

## Phorum Support Forums / 5.2 Phorum Support

Text with special char (accents) is lost in admin, but fine in messages

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cactux / September 07, 2017 04:44PM

[Text with special char \(accents\) is lost in admin, but fine in messages](#)

Hi,

Using Phorum 5.2.20, I have a strange thing since a few days on my server:

In the admin area / Manage forums, the "forum description" is loading empty if it contains special characters such as é, è or à (letters with accent).

Description loads fine if there are no special chars.

In the forum itself, messages are fine: subject or text can contain accentuated chars, it works.

I have no clue on how to investigate this problem. I searched with keywords such as "textarea load empty if accents" or "lost accents in php form", etc.

But I could not find anything.

I'll try upgrading to 5.2.23, but meanwhile I welcome any hint or lead on how to investigate this issue.

Thanks for your help :)

Cactus : [[www.cactuspro.com](http://www.cactuspro.com)]

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cactux / September 12, 2017 08:25AM

[Re: Text with special char \(accents\) is lost in admin, but fine in messages](#)

Hello,

I upgraded Phorum to the latest version (5.2.23), and I still have the same problem.

In case it could help: PHP version on the server is 5.5.36, and in phpinfo I see default\_charset = "no value" for both "Local Value" and "Master Value".

Any idea of what could be the origin of the problem? I am now completely stuck. Thanks for your help :)

Cactus : [[www.cactuspro.com](http://www.cactuspro.com)]

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Scott Finegan / September 12, 2017 10:58AM

[Re: Text with special char \(accents\) is lost in admin, but fine in messages](#)

What changed on your server when the problem began?

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cactux / September 12, 2017 11:56AM

[Re: Text with special char \(accents\) is lost in admin, but fine in messages](#)

Quote

**Scott Finegan**

What changed on your server when the problem began?

Good question, if only I knew :)

Unfortunately, I don't know what changed exactly. There are some regular updates, especially for security reasons, such as the Linux kernel. But I do not have the detail.

Cactus : [[www.cactuspro.com](http://www.cactuspro.com)]

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Scott Finegan / September 12, 2017 01:39PM

[Re: Text with special char \(accents\) is lost in admin, but fine in messages](#)

I am confused that the issue is only in the admin.

Clear the cache and check the forum again, including a new post with accents.

You should contact your host, and ask what, if anything, was updated or changed.

Ask for copies of the php config from the previous working setup, and the new setup.

Also check if you can have your own php.ini , and what is enabled/allowed in it. (default character set)

If php was upgraded, check if the default character set was changed to empty. php.net

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cactux / November 03, 2017 10:33AM

[Re: Text with special char \(accents\) is lost in admin, but fine in messages](#)

Hello,

I found the problem!

Several mbstring variables were not correct: they were set to values like Japanese, SJIS, EUC-JP, etc.

Once corrected, everything works fine.

Thank you all for your help :)

Cactus : [[www.cactuspro.com](http://www.cactuspro.com)]

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