## Redmine - Defect #20423

## error 500 with utf8 hyperlinks

2015-07-28 08:30 - Ma Py

Status: Closed Start date: Due date: **Priority:** Normal Assignee: % Done: 0% Category: **Estimated time:** 0.00 hour Target version: Resolution: Invalid Affected version: 3.0.4

### Description

Hey guys,

A few weeks ago I installed redmine on Ubuntu 14.04. Currently we have problems with CSV export and filtering of tickets. We get in the browser the error message 500. However, if I remove it from the link utf8 it works fine

https://redmine.domain.com/projects/project1/issues.csv?utf8=%E2%9C%93&columns= -> isn't working https://redmine.domain.com/projects/project1/issues.csv?columns= -> works

### Environment:

Redmine version 3.0.3.stable Ruby version 2.2.1-p85 (2015-02-26) [x86\_64-linux] Rails version 4.2.1 production Environment Database adapter Mysq12 SCM: Filesystem

Redmine plugins: no plugin installed

MariaDB [(none)] > show global variables like 'char%';

+	++
Variable_name	Value
+	++
character_set_client	utf8
character_set_connection	utf8
character_set_database	utf8
character_set_filesystem	binary
character_set_results	utf8
character_set_server	utf8
character_set_system	utf8
character_sets_dir	/usr/share/mysql/charsets/
+	++
8 rows in set (0.00 sec)	

### History

#### #1 - 2015-07-29 02:17 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Check your redmine log and web server log.

# #2 - 2015-07-29 02:18 - Toshi MARUYAMA

- Category deleted (I18n)

## #3 - 2015-07-30 12:04 - Ma Py

Nothing appears in our Logs with this link: https://redmine.server.com/projects/project1/issues.csv?utf8=%E2%9C%93&columns=

https://redmine.server.com/projects/project1/issues.csv?columns=

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#### redmine.log:

```
Started GET "/projects/project1/issues.csv?columns=" for 172.16.0.20 at 2015-07-30 12:01:25 +0200 Processing by IssuesController#index as CSV Parameters: {"columns"=>"", "project_id"=>"project1"} Current user: mpy (id=3) Rendered text template (0.0ms)
Sent data issues.csv (0.5ms)
Completed 200 OK in 28ms (Views: 0.4ms | ActiveRecord: 3.5ms)
```

#### apache2 log

 $\label{lem:dev-redmine.domain.lan:80 172.16.0.20 -- [30/Jul/2015:12:03:53 +0200] "GET /projects/project1/issues.csv?columns= HTTP/1.1" 200 1572 "-" "Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome /44.0.2403.125 Safari/537.36"$ 

#### #4 - 2015-07-30 13:58 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed
- Resolution set to Invalid

It is not Redmine problem. Problem is on proxy or etc.

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