

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:		Affected version:	5.0.2
Resolution:			

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         ActiveRecord::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\x80xA8)

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_software" 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 (ActiveRecord: 16.2ms | Allocations: 25094)
F, [2023-11-08T21:32:29.443825 #1] FATAL -- : ActiveRecord::StatementInvalid (Mysql2::Error: Incorrect string value: '\xE2\x80\xA8Mov...' for column '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 WHERE 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 -pxxxxxxxxx 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-added 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.