Redmine - Defect #28519

Redmine csv export encoding problem

2018-04-10 09:28 - Aziz Öğütlü

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	I18n		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	3.4.4

Description
We're using Redmine 3.3.0 and we've updated to 3.4.4 version with language Turkish (on locales/tr.yml encoding is ISO-8859-9). When we're using old version, open exported csv issue list has successfully opened with MS Excel (version 2016). But on new version, Turkish characters are corrupted. I also see #11116 issue is similar, but cannot fix on new version. Could you please help on this?

History

#1 - 2018-04-10 11:29 - Go MAEDA

- File issues-3_3.csv added

- File issues-trunk.csv added

- Status changed from New to Needs feedback

I tested with Redmine 3.3 and trunk, but I could not find the difference. LibreOffice can handle both files properly (I didn't test Miscorosft Excel because I don't have it).

Can your Excel open issues-trunk.csv ?

#2 - 2018-04-10 13:52 - Aziz Öğütlü

Yes, we've tested csv files and could open them.
We've had problem on encoding on version 3.3.0 and we're using patch that comments out lib/redmine/export/csv.rb BOM lines. (Also we use patch in new version)
When removed the patch, problem's resolved.

Thank you for your support.

#3 - 2018-04-10 16:34 - Go MAEDA

- Status changed from Needs feedback to Closed

- Resolution set to Invalid

My understanding is that the problem you reported was caused by your custom patch and now the problem was resolved by removing the patch.

I am closing this issue. Thank you for the feedback.

Files

issues-3_3.csv	494 Bytes	2018-04-10	Go MAEDA
issues-trunk.csv	525 Bytes	2018-04-10	Go MAEDA