuesController#new as HTML
  Parameters: {"project_id"=>"gerardo001"}
  Current user: gdelgado (id=42)
  Rendered issues/_form_custom_fields.html.erb (6.8ms)
  Rendered issues/_attributes.html.erb (28.9ms)
```

```
Rendered plugins/redmine_issue_checklist/app/views/issues/_checklist_form.html.erb (1.8ms)
Rendered issues/_form.html.erb (59.3ms)
Rendered attachments/_form.html.erb (4.4ms)
Rendered issues/new.html.erb within layouts/base (73.8ms)
Completed 200 OK in 120ms (Views: 91.7ms | ActiveRecord: 5.7ms)
Started POST "/redmine/projects/gerardo001/issues/new.js" for 10.20.10.102 at 2015-05-12 16:26:07 +0000
Processing by IssuesController#new as JS
  Parameters: {"utf8"=>"", "authenticity_token"=>"pLf1W4wp4f5WnZ2wDB1SiSw3vw8puXab1SjOXBD7AuSGLRKSJjiFXrpZSk7Id+jQF/VDD9u8nBweD9oGfImQ==", "issue"=>{"is_private"=>"0", "tracker_id"=>"4", "subject"=>"", "description"=>"", "status_id"=>"15", "priority_id"=>"4", "assigned_to_id"=>"", "parent_issue_id"=>"", "start_date"=>"2015-05-12", "due_date"=>"", "estimated_hours"=>"", "done_ratio"=>"0"}, "was_default_status"=>"15", "new_checklist"=>"", "project_id"=>"gerardo001"}
  Current user: gdelgado (id=42)
  Rendered issues/_form_custom_fields.html.erb (2.9ms)
  Rendered issues/_attributes.html.erb (15.2ms)
  Rendered plugins/redmine_issue_checklist/app/views/issues/_checklist_form.html.erb (1.7ms)
  Rendered issues/_form.html.erb (28.7ms)
  Rendered issues/new.js.erb (30.8ms)
Completed 200 OK in 57ms (Views: 36.6ms | ActiveRecord: 1.8ms)
Started POST "/redmine/projects/gerardo001/issues" for 10.20.10.102 at 2015-05-12 16:26:38 +0000
Processing by IssuesController#create as HTML
  Parameters: {"utf8"=>"", "authenticity_token"=>"pLf1W4wp4f5WnZ2wDB1SiSw3vw8puXab1SjOXBD7AuSGLRKSJjiFXrpZSk7Id+jQF/VDD9u8nBweD9oGfImQ==", "issue"=>{"is_private"=>"0", "tracker_id"=>"4", "subject"=>"Test Chinese Characters Webrick", "description"=>"
```

#16 - 2015-05-12 18:53 - Toshi MARUYAMA

It seems redmine_issue_checklist 2.0.7 does not support Redmine 3.0.

https://github.com/Undev/redmine_issue_checklist/releases

#17 - 2015-05-12 18:56 - Gerardo Delgado

But I have no problems posting any other issues within Redmine.. Looking at the logs, this seems to be related to the MySQL character set for the table?

#18 - 2015-05-12 18:58 - Gerardo Delgado

In addition, looking at the "master" branch Redmine 3.0 support is outlined there.

https://github.com/Undev/redmine_issue_checklist

#19 - 2015-05-12 20:14 - Gerardo Delgado

Upgraded the checklist to 2.0.8 and it's still erroring out with the same error above.

#20 - 2019-05-01 02:40 - Go MAEDA

- Status changed from Needs feedback to Closed
- Resolution set to Cant reproduce

Please reopen this issue if you still experience the problem.