

Redmine - Defect #22000

Recieve email not working to create issues

2016-02-10 08:21 - ashwanth rao

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	3.0.0
Resolution:			
Description			
Receive email working only for existing tickets, but unable to create new issues check below the rake trace settings			
<pre>sudo su -c "sudo rake /usr/local/bin/rake redmine:email:receive_imap RAILS_ENV='production' host=servername port=993 ssl=true username=*****@*****.com password=***** unknown_user=accept no_permission_check=1 project=asw tracker=bug,feature,support status=new priority=normal allow_override=project,tracker,status,priority,category,assigned_to,fixed_version,start_date,due_date,estimated_hours,done_ratio --trace"</pre>			
<ul style="list-style-type: none">• Invoke /usr/local/bin/rake (first_time, not_needed)• Invoke redmine:email:receive_imap (first_time)• Invoke environment (first_time)• Execute environment• Execute redmine:email:receive_imap			
Environment:			
Redmine version	3.0.0.stable		
Ruby version	1.9.3-p286 (2012-10-12) [x86_64-linux]		
Rails version	4.2.0		
Environment	production		
Database adapter	Mysql2		

History

#1 - 2016-02-10 09:03 - Toshi MARUYAMA

- Status changed from New to Closed

Please use forum for question.
Your Ruby and Redmine are too old.

#2 - 2016-02-10 10:38 - ashwanth rao

- Status changed from Closed to Reopened

I am using ubuntu 12.04 LTS. i cannot update the ruby further.

#3 - 2016-02-10 11:09 - Toshi MARUYAMA

- Status changed from Reopened to Closed

There are many documents of manual Ruby installation.