# Redmine - Defect #27361

## Failed when using Emoji

2017-11-02 04:38 - Charles So

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

| Description |
|---|
| Tried to create Issue directly or via email with emoji, reply to forum via email using emoji, and all failed. |
| Here is output from Production.log |
| ActiveRecord::StatementInvalid (Mysql2::Error: Incorrect string value: '\xF0\x9F\x87\xA6\xF0\x9F...' for column 'description' at row 1: INSERT INTO `issues` (`project_id`, `author_id`, `priority_id`, `tracker_id`, `status_id`, `subject`, `description`, `start_date`, `updated_on`, `created_on`, `lock_version`) VALUES (33, 4, 4, 2, 1, 'CCCCC list', '- |

| Related issues: | |
|---|---|
| Related to Redmine - Feature #31921: Changes to properly support 4 byte chara... | **Closed** |
| Is duplicate of Redmine - Defect #24992: MailHandler: an unexpected error occ... | **Needs feedback** |

## History

**#1 - 2017-11-02 04:39 - Charles So**

The error log above originally contains a few emojis.... and the whole string got cut off immediately at where the 1st emoji is.

**#2 - 2017-11-02 04:41 - Charles So**

- *File Screen Shot 2017-11-02 at 11.40.11 AM.jpg added*

Here is a screen capture of the Production.log

**#3 - 2017-11-03 16:05 - Toshi MARUYAMA**

- *Status changed from New to Closed*

- *Resolution set to Duplicate*

Duplicate of #24992.

**#4 - 2017-11-03 16:05 - Toshi MARUYAMA**

- *Is duplicate of Defect #24992: MailHandler: an unexpected error occurred when receiving email: invalid byte sequence in UTF-8 added*

**#5 - 2018-04-05 11:39 - Tobias Fischer**

#21398

**#6 - 2019-07-31 09:53 - Tobias Fischer**

Related issue in Git commits: #24030

**#7 - 2019-07-31 09:55 - Tobias Fischer**

Related with more discussion: #18866 and #21398

**#8 - 2019-08-17 18:29 - Marius BĂLTEANU**

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

## Files

| | | | |
|---|---|---|---|
| Screen Shot 2017-11-02 at 11.40.11 AM.jpg | 76.1 KB | 2017-11-02 | Charles So |