

## Redmine - Defect #27238

### Mysql Error after upgrading Redmine from 2.5 to 3.\*

2017-10-20 12:35 - Wojciech Szycha

|   |         |                          |           |
|---|---------|--------------------------|-----------|
| <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>  |         | <b>Estimated time:</b>   | 0.00 hour |
| <b>Target version:</b>  |         | <b>Affected version:</b> | 3.0.7     |
| <b>Resolution:</b>  | Invalid |                          |           |
| <b>Description</b>  |         |                          |           |
| Hi,   |         |                          |           |
| I wanted to upgrade redmine directly from 2.5.2 to 3.4. After successfully upgrade I discovered errors while creating and editing new issues.   |         |                          |           |
| I have also tried upgrade my redmine instalation from 2.5.2 to svn 2.6 and later to svn 3.0.  |         |                          |           |
| After second upgrade I have discovered that I can't modify any issue in redmine.  |         |                          |           |
| With Ruby 2.4.0 errors are the same.  |         |                          |           |
| Mysql errors looks like this:   |         |                          |           |
| Completed 500 Internal Server Error in 129ms (ActiveRecord: 107.5ms)  |         |                          |           |
| ActiveRecord::StatementInvalid (Mysql2::Error: Result consisted of more than one row: UPDATE `issues` SET lft = CASE WHEN lft > 1 THEN lft - 2 ELSE lft END, rgt = CASE WHEN rgt > 1 THEN rgt - 2 ELSE rgt END WHERE `issues`.`root_id` = 7158 AND (lft > 1 OR rgt > 1)):   |         |                          |           |
| lib/redmine/nested_set/issue_nested_set.rb:126:in `destroy_children'  |         |                          |           |
| app/models/issue.rb:226:in `destroy'  |         |                          |           |
| app/controllers/issues_controller.rb:389:in `block in destroy'  |         |                          |           |
| app/controllers/issues_controller.rb:387:in `each'  |         |                          |           |
| app/controllers/issues_controller.rb:387:in `destroy'   |         |                          |           |
| lib/redmine/sudo_mode.rb:63:in `sudo_mode'  |         |                          |           |
| I also see errors when I create new issue and add polish letters in any field:  |         |                          |           |
| Completed 500 Internal Server Error in 117ms (ActiveRecord: 67.8ms)   |         |                          |           |
| ActiveRecord::StatementInvalid (Mysql2::Error: Incorrect string value: '\xC4\x85\xC4\x87\xC4\x87' for column 'subject' at row 1: INSERT INTO `issues` (`project_id`, `author_id`, `tracker_id`, `status_id`, `subject`, `description`, `priority_id`, `updated_on`, `created_on`, `lock_version`) VALUES (75, 95, 2, 1, 'ąćć', 'źńó', 2, '2017-10-20 12:05:53', '2017-10-20 12:05:53', 0)): |         |                          |           |
| app/models/issue.rb:212:in `create_or_update'   |         |                          |           |
| app/controllers/issues_controller.rb:129:in `create'  |         |                          |           |
| lib/redmine/sudo_mode.rb:63:in `sudo_mode'  |         |                          |           |
| My enviroment:  |         |                          |           |
| <ul style="list-style-type: none"><li>• Redmine version 3.0.7 (upgraded from 2.5.2)</li><li>• Ruby 1.9.3 from RVM</li><li>• Ruby Passanger 5.1.10</li><li>• HTTPD 2.4.6-67.el7.centos.5</li><li>• CentOS 7</li><li>• mysql-community-server 5.5.57-2.el7</li></ul>  |         |                          |           |
| Environment:  |         |                          |           |
| <ul style="list-style-type: none"><li>• Redmine version 3.0.7.stable.17016</li><li>• Ruby version 1.9.3-p551 (2014-11-13) [x86_64-linux]</li><li>• Rails version 4.2.3</li><li>• Environment production</li><li>• Database adapter Mysql2</li><li>• Ruby Passanger 5.1.10</li></ul>   |         |                          |           |

- HTTPD 2.4.6-67.el7.centos.5
- CentOS 7
- mysql-community-server 5.5.57-2.el7

#### SCM:

- Subversion 1.7.14
- Git 1.8.3.1
- Filesystem

#### Redmine plugins:

- redmine\_bootstrap\_kit 0.2-devel
- redmine\_issue\_templates 0.1.8
- redmine\_spent\_time 3.1.2

#### Related issues:

Related to Redmine - Feature #31921: Changes to properly support 4 byte chara...

**Closed**

## History

### #1 - 2017-10-20 12:51 - Toshi MARUYAMA

- Status changed from *New* to *Closed*
- Priority changed from *High* to *Normal*
- Resolution set to *Invalid*

Redmine 3.0.7 is not maintained.  
AFAIW, CentOS 5 is end of life.

Wojciech Szychta wrote:

```
@Completed 500 Internal Server Error in 117ms (ActiveRecord: 67.8ms)
ActiveRecord::StatementInvalid (Mysql2::Error: Incorrect string value: '\xC4\x85xC4\x87xC4\x87' for column 'subject' at row 1: INSERT INTO
`issues` (`project_id`, `author_id`, `tracker_id`, `status_id`, `subject`, `description`, `priority_id`, `updated_on`, `created_on`, `lock_version`)
VALUES (75, 95, 2, 1, 'ąćć', 'źńó', 2, '2017-10-20 12:05:53', '2017-10-20 12:05:53', 0));
```

<https://www.google.com/search?q=mysql+utf8+latin1>

### #2 - 2017-10-20 13:08 - Wojciech Szychta

- Status changed from *Closed* to *Reopened*

I wanted to upgrade redmine directly from 2.5.2 to 3.4. After successfully upgrade I discovered errors while creating and editing new issues.

It was my first sentence. The problem is with Redmine 3.0 and 3.4. I was testing on with version it starts.

```
Environment:
* Redmine version 3.0.7.stable.17016
* Ruby version 1.9.3-p551 (2014-11-13) [x86_64-linux]
* Rails version 4.2.3
* Environment production
* Database adapter Mysql2
* Ruby Passanger 5.1.10
* HTTPD 2.4.6-67.el7.centos.5
* CentOS 7
* mysql-community-server 5.5.57-2.el7
```

My system is CentOS 7 not 5 and I wrote that earlier.  
In documentation is exactly specified what type of encoding must be set to database  
<http://www.redmine.org/projects/redmine/wiki/RedmineInstall#MySQL>.  
UTF-8 encoding supports polish letters. In redmine 2.5.2 it works well and after upgrading it stop working.

First error has nothing in common with encoding. As you can see this is problem with Mysql Update:

```
Mysql2::Error: Result consisted of more than one row: UPDATE
```

### #3 - 2017-10-20 13:56 - Toshi MARUYAMA

- Status changed from Reopened to Closed

You need to convert your latin1 database to utf8.

**#4 - 2017-10-20 14:01 - Toshi MARUYAMA**

Wojciech Szycha wrote:

First error has nothing in common with encoding. As you can see this is problem with Mysql Update:  
[...]

It seems your issue tree is broken.

Anyway, these are your environment problems.  
Please use forum for question.  
We don't provide any technical support.

**#5 - 2019-08-17 18:29 - Marius BĂLTEANU**

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