

Error opening language pack (incorrect string value)

If you get an error like this when opening the language pack, it is indicating that your database, database tables (particularly `mdl_tool_customlang`) or your `config.php` is not using an `utf8mb4` collation. For example `utf8mb4_general_ci`.

```
Debug info: Incorrect string value: '\xF0\x9F\x91\x8B' for column 'original' at row 1INSERT INTO
mdl_tool_customlang
(lang,componentid,stringid,original,master,timemodified,outdated,local,timecustomized)
VALUES(?,?,?,?,?,?,?,?,?)
-- line 1408 of /lib/dml/mysql_native_moodle_database.php: call to
mysql_native_moodle_database->insert_record_raw()
[array (
  0 => 'en',
  1 => '1',
  2 => 'welcomeback',
  3 => 'Welcome back, {$a->firstname}! ☹',
  4 => 'Welcome back, {$a->firstname}! ☹',
  5 => 1685932707,
  6 => 0,
  7 => NULL,
  8 => NULL,
)]
Error code: dmlwriteexception
```

You can fix the database tables using the tool (e.g.):

```
admin/cli/ php admin/cli/mysql_collation.php --collation=utf8mb4_general_ci
```

Don't forget to also set your database to the correct collation.

Finally, you need to check what you have set in `config.php` as well e.g.

```
$CFG->dboptions = array (  
    'dbpersist' => 0,  
    'dbport' => '',  
    'dbsocket' => '',  
    'dbcollation' => 'utf8mb4_general_ci',  
);
```

If the `config.php` file is still using something like `utf8` you'll need to update it **AND** clear the cache. For this to take effect.

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