

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.

- Redmine 1.3.1 + Ruby 1.8.7 + Rails 3.2.8 [Problem NOT happened]

```
issue.subject = email.subject.to_s.chomp[0,255]
```

- Redmine 2.6.3 + Ruby 2.1.5 + Rails 3.2.21 [Problem happens]

```
issue.subject = cleaned_up_subject

def cleaned_up_subject
  subject = email.subject.to_s
  subject.strip[0,255]
end
```

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.

