

Redmine - Defect #15308

Ticket subject and text cutting when receiving from E-mail

2013-11-09 09:19 - Andrey Krot

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	
<p>After updating from 1.4 to 2.3.0 version, I have got a problem with e-mail processing. Very often the subject of ticket, created from e-mail, was cut for 25 or 50 chars. Sometimes the text of ticket cut to 395 chars. We are using Excnage 2010, and Russian chars. Early it was a problem with attachments, named in Russina with spaces. Tickets creatde missing this attachments. But now it's a big problem, because we had to communicate with user and ask about lost info.</p> <p>Redmine installed on CentOS, Emails reciving by pop3 protocol in cron task.</p>	
Related issues:	
Related to Redmine - Defect # 16859: rdm-mailhandler: subject corruption	Closed

History

#1 - 2013-11-12 02:39 - Andrey Krot

This problem has been solved after changing e-mail protocol from pop3 to imap.
Now, issues text and subject does not cut.
But pop3 proto has problem.

#2 - 2015-01-16 11:15 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Mail subject has #16859 problem.
I don't know mail body problem.

#3 - 2015-01-16 11:16 - Toshi MARUYAMA

- Related to Defect #16859: rdm-mailhandler: subject corruption added

#4 - 2019-02-10 03:30 - Go MAEDA

- Status changed from Needs feedback to Closed
- Resolution set to Cant reproduce

Probably the problem never occurs in the recent versions of Redmine if it is the same with #16859.