

## Redmine - Defect #19523

### problem in exporting Arabic text to csv

2015-03-30 11:29 - vijay krishna

|  |           |                          |                   |
|--|-----------|--------------------------|-------------------|
| <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>   | l18n      | <b>Estimated time:</b>   | 0.00 hour         |
| <b>Target version:</b>   |           | <b>Affected version:</b> | 2.6.2             |
| <b>Resolution:</b>   | Duplicate |                          |                   |
| <b>Description</b><br>We have problem in exporting arabic text to excel in csv format using english locale.<br>we have changed "general_csv_encoding: UTF-8" in en.yml config file. Please help on this. |           |                          |                   |
| <b>Related issues:</b>   |           |                          |                   |
| Related to Redmine - Feature #7037: CSV export encoding and excel. UTF-8 and BOM   |           | <b>Closed</b>            | <b>2010-12-03</b> |
| Is duplicate of Redmine - Defect #11116: CSV export encoding problem when iss...   |           | <b>Closed</b>            |                   |

### History

#### #1 - 2015-03-30 12:51 - Toshi MARUYAMA

- Subject changed from problem in exporting Arabic text to csv using english locale to problem in exporting Arabic text to csv

#### #2 - 2015-03-30 12:51 - Toshi MARUYAMA

- Priority changed from Urgent to Normal

#### #3 - 2015-03-30 12:52 - Toshi MARUYAMA

I don't know what Arabic standard code page is.

<http://en.wikipedia.org/wiki/Windows-1256>

#### #4 - 2015-04-01 10:34 - vijay krishna

- File issuesreported.xlsx added

i tried to change the "general\_csv\_encoding: Windows-1256" also, but still same issue.

Checked in my sql db the the arabic text is saving correctly, attaching the document for your reference.

Please help to suggest on this.

#### #5 - 2015-04-01 12:07 - vijay krishna

- File issuesreported.xlsx added

i have created issue #19543 to replicate the issue here in this forum. same problem i am getting while exporting this to csv format. Please help on this.

#### #6 - 2015-04-02 04:15 - vijay krishna

Is this a limitation? can someone respond please.

#### #7 - 2015-04-02 09:48 - Toshi MARUYAMA

<http://stackoverflow.com/a/1502134>

Excel uses the machine-specific ANSI encoding.

It seems you uses English Windows.

In this case you need to set UTF-8 in en.yml

and convert to Arabic encoding.

<https://www.google.co.jp/search?q=excel%20utf-8>

#### #8 - 2015-04-02 09:51 - Toshi MARUYAMA

- Related to Feature #7037: CSV export encoding and excel. UTF-8 and BOM added

**#9 - 2015-04-02 10:43 - Toshi MARUYAMA**

- Category changed from Issues to I18n

Try [#7037#note-11](#) patch.

**#10 - 2015-04-02 12:06 - Toshi MARUYAMA**

Toshi MARUYAMA wrote:

It seems you uses English Windows.  
In this case you need to set UTF-8 in en.yml  
and convert to Arabic encoding.

Sorry, it is wrong.  
There is no easy way.  
Try [#7037#note-12](#) patch.

**#11 - 2015-04-02 12:27 - Toshi MARUYAMA**

Toshi MARUYAMA wrote:

Toshi MARUYAMA wrote:

It seems you uses English Windows.  
In this case you need to set UTF-8 in en.yml  
and convert to Arabic encoding.

Sorry, it is wrong.  
There is no easy way.

Try this.  
<http://stackoverflow.com/a/11249968>

**#12 - 2015-04-06 11:47 - vijay krishna**

- File Issues.xlsx added

Getting below error while trying to install the "redmine\_csv\_with\_bom-master" plugin. please see attached for reference.

**#13 - 2015-04-06 11:47 - vijay krishna**

```
D:\redmine-2.5.1>rake redmine:plugins:migrate RAILS_ENV=production
rake aborted!
NameError: undefined method `issues_to_csv' for module `IssuesHelper'
D:/redmine-2.5.1/plugins/redmine_csv_with_bom-master/init.rb:4:in `block in <top
(required)>'
D:/redmine-2.5.1/plugins/redmine_csv_with_bom-master/init.rb:3:in `module_eval'
D:/redmine-2.5.1/plugins/redmine_csv_with_bom-master/init.rb:3:in `<top (require
d)>'
D:/redmine-2.5.1/lib/redmine/plugin.rb:150:in `block in load'
D:/redmine-2.5.1/lib/redmine/plugin.rb:141:in `each'
D:/redmine-2.5.1/lib/redmine/plugin.rb:141:in `load'
D:/redmine-2.5.1/config/initializers/30-redmine.rb:19:in `<top (required)>'
D:/redmine-2.5.1/config/environment.rb:14:in `<top (required)>'
Tasks: TOP => redmine:plugins:migrate => environment
(See full trace by running task with --trace)
```

**#14 - 2015-04-18 05:39 - Toshi MARUYAMA**

- Status changed from New to Closed  
- Resolution set to Duplicate

Duplicate of [#11116](#).

**#15 - 2015-04-18 05:40 - Toshi MARUYAMA**

- Is duplicate of Defect #11116: CSV export encoding problem when issues and interface languages are not equal added

Files

|                     |         |            |               |
|---------------------|---------|------------|---------------|
| issues.xlsx         | 36.2 KB | 2015-03-30 | vijay krishna |
| en.yml              | 48 KB   | 2015-03-30 | vijay krishna |
| issuesreported.xlsx | 144 KB  | 2015-04-01 | vijay krishna |
| issuesreported.xlsx | 155 KB  | 2015-04-01 | vijay krishna |
| Issues.xlsx         | 29.2 KB | 2015-04-06 | vijay krishna |