

## Redmine - Defect #25959

### "Smile of the death" problem

2017-05-17 13:17 - Maxim Krušina

<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>	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b>	<b>Affected version:</b> 3.3.1
<b>Resolution:</b> Invalid	
<b>Description</b> Hi, just pasted this string into Ticket description (or comment) and it will crash Redmine: A druhá věc, možná bych ten pruh dole, světle modrou, vyměnil za naší tmavě modrou	
<b>Related issues:</b> Related to Redmine - Feature #31921: Changes to properly support 4 byte chara... <b>Closed</b>	

#### History

##### #1 - 2017-05-17 13:19 - Maxim Krušina

- Affected version changed from 3.2.5 to 3.3.1

Hmm, THIS instance will not crash, but there is no smile. Our instance will crash.

Whole string including smile is here:

[https://docs.google.com/document/d/1lxVicYv\\_DMSgJmqGOeClgY1pbdXqg\\_Nf6jilZoOpug/edit](https://docs.google.com/document/d/1lxVicYv_DMSgJmqGOeClgY1pbdXqg_Nf6jilZoOpug/edit)

##### #2 - 2017-05-17 14:33 - Toshi MARUYAMA

- File 1.png added

- Status changed from New to Closed

- Resolution set to Cant reproduce

✓ Issue #51 created.

## Bug #51

 Edit  Log time

A druhá věc, možná bych ten pruh dole, světle modrou, vyměnil za naší tmavě modrou

Added by Redmine Admin less than a minute ago.

<b>Status:</b> New	<b>Start date:</b> 05/
<b>Priority:</b> Normal	<b>Due date:</b>
<b>Assignee:</b> -	<b>% Done:</b> <div style="width: 0%;"></div>
<b>Target version:</b> -	
<b>cf_issue_text_01:</b> aaaa	<b>cv01:</b>
<b>cf_issue_list_01:</b>	

#### Description

A druhá věc, možná bych ten pruh dole, světle modrou, vyměnil za naší tmavě modrou

##### #3 - 2017-05-17 17:54 - Vasili Korol

I can reproduce the problem. "Internal server error" appears after attempting to create a ticket with the following string in the title and description (copied together with the smiley from the google document in [comment 1](#)):

A druhá věc, možná bych ten pruh dole, světle modrou, vyměnil za naší tmavě modrou

My version of Redmine:

```
Environment:
  Redmine version      3.2.4.stable
  Ruby version         2.0.0-p384 (2014-01-12) [x86_64-linux-gnu]
  Rails version        4.2.7.1
  Environment          production
  Database adapter     Mysql2
SCM:
  Subversion           1.8.8
  Git                  1.9.1
  Filesystem
Redmine plugins:
  advanced_roadmap_v2 2.4.2
```

**#4 - 2017-05-17 18:01 - Marius BĂLTEANU**

The are multiple issue reported on the same subject, please see [#21398](#), [#18866](#) and [#19742](#).

We had the same issue and we fixed it by migrating our Mysql database to utf8mb4. I think that the installation doc from [RedmineInstall](#) could be improved and include this change.

**#5 - 2017-05-17 18:01 - Vasili Korol**

Update: the smiley in my previous comment was first visible, but now it disappeared.

**#6 - 2017-05-17 18:09 - Toshi MARUYAMA**

- File *python.png* added
- Resolution changed from *Cant reproduce* to *Invalid*

This is FAQ.

```
$python
Python 2.7.5 (default, Nov 6 2016, 00:28:07)
[GCC 4.8.5 20150623 (Red Hat 4.8.5-11)] on linux2
Type "help", "copyright", "credits" or "license" for more information.
>>> "😊".decode("UTF-8").encode("UTF-8")
'\xf0\x9f\x98\x8a'
>>> █
```

**#7 - 2017-05-17 18:11 - Toshi MARUYAMA**

- Category *deleted (Issues)*

**#8 - 2019-08-17 18:13 - Marius BĂLTEANU**

- Related to Feature [#31921](#): Changes to properly support 4 byte characters (emoji) when database is MySQL added

**Files**

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1.png	41.7 KB	2017-05-17	Toshi MARUYAMA
python.png	11.4 KB	2017-05-17	Toshi MARUYAMA