

Redmine - Defect #30848

Error when creating issue with emoji in description

2019-02-20 07:51 - Jamal Aziz

| | | | |
|--|----------|-------------------|----------------------|
| Status: | Closed | Start date: | |
| Priority: | Normal | Due date: | |
| Assignee: | | % Done: | 0% |
| Category: | Issues | Estimated time: | 0.00 hour |
| Target version: | | Affected version: | 4.0.1 |
| Resolution: | Wont fix | | |
| Description When creating issue with emoji in description, it will return error. Here is the log: [[Completed 500 Internal Server Error in 54ms (ActiveRecord: 12.9ms) ActiveRecord::StatementInvalid (Mysql2::Error: Incorrect string value: '\xF0\x9F\x98\x84\xF0\x9F...' for column 'description' at row 1: INSERT INTO `issues` (`tracker_id`, `project_id`, `subject`, `description`, `status_id`, `priority_id`, `author_id`, `created_on`, `updated_on`, `start_date`, `lock_version`) VALUES (14, 111, 'Tes Emoji', 'Test <U+1F604><U+1F604><U+1F604>', 1, 2, 39, '2019-02-20 13:39:02', '2019-02-20 13:39:02', '2019-02-20', 0)):]] | | | |
| Related issues: Related to Redmine - Feature #31921: Changes to properly support 4 byte chara... Related to Redmine - Defect #35879: mail handler failing when smilies inline | | | Closed Closed |

History

- #1 - 2019-08-17 18:22 - Marius BĂLTEANU
- Related to Feature #31921: Changes to properly support 4 byte characters (emoji) when database is MySQL added
- #2 - 2020-11-04 01:20 - Erik Moeller
We can reproduce this on our Redmine 4.0.7 setup, with an emoji in the title of the issue.
- #3 - 2021-09-22 08:00 - Mischa The Evil
- Related to Defect #35879: mail handler failing when smilies inline added
- #4 - 2023-08-28 09:04 - Anatoly P
Up

Can reproduce it on our 5.0.5.stable
And here www.redmine.org

I convert db and all my tables to `utf8mb4` / `utf8mb4_unicode_ci` in (10.5-MariaDB)
But i still cant use emoji :-(
- #5 - 2023-09-04 12:49 - Holger Just
MySQL / MariaDB stores encoding and collations in various places, including as a database default, table default, and for each column separately.
Thus, if you have an existing database, you need to transfer each text / varchar column to utf8mb4 separately.
- #6 - 2023-09-14 15:36 - Anatoly P
I changed the encoding to `utf8mb4_general_ci` in every place where you can select the encoding. And in the database and in every table and in every vchar/text/long field, and still I see error 500 when I try to add emoji to any field.

I also see error 500 right here on <https://www.redmine.org/> when I try to create any record with emoji.
- #7 - 2024-09-28 20:23 - Andrei Melis
I was able to fix this by setting REDMINE_DB_ENCODING=utf8mb4 in the docker image env, plus altering the collation of existing database and tables:

```
ALTER DATABASE redmine DEFAULT CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;
ALTER TABLE issues CONVERT TO CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;
ALTER TABLE journals CONVERT TO CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;
ALTER TABLE journal_details CONVERT TO CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;
```

If you don't use Docker, you should probably check the config/database.yml file:

```
production:
  adapter: "mysql2"
  host: "mysql"
  port: "3306"
  username: "redmine"
  password: "secret"
  database: "redmine"
  encoding: "utf8mb4"
```

#8 - 2025-01-14 16:16 - sly sly

the fix of Andrei Melis works fine :)

Environment:

| | |
|------------------|---|
| Redmine version | 5.1.2.stable |
| Ruby version | 3.1.2-p20 (2022-04-12) [x86_64-linux-gnu] |
| Rails version | 6.1.7.7 |
| Environment | production |
| Database adapter | Mysql2 |

#9 - 2025-02-09 23:18 - Go MAEDA

- *Status changed from New to Closed*

- *Resolution set to Wont fix*

As already mentioned in other comments, this issue can be resolved by changing the database and tables encoding to `utf8mb4`.