

## Redmine - Feature #32641

### "general\_csv\_encoding:" should be "UTF-8" in en.yml.

2019-12-15 07:07 - Tomoko Shimizu

<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> Issues list	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b>	
<b>Resolution:</b> Invalid	
<b>Description</b>	
<p>When language on "My Account" is set to "English" , then the Japanese character strings in tickets change to "?????" when exporting to csv.</p> <p>This is caused by that in "config/locales/en.yml" the English encoding setting is "general_csv_encoding: ISO-8859-1". If the setting is "general_csv_encoding: UTF-8", "?????" will not happen.</p> <p>Many users use both English and native language (not-English).</p> <p>So "general_csv_encoding:" should be "UTF-8" in en.yml.English is special and different from other languages.</p>	
<b>Related issues:</b>	
Related to Redmine - Feature # 26279: Allow switching the encoding to UTF-8 w... <b>Closed</b>	

## History

### #1 - 2019-12-15 07:16 - Go MAEDA

FYI: You can switch the CSV encoding to UTF-8 when exporting data. This feature is supported in Redmine 4.0 or later (#26279).

[//www.redmine.org/attachments/download/18611/csv-export-options@2x.png](http://www.redmine.org/attachments/download/18611/csv-export-options@2x.png)

### #2 - 2019-12-22 15:09 - Tomoko Shimizu

Sorry for not knowing the improvement of Redmine 4.x. My Redmine version is still 3.x. Please close this issue. And I now understand that UTF-8 with BOM causes error with old versions's excel.

### #3 - 2019-12-23 10:34 - Marius BALTEANU

- Status changed from New to Needs feedback

- Resolution set to Invalid

Tomoko Shimizu wrote:

Sorry for not knowing the improvement of Redmine 4.x. My Redmine version is still 3.x. Please close this issue. And I now understand that UTF-8 with BOM causes error with old versions's excel.

Thanks.

**#4 - 2019-12-23 10:34 - Marius BALTEANU**

- Related to Feature #26279: Allow switching the encoding to UTF-8 when exporting to CSV added

**#5 - 2019-12-23 10:35 - Marius BALTEANU**

- Status changed from Needs feedback to Closed