

## Redmine - Patch #17705

### MailHandler should ignore bogus issue strings [some-string#1234] in subject

2014-08-18 09:36 - Felix Schäfer

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Felix Schäfer	<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	2.6.1		

#### Description

Currently the mail handler will try to parse anything that remotely resembles square brackets containing a hash followed by a number, whatever else happens to be in front of the hash in the brackets. This leads the mail handler to try to parse things like:

```
[12345678901234567890#1234]
```

and

```
[some-string#1234]
```

used by other systems.

The proposed patch Requires the hash to be either preceded by the opening bracket [ or a space.

#### Associated revisions

##### Revision 13593 - 2014-11-14 21:43 - Jean-Philippe Lang

Ignore bogus issue strings like [some-string#1234] in email subjects (#17705).

##### Revision 13634 - 2014-11-22 11:42 - Jean-Philippe Lang

Merged r13593 (#17705).

#### History

##### #1 - 2014-09-12 07:10 - Jean-Baptiste Barth

No problem merging that as long as it has some more tests for failing strings we introduce... and for good ones too, as I can't find tests in `test/unit/mail_handler_test.rb`. Maybe it's time to refactor the logic in `MailHandler#dispatch` too. Felix: can you handle that ? Thanks!

##### #2 - 2014-09-12 09:55 - Felix Schäfer

Jean-Baptiste Barth wrote:

```
| No problem merging that as long as it has some more tests for failing strings we introduce... and for good ones too, as I can't find tests in  
| test/unit/mail_handler_test.rb.
```

Sure, can you assign it back to me so that I can remember it? Thanks :-)

```
| Maybe it's time to refactor the logic in MailHandler#dispatch too.
```

I'll see about that, but I guess it's out of scope for this ticket.

**#3 - 2014-09-12 16:02 - Jean-Baptiste Barth**

- Assignee set to Felix Schäfer

Here we go!

**#4 - 2014-09-25 19:30 - Felix Schäfer**

Jean-Baptiste, there's already tests for good strings of sorts with the test that try to import emails and make sure they've been imported correctly. I fear the best I can do would be to provide 1 or 2 examples of incoming emails that should fail, or even with bad and good strings pointing to different issues.

**#5 - 2014-09-25 19:53 - Felix Schäfer**

- File *better\_incoming\_email\_issue\_id\_recognition\_with\_tests.patch* added

Here's a patch with 2 test-emails containing subjects with strings we don't want to match anymore pointing to the wrong issue and strings we want to match pointing to the right one.

**#6 - 2014-11-14 20:33 - Frank Paaske**

Is this planned to be included in a release soon? I think this would make the email integration with OTRS much simpler!

**#7 - 2014-11-14 21:43 - Jean-Philippe Lang**

- Subject changed from *Improve incoming email issue subject recognition to MailHandler should ignore bogus issue strings [some-string#1234]* in subject

- Status changed from *New* to *Resolved*

- Target version set to *2.6.1*

Fix committed in r13593 with tests edited, thanks.

**#8 - 2014-11-22 11:43 - Jean-Philippe Lang**

- Status changed from *Resolved* to *Closed*

Merged.

**Files**

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<i>better_incoming_email_issue_id_recognition.patch</i>	489 Bytes	2014-08-18	Felix Schäfer
<i>better_incoming_email_issue_id_recognition_with_tests.patch</i>	5.91 KB	2014-09-25	Felix Schäfer