Redmine - Defect #39548

Internal Error reported when Viewing GIT repository

2023-11-15 05:08 - Chris Bailey

Status:	New	**Start date:**	
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	SCM	**Estimated time:**	0.00 hour
Target version:			
Resolution:		**Affected version:**	5.0.2

Description

I am using a locally hosted redmine instance with GIT running on the same box.

In most cases the integration works between Redmine and GIT as expected but I have one repository that cannot be linked. I do not see any obvious difference between the failing repository and the working ones.

The user receives the following output:

> Internal error
>
> An error occurred on the page you were trying to access.
> if you continue to experience problems please contact your Redmine administrator for assistance.
>
> If you are the Redmine administrator, check your log files for details about the error.

My installation information is:

```
Environment:
  Redmine version                5.0.2.stable
  Ruby version                   3.1.2-p20 (2022-04-12) [x86_64-linux]
  Rails version                  6.1.6
  Environment                    production
  Database adapter               Mysql2
  Mailer queue                   ActiveJob::QueueAdapters::AsyncAdapter
  Mailer delivery                smtp
Redmine settings:
  Redmine theme                  Classic
SCM:
  Subversion                     1.14.1
  Mercurial                      5.6.1
  Bazaar                         3.1.0
  Git                            2.30.2
  Filesystem
Redmine plugins:
  redmine_agile                  1.6.5
  redmine_dmsf                   3.0.8
  redmine_more_previews          5.0.7
```

The Repository is Running with GITea which is on GIT version 2.36.4,
Based on the error (shown below) I searched the commit messages / comments for "Mov" and did find an single instance where a comment appears to have an embedded line break which is reported as follows when I do a git log:

> Updated location of various Status bits in the Status message BIT section based on the recent update to the ICD.
> <U+2028>Moved all the input discrete bits to the 3Byte of status message (this previously only held ...

I don't see anything looking like the reported hex values (\xE2\x80\xA8)

the redmine logs show the following when the error occurs:

```
I, [2023-11-08T21:32:29.347197 #1]  INFO -- : Started GET "/projects/b-draft/repository/t3_softwar
e" for 10.1.10.198 at 2023-11-08 21:32:29 +0000
I, [2023-11-08T21:32:29.348562 #1]  INFO -- : Processing by RepositoriesController#show as HTML
I, [2023-11-08T21:32:29.348752 #1]  INFO -- :   Parameters: {"id"=>"b-draft", "repository_id"=>"t3
_software"}
I, [2023-11-08T21:32:29.355799 #1]  INFO -- :   Current user: admin (id=1)
I, [2023-11-08T21:32:29.441451 #1]  INFO -- : Completed 500 Internal Server Error in 92ms (ActiveR
ecord: 16.2ms | Allocations: 25094)
F, [2023-11-08T21:32:29.443825 #1] FATAL -- :
ActiveRecord::StatementInvalid (Mysql2::Error: Incorrect string value: '\xE2\x80\xA8Mov...' for co
lumn 'comments' at row 1):

app/models/repository/git.rb:224:in `save_revision'
app/models/repository/git.rb:212:in `block (2 levels) in save_revisions'
app/models/repository/git.rb:209:in `block in save_revisions'
app/models/repository/git.rb:208:in `each'
app/models/repository/git.rb:208:in `save_revisions'
app/models/repository/git.rb:158:in `fetch_changesets'
app/controllers/repositories_controller.rb:87:in `show'
lib/redmine/sudo_mode.rb:61:in `sudo_mode'
plugins/redmine_dmsf/lib/redmine_dmsf/webdav/custom_middleware.rb:54:in `call'
```

History

#1 - 2023-11-15 09:05 - Go MAEDA

Is the encoding of your My SQL database utf8mb4 or utf8? The error may be due to the encoding not being utf8mb4 or utf8.

#2 - 2023-11-16 00:45 - Chris Bailey

I'm not sure how to determine the encoding of the database, it was created by Redmine when I first set up the system. I did not take any special steps.

Similarly I was looking at GIT documentation and I'm not sure how it determines the encoding of the commit messages, the repository in question is a clone of a bitbucket repository and from my reading I **think** the commit messages encoding is dependent on the encoding of the client used to do each commit.

#3 - 2023-11-16 10:46 - Chris Bailey

I think you are on the right track, I found some posts on how to determine the encoding with the following results:

```
bash-4.2# mysql -uroot -pxxx redmine -e 'SELECT default_character_set_name FROM information_schema.SCHEMATA WH
ERE schema_name = "redmine";'
mysql: [Warning] Using a password on the command line interface can be insecure.
+----------------------------+
| default_character_set_name |
+----------------------------+
| latin1                     |
+----------------------------+
bash-4.2# mysql -uroot -pxxx redmine -e 'show variables like "char%";'
mysql: [Warning] Using a password on the command line interface can be insecure.
+--------------------------+----------------------------+
| Variable_name            | Value                      |
+--------------------------+----------------------------+
| character_set_client     | latin1                     |
| character_set_connection | latin1                     |
| character_set_database   | latin1                     |
| character_set_filesystem | binary                     |
| character_set_results    | latin1                     |
| character_set_server     | latin1                     |
| character_set_system     | utf8                       |
| character_sets_dir       | /usr/share/mysql/charsets/ |
+--------------------------+----------------------------+
```

The next question is how to fix it. I see many very old posts suggesting that this can be fixed by exporting and re-importing the database but nothing recent, Is there a "proper" way to do this?

#4 - 2023-11-21 00:22 - Marius BĂLTEANU

#21398, #31921, #32140 and HowTo_convert_a_database_from_utf8_to_utf8mb4 page contain enough information to help your migrate your database to utf8mb4.

#5 - 2023-11-28 22:17 - Chris Bailey

Thanks for the feedback.

I followed the instructions and I believe the DB is now using utf8mb4:

```
bash-4.2# mysql -uroot -pxxxxxx redmine -e 'SELECT default_character_set_name FROM information_schema.SCHEMATA
 WHERE schema_name = "redmine";'
mysql: [Warning] Using a password on the command line interface can be insecure.
+--------------------------+
| default_character_set_name |
+--------------------------+
| utf8mb4                  |
+--------------------------+

mysql -uroot -pxxxxxxxx redmine -e 'show variables like "char%";'

mysql: [Warning] Using a password on the command line interface can be insecure.
+------------------------+---------------------------+
| Variable_name          | Value                     |
+------------------------+---------------------------+
| character_set_client   | latin1                    |
| character_set_connection | latin1                  |
| character_set_database | utf8mb4                   |
| character_set_filesystem | binary                  |
| character_set_results  | latin1                    |
| character_set_server   | latin1                    |
| character_set_system   | utf8                      |
| character_sets_dir     | /usr/share/mysql/charsets/ |
+------------------------+---------------------------+
```

but I am still getting the exact same error on this one repository.

I have deleted the repository link in the redmine settings repository page and re-addded it just in case it needed to be set up before adding the repository but the results is the same.

#6 - 2023-12-01 01:39 - Chris Bailey

I got it working. In addition to the instructions you provided above, I needed to convert the table using the following command:

ALTER TABLE changesets CONVERT TO CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;

Probably need to convert all the tables but I think this fixed my specific issue.

Thanks for the support.