

Redmine - Defect #10929

Parsing incoming e-mails from users with Outlook

2012-05-15 16:47 - Jeroen Voortman

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Cant reproduce		

Description

In our Redmine users are allowed to create and respond to issues by e-mail. It appears that when our users use Outlook to respond to issues, the parsing of the e-mail fails. It falls back to pure plain text and doesn't even break the parsing at the point which I've set in the administration.

This forces us to re-add all replies the users using Outlook make by hand

History

#1 - 2012-05-15 17:30 - Etienne Massip

- Category set to *Email receiving*

This requires more details (see [\[\[SubmittingBugs\]\]](#)) and if you can, an example would be very useful (including email headers ?).

#2 - 2013-04-30 10:36 - Jean-Baptiste Barth

- Status changed from *New* to *Closed*
- Priority changed from *High* to *Normal*
- Resolution set to *Cant reproduce*

No details provided, I close the issue, please reopen if you have more informations.

#3 - 2013-12-18 01:05 - Jason E

this issue seems to be related to #13209 and is a problem for us.

Using redmine 2.3.3 stable, submitting a html email from outlook results in a mess of unformatted text being dumped into redmine, making the feature unusable.

#4 - 2014-06-11 15:21 - simon butcher

This seems to apply to Outlook 2011 for Mac, not the windows version. Hence possibly why Jean_Baptiste could not reproduce.

Outlook is inserting the following within `<div><style/> </style>` tags which redmine is treating as plain text, and it gets added to the issue above the truncation line:

```
body {  
font-family: Verdana, sans-serif;  
font-size: 0.8em;  
color:#484848;
```

```
}
h1, h2, h3 { font-family: "Trebuchet MS", Verdana, sans-serif; margin: 0px; }
h1 { font-size: 1.2em; }
h2, h3 { font-size: 1.1em; }
a, a:link, a:visited { color: #2A5685;}
a:hover, a:active { color: #c61a1a; }
a.wiki-anchor { display: none; }
fieldset.attachments {border-width: 1px 0 0 0;}
hr {
width: 100%;
height: 1px;
background: #ccc;
border: 0;
}
span.footer {
font-size: 0.8em;
font-style: italic;
}
```

#6 - 2014-06-11 16:35 - Toshi MARUYAMA

simon butcher wrote:

| ...

Please try #16962 patch.