

# Redmine - Defect #27361

## Failed when using Emoji

2017-11-02 04:38 - Charles So

|  |           |                          |           |
|--|-----------|--------------------------|-----------|
| <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>   | Database  | <b>Estimated time:</b>   | 0.00 hour |
| <b>Target version:</b>   |           | <b>Affected version:</b> | 3.0.4     |
| <b>Resolution:</b>   | Duplicate |                          |           |
| <b>Description</b>   |           |                          |           |
| Tried to create Issue directly or via email with emoji, reply to forum via email using emoji, and all failed.  |           |                          |           |
| Here is output from Production.log   |           |                          |           |
| ActiveRecord::StatementInvalid (Mysql2::Error: Incorrect string value: '\xF0\x9F\x87xA6\xF0\x9F...' for column 'description' at row 1: INSERT INTO `issues` (`project_id`, `author_id`, `priority_id`, `tracker_id`, `status_id`, `subject`, `description`, `start_date`, `updated_on`, `created_on`, `lock_version`) VALUES (33, 4, 4, 2, 1, 'CCCCC list', '- |           |                          |           |
| <b>Related issues:</b>   |           |                          |           |
| Related to Redmine - Feature #31921: Changes to properly support 4 byte chara...   |           | <b>Closed</b>            |           |
| Is duplicate of Redmine - Defect #24992: MailHandler: an unexpected error occ...   |           | <b>Needs feedback</b>    |           |

### History

#### #1 - 2017-11-02 04:39 - Charles So

The error log above originally contains a few emojis.... and the whole string got cut off immediately at where the 1st emoji is.

#### #2 - 2017-11-02 04:41 - Charles So

- File Screen Shot 2017-11-02 at 11.40.11 AM.jpg added

Here is a screen capture of the Production.log

#### #3 - 2017-11-03 16:05 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Duplicate

Duplicate of [#24992](#).

#### #4 - 2017-11-03 16:05 - Toshi MARUYAMA

- Is duplicate of Defect #24992: MailHandler: an unexpected error occurred when receiving email: invalid byte sequence in UTF-8 added

#### #5 - 2018-04-05 11:39 - Tobias Fischer

[#21398](#)

#### #6 - 2019-07-31 09:53 - Tobias Fischer

Related issue in Git commits: [#24030](#)

#### #7 - 2019-07-31 09:55 - Tobias Fischer

Related with more discussion: [#18866](#) and [#21398](#)

#### #8 - 2019-08-17 18:29 - Marius BĂLTEANU

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

### Files

|   |         |            |            |
|---|---------|------------|------------|
| Screen Shot 2017-11-02 at 11.40.11 AM.jpg | 76.1 KB | 2017-11-02 | Charles So |
|---|---------|------------|------------|