Redmine - Defect #35879

mail handler failing when smilies inline

2021-09-15 12:49 - Janeks Kamerovskis

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Duplicate		**Affected version:**	4.2.1

Description

My system info:

```
Environment:
  Redmine version                4.2.1.stable
  Ruby version                   2.7.3-p183 (2021-04-05) [aarch64-linux]
  Rails version                  5.2.5
  Environment                    production
  Database adapter               Mysql2
  Mailer queue                   ActiveJob::QueueAdapters::AsyncAdapter
  Mailer delivery                smtp
SCM:
  Subversion                     1.13.0
  Mercurial                      5.3.1
  Cvs                            1.12.13
  Bazaar                         3.0.2
  Git                            2.25.1
  Filesystem
Redmine plugins:
  accept                         0.0.2
  additionals                    3.0.2
  issue_recurring                1.4
  localizable                    0.4.0
  redmine_checklists             3.1.18
  redmine_contacts               4.3.4
  redmine_contacts_invoices      4.1.8
  redmine_dashboard              2.7.1
  redmine_issues_tree            0.0.14
  redmine_lightbox2              0.5.1
  redmine_logs                   0.2.0
  redmine_mentions               0.0.1
  redmine_tags                   4.0.0
  redmine_theme_changer          0.4.0
  redmine_timelog_timer          2.0.1
  redmine_work_time              0.4.1
```

I am using mail aliases to pipe mail to mailhandler.

Unfortunately it fails when an e-mail contains an emoji/smiley see attached.

In receiving replay form server it initially is reported as possible permission problem:

```
                  The mail system

<support@domain.my>: permission denied. Command output: Request was denied by
    your Redmine server. Possible reasons: email is sent from an invalid email
    address or is missing some information.

Reporting-MTA: dns; domain.my
X-Postfix-Queue-ID: 3521C1760
X-Postfix-Sender: rfc822; my.mail@domain.my
Arrival-Date: Wed, 15 Sep 2021 11:40:37 +0300 (EEST)
```

```
Final-Recipient: rfc822; support@domain.my
Original-Recipient: rfc822;support@domain.my
Action: failed
Status: 5.7.0
Diagnostic-Code: x-unix; Request was denied by your Redmine server. Possible
    reasons: email is sent from an invalid email address or is missing some
    information.
```

but further investigations shows:

> MailHandler: an unexpected error occurred when receiving email: Mysql2::Error: Incorrect string value: '\xF0\x9F\x98\x8A' for column 'description' at row 1: INSERT INTO `issues` (`tracker_id`, `project_id`, `subject`, `description`, `status_id`, `assigned_to_id`, `priority_id`, `author_id`, `created_on`, `updated_on`, `start_date`, `lock_version`) VALUES (3, 6, 'Fwd: Fwd: FW: Forems', 'Ttestam\r\n\r\nItkā sīkums, bet ja to var sakārtot, varbūt ir vērts

Related issues:

Related to Redmine - Defect #30848: Error when creating issue with emoji in d...	**Closed**

History

#1 - 2021-09-22 08:00 - Mischa The Evil

- Related to Defect #30848: Error when creating issue with emoji in description added

#2 - 2021-09-22 08:00 - Mischa The Evil

- Status changed from New to Closed

- Resolution set to Duplicate

This looks similar to #30848, which itself is related to #31921.

Quote from Marius BALTEANU in #34574#note-4:

> The smiley issue is generated by your database configuration, most probably you are using MySQL with a column encoding such as utf8 which can not store 4-Byte unicode characters (such as most emojis or special characters) If that is the case, see #10772.
>
> In Redmine 4.1 we fixed this problem for new fresh installations (#31921), but for existing installations, before making that change, you need to migrate your database. In the mentioned tickets, you can find various links to articles that describe the process. Please be aware that it's a sensitive process and I highly recommend to backup your data before proceeding.

Please reopen if I'm wrong.

Files

email-smiley.png	4.49 KB	2021-09-15	Janeks Kamerovskis