

Redmine - Defect #19576

Ticket subject.strip in recent version not in an old one

2015-04-09 09:03 - Shigeru Wakita

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	2.6.3
Resolution:	Duplicate		
Description			
Hi,			
I finally upgraded Redmine from 1.3.1 to 2.6.3 and found one problem; this did not happen at an old version [1.3.1] but happens recent one [2.6.3].			
RedmineReceivingEmails works fine as long as the subject is short. However, the problem is subject.strip works occasionally (not always), if the subject gets longer and/or contains both English and Japanese characters. (This might be similar one to #18170 .)			
I could avoid this editing app/models/mail_handler.rb using this methods , but doing this at every upgrade time is annoying.			
Followings are excerption of mail_handler.rb of each versions around issue.subject.			
<ul style="list-style-type: none">• Redmine 1.3.1 + Ruby 1.8.7 + Rails 3.2.8 [Problem NOT happened]			
<pre>issue.subject = email.subject.to_s.chomp[0,255]</pre>			
<ul style="list-style-type: none">• Redmine 2.6.3 + Ruby 2.1.5 + Rails 3.2.21 [Problem happens]			
<pre>issue.subject = cleaned_up_subject</pre>			
<pre>def cleaned_up_subject subject = email.subject.to_s subject.strip[0,255] end</pre>			
NOTE: changing from strip to chomp could not solve the problem			
I would like to clarify why this happens in resent version [2.6.1] but not in old one [1.3.1], and hope this will be fixed in up-coming version.			
If I misunderstood anything, please tell me.			
Thanks in advance.			
Related issues:			
Is duplicate of Redmine - Defect #16859: rdm-mailhandler: subject corruption		Closed	

History

#1 - 2015-04-11 08:12 - Jean-Philippe Lang

- Status changed from New to Needs feedback

Sorry, I don't get what the actual problem is. Could you provide an exemple or maybe a patch that includes a test?

#2 - 2015-04-13 04:57 - Shigeru Wakita

I would like to create a new issue with a subject as shown as it is in the email, but it occasionally fails.

Examples of such cases. Subject of the issue are not same as in email and ends unexpectedly.

Subject of the email sent to redmine	□□□□□□□□□□□□□□□□[□□][A1111111B]	ABC Defghi Jklmnopqrstuv □□□□□□□□□□□□□□□□
Subject of the issue receiving email	□□□□□□□□□□□□□□□□[□□][A1111111]	ABC Defghi Jklmnopqrstuv □□□□□□□□□□

ref. <https://groups.google.com/forum/#!topic/redmine-users-ja/tV-aHSTHYtE>

#3 - 2015-05-07 10:23 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed
- Resolution set to Duplicate

Duplicate of [#16859](#).

"ABC Defghi Jklmnopqrstuv □□□□□□□□□□□□□□□□" is less than 255 on both of Ruby 1.8 and 1.9.
I think it is mail gem bug.

#4 - 2015-05-07 10:23 - Toshi MARUYAMA

- Is duplicate of Defect #16859: rdm-mailhandler: subject corruption added