Redmine - Defect #27901

Internal error for Russian/Chinese languages

2018-01-05 13:35 - ajeesh b

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

Description

My Redmine servers character set and collation are running with UTF8 formate. I am getting "Internal error" while updating characters like Russian/Chinese(for example: Лорем ипсум these characters)

```
————————————————---------------------------+ | 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)

————————————————----------------+ | Variable_name       | Value        |
————————————————----------------+ | collation_connection | utf8_general_ci | | collation_database   | utf8_general_ci | | collation_server     |
utf8_general_ci |
————————————————----------------+
```

My redmine settings :

Environment:
Redmine version   3.3.1.stable
Ruby version   2.2.3-p173 (2015-08-18) [x86_64-linux]
Rails version   4.2.7.1
Environment   production
Database adapter   Mysql2
SCM:
Subversion   1.7.14
Git   1.8.3.1
Filesystem
Redmine plugins:
redmine_account_policy   0.2.0
redmine_agile   1.4.2
redmine_base_deface   0.0.1
redmine_contacts   4.1.1
redmine_contacts_helpdesk   3.0.9
redmine_issue_tabs   1.1.0
redmine_mylyn_connector   2.8.2.stable

And ImageMagick convert available (optional) --> is not enabled, all others are green in colour

Can you please help me what is cause of this issue.

History

#1 - 2018-01-05 13:36 - ajeesh b

ajeesh b wrote:

> My Redmine servers character set and collation are running with UTF8 formate. I am getting "Internal error" while updating characters like
> Russian/Chinese(for example: Лорем ипсум these characters)

> +-------------------------+--------------------------+

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#2 - 2018-01-05 16:49 - Toshi MARUYAMA

- Category deleted (Issues)

- Status changed from New to Closed

- Priority changed from High to Normal

- Resolution set to Invalid

Try #10772#note-7.

#3 - 2022-12-22 07:29 - Dimitar (RedmineUP)

Hi Ajeesh,

This is Dimitar from the RedmineUP Support Team.

I see that you have some of our plugins on your list:

```
redmine_agile 1.4.2
redmine_contacts 4.1.1
redmine_contacts_helpdesk 3.0.9
```

May I ask - is the reported problem still appearing to your Redmine?

We look forward to hearing from you.

Best Regards,
Dimitar from the RedmineUP Support Team

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-------------------------+
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