

Redmine - Defect #33649

Ascii code in the 'Description' causes 500 error

2020-06-22 18:24 - Sreeraj Puthiyedath

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Issues	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Duplicate		
Description			
Try entering t the ascii corresponding to code U+1F844 in the description section causes a 500 error.			
U+1F844			
Related issues:			
Is duplicate of Redmine - Feature #31921: Changes to properly support 4 byte ...			Closed

History

#1 - 2020-06-23 12:08 - Holger Just

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

#2 - 2020-06-23 12:08 - Holger Just

- Status changed from New to Closed

- Resolution set to Duplicate

Sometimes (especially when using an older database with MySQL), the underlying database only supports the storage of up to three-byte UTF-8 characters. However, some characters (such as the LEFTWARDS HEAVY ARROW) require four bytes of storage.

To be able to enter those characters, you would need to upgrade your existing database to support 4 byte characters. This means you need to change the collation of the rows from `utf8` to `utf8mb4`. To be able to do that, you also need to use `row_format = DYNAMIC` and the Baracuda file format).

Please see [#31921](#) and <http://blog.andriylesyuk.com/4-byte-utf-8-problem-in-redmine-and-how-to-fix-it/> for some details on how to migrate your existing database. Before performing these changes, please make sure that you have a full and working backup of your database so that you can revert to that backup in case anything goes wrong.