# Redmine - Defect #26428

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

2017-07-13 15:16 - Matthew Paul

| | | | | |
|---|---|---|---|---|
| **Status:** | Closed | | **Start date:** | |
| **Priority:** | Normal | | **Due date:** | |
| **Assignee:** | | | **% Done:** | 0% |
| **Category:** | Database | | **Estimated time:** | 0.00 hour |
| **Target version:** | | | | |
| **Resolution:** | Invalid | | **Affected version:** | 3.3.1 |

**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).