

openSUSE admin - tickets #57530

Redmine cannot handle UTF8 characters in the lastname

2019-09-30 11:25 - dancermak

Status:	Resolved	Start date:	2019-09-30
Priority:	Normal	Due date:	
Assignee:	tuanpembual	% Done:	10%
Category:	Redmine	Estimated time:	0.00 hour
Target version:			

Description

I can only login to progress.opensuse.org when I convert my lastname from "Čermák" to "Cermak", otherwise redmine dies with (<https://paste.opensuse.org/b4d3c7a7>):

Started GET "/login" for 89.12.147.145 at Mon Sep 30 08:52:01 +0000 2019

Processing by AccountController#login as HTML

Current user: anonymous

Completed 500 Internal Server Error in 336.5ms

ActiveRecord::StatementInvalid (Mysql2::Error: Incorrect string value: '\xC4\x8Cerm\xC3...' for column 'lastname' at row 1: UPDATE users SET login = 'dancermak', updated_on = '2019-09-30 08:52:01', lastname = 'Čermák'

WHERE users.type IN ('User', 'AnonymousUser') AND users.id = 33662):

activerecord (3.2.17) lib/active_record/connection_adapters/abstract_mysql_adapter.rb:245:in query'

activerecord (3.2.17) lib/active_record/connection_adapters/abstract_mysql_adapter.rb:245:in execute'

activerecord (3.2.17) lib/active_record/connection_adapters/abstract_adapter.rb:280:in log'

activesupport (3.2.17) lib/active_support/notifications/instrumenter.rb:20:in instrument'

activerecord (3.2.17) lib/active_record/connection_adapters/abstract_adapter.rb:275:in log'

activerecord (3.2.17) lib/active_record/connection_adapters/abstract_mysql_adapter.rb:245:in execute'

activerecord (3.2.17) lib/active_record/connection_adapters/mysql2_adapter.rb:213:in execute'

activerecord (3.2.17) lib/active_record/connection_adapters/mysql2_adapter.rb:240:in exec_update'

activerecord (3.2.17) lib/active_record/connection_adapters/abstract/database_statements.rb:96:in update'

activerecord (3.2.17) lib/active_record/connection_adapters/abstract/query_cache.rb:14:in update'

activerecord (3.2.17) lib/active_record/persistence.rb:359:in update'

activerecord (3.2.17) lib/active_record/locking/optimistic.rb:68:in update'

activerecord (3.2.17) lib/active_record/attribute_methods/dirty.rb:74:in update'

activerecord (3.2.17) lib/active_record/timestamp.rb:71:in update'

activerecord (3.2.17) lib/active_record/callbacks.rb:272:in update'

activesupport (3.2.17) lib/active_support/callbacks.rb:403:in run564565134update4callbacks'

activesupport (3.2.17) lib/active_support/callbacks.rb:405:in send'

activesupport (3.2.17) lib/active_support/callbacks.rb:405:in run_callback'

activesupport (3.2.17) lib/active_support/callbacks.rb:385:in `_run_update_callbacks'

History

#1 - 2019-09-30 11:38 - okurz

- Private changed from Yes to No

#2 - 2019-09-30 11:38 - okurz

Looks like a codeset or encoding problem.

The general mysql encoding settings should be fine:

```
mysql> show variables like 'char%';
```

Variable_name	Value
character_set_client	utf8
character_set_connection	utf8
character_set_database	utf8mb4
character_set_filesystem	binary
character_set_results	utf8
character_set_server	utf8mb4
character_set_system	utf8
character_sets_dir	/usr/share/mariadb/charsets/

```
+-----+-----+
8 rows in set (0.01 sec)
```

however the one from the progress database might be the problem:

```
mysql> show variables like 'char%';
+-----+-----+
| Variable_name          | Value          |
+-----+-----+
| character_set_client   | utf8           |
| character_set_connection | utf8           |
| character_set_database | utf8           |
| character_set_filesystem | binary         |
| character_set_results  | utf8           |
| character_set_server   | utf8mb4        |
| character_set_system   | utf8           |
| character_sets_dir     | /usr/share/mariadb/charsets/ |
+-----+-----+
8 rows in set (0.01 sec)
```

so character_set_database is *not* set to utf8mb4. <https://stackoverflow.com/a/34854453> might be the answer or <https://www.redmine.org/issues/10772#note-7> . Potentially also the database is too old itself? See <https://www.redmine.org/issues/21398#note-12>

so what are the opinions of the other heroes?

#3 - 2019-11-21 10:44 - dancermak

Any updates on this?

#4 - 2019-12-04 18:13 - Irupp

- Status changed from New to Workable

- Assignee set to tuanpembual

I think we should check, if the new system has this problem as well...

Assigning to our current Redmine hero!

#5 - 2019-12-05 04:05 - tuanpembual

Thank you. I will try reproduce this scenario.

#6 - 2019-12-05 04:41 - tuanpembual

Hi,

I have checked on new progress (redmine 3.4.12.stable).

This issue still happen. I try to change my last name in my account to use "Čermák" and Redmine show 500 error code.

I do some alter sql query.

```
ALTER DATABASE redmine_default CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;
ALTER TABLE users CONVERT TO CHARACTER SET utf8mb4 COLLATE utf8mb4_unicode_ci;
```

add set encode on database.yml.

production:

encoding: utf8mb4

Restart redmine.

And it is working now.

Estu~

#7 - 2019-12-05 08:54 - dancermak

Unfortunately it is still broken for me. I just changed my last name to 'Čermák' and now I cannot login to progress anymore. Changing the name back to 'Cermak' doesn't solve the issue.

#8 - 2019-12-05 09:45 - tuanpembual

Hi Dancermak,

Sorry, we have missing understanding.

New progress redmine not yet on production use, still using dummy url. and I only fixed on new progress. So you still get error 500.

About new progress redmine, I hope it can release as soon as possible.

#9 - 2019-12-05 10:03 - dancermak

admin@opensuse.org writes:

[openSUSE Tracker]
Issue [#57530](#) has been updated by tuanpembual.

Hi Dancermak,

Sorry, we have missing understanding.
New progress redmine not yet on production use, still using dummy url. and I only fixed on new progress. So you still get error 500.

No need to apologize, I should have read your message properly ;-).

About new progress redmine, I hope it can release as soon as possible.

Looking forward to that! But no need to hurry, this is really just a minor inconvenience for me.

#10 - 2020-01-12 19:02 - lrupp

- % Done changed from 0 to 10

JFYI: I upgraded/converted the database already. As utf8 is a subset of utf8mb4, this should not harm. But the changes in Redmine's productive config need a newer Ruby mysql client - otherwise the server fails with: "Character set 'utf8mb4' is not a compiled character set and is not specified in the '/usr/share/mysql/charsets/Index.xml' file".

So: the sooner we migrate to the new Redmine instance, the better :-)

#11 - 2020-04-16 19:02 - tuanpembual

Hi,

We done migrate to new redmine. Can you re-check this issue again?
Thank you

#12 - 2020-04-17 08:06 - dancermak

tuanpembual wrote:

Hi,

We done migrate to new redmine. Can you re-check this issue again?
Thank you

It appears to be working correctly, thank you!

#13 - 2020-04-20 06:19 - tuanpembual

- Status changed from Workable to Resolved