

## Redmine - Defect #24242

### Adding comments to ticket returns internal server error

2016-11-02 07:17 - Piyush Jain

<b>Status:</b>	Needs feedback	<b>Start date:</b>																															
<b>Priority:</b>	Normal	<b>Due date:</b>																															
<b>Assignee:</b>		<b>% Done:</b>	0%																														
<b>Category:</b>	Text formatting	<b>Estimated time:</b>	0.00 hour																														
<b>Target version:</b>		<b>Affected version:</b>	3.3.0																														
<b>Resolution:</b>																																	
<b>Description</b>																																	
<p>While adding comments to the ticket am getting internal server error:</p> <pre>ActiveRecord::StatementInvalid (Mysql2::Error: Incorrect string value: '\xF0\x9F\x91\x8D\x0D\x0A...' for column 'notes' at row 1: INSERT INTO `journals`</pre>																																	
<p>I tired changing the charset from utf8 to utf8mb4 for journals table but it doesn't seems to help.</p> <p>Can anyone suggest a walk through for this issue.</p> <p>My Environment</p> <p>Environment:</p> <table><tr><td>Redmine version</td><td>3.3.0.stable</td></tr><tr><td>Ruby version</td><td>2.3.1-p112 (2016-04-26) [x86_64-linux]</td></tr><tr><td>Rails version</td><td>4.2.6</td></tr><tr><td>Environment</td><td>production</td></tr><tr><td>Database adapter</td><td>Mysql2</td></tr></table> <p>SCM:</p> <table><tr><td>Subversion</td><td>1.7.14</td></tr><tr><td>Git</td><td>1.8.3.1</td></tr></table> <p>Filesystem</p> <p>Redmine plugins:</p> <table><tr><td>issue_charts</td><td>1.3.0</td></tr><tr><td>periodictask</td><td>3.1.1</td></tr><tr><td>redmine_checklists</td><td>3.1.3</td></tr><tr><td>redmine_email_fetcher</td><td>0.3.1</td></tr><tr><td>redmine_helpdesk</td><td>0.0.15</td></tr><tr><td>redmine_issue_history</td><td>1.0.0</td></tr><tr><td>redmine_omniauth_google</td><td>0.0.1</td></tr><tr><td>simple_author_change</td><td>0.1.2</td></tr></table>				Redmine version	3.3.0.stable	Ruby version	2.3.1-p112 (2016-04-26) [x86_64-linux]	Rails version	4.2.6	Environment	production	Database adapter	Mysql2	Subversion	1.7.14	Git	1.8.3.1	issue_charts	1.3.0	periodictask	3.1.1	redmine_checklists	3.1.3	redmine_email_fetcher	0.3.1	redmine_helpdesk	0.0.15	redmine_issue_history	1.0.0	redmine_omniauth_google	0.0.1	simple_author_change	0.1.2
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<b>Related issues:</b>																																	
Related to Redmine - Feature # 31921: Changes to properly support 4 byte char...		<b>Closed</b>																															

### History

#1 - 2016-11-02 07:29 - Marius BALTEANU

Please try without plugins.

**#2 - 2016-11-02 08:25 - Toshi MARUYAMA**

- *Status changed from New to Needs feedback*

Why not post full log?

**#3 - 2019-08-17 18:11 - Marius BALTEANU**

- *Related to Feature #31921: Changes to properly support 4 byte characters (emoji) when database is MySQL added*