

## Redmine - Defect #2316

### Problem tags with email issues.

2008-12-11 21:18 - Marcello Henrique

<b>Status:</b>	Closed	<b>Start date:</b>	2008-12-11
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Jean-Philippe Lang	<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Fixed		
<b>Description</b>			
<p>I have problem with create issues over email, Priority, Tracker, Category don't work! I think problem is filter tags, I'm using:</p> <p>Project: teste Subject: Suporte ao usuário Priority: Urgente Status: Novo Tracker: Suporte Category: engenharia</p> <p>Any sugestions?</p> <p>Database: mysql-client-5.0, 5.0.32-7etch8 Language: ruby, 1.8.2-1 Framework: rails, 2.1.2 SCM: svn, version 1.4.2 (r22196)</p> <pre>\$ ruby script/about About your application's environment Ruby version      1.8.5 (x86_64-linux) RubyGems version  1.3.1 Rails version     2.1.2 Active Record version  2.1.2 Action Pack version  2.1.2 Active Resource version 2.1.2 Action Mailer version 2.1.2 Active Support version 2.1.2 Application root   /home/redmine/redmine-0.8 Environment        development Database adapter   mysql</pre>			

### History

#### #1 - 2008-12-12 21:09 - Marcello Henrique

And Redmine 0.8.0.stable.1611

#### #2 - 2008-12-14 16:57 - Jean-Philippe Lang

Please describe how you receive the email in Redmine.

### #3 - 2008-12-15 20:59 - Marcello Henrique

Jean-Philippe Lang wrote:

| Please describe how you receive the email in Redmine.

Using [RedmineReceivingEmails](#) my config in postfix (/etc/alias) is:

```
redmine: "|/home/redmine/redmine-0.8/extra/mail_handler/rdm-mailhandler.rb -v --url http://redmine.cercomp.ufg.br --key keygenerate**"
```

keygenerate\* => Go to Application settings -> Incoming emails, check Enable WS for incoming emails and enter or generate a secret key.

You need some more information?

### #4 - 2008-12-15 21:13 - Jean-Philippe Lang

- Status changed from New to Closed

- Resolution set to Invalid

The doc says:

```
-o, --allow-override=ATTRS    allow email content to override attributes
                             specified by previous options
                             ATTRS is a comma separated list of attributes
```

So you need to add --allow\_override=tracker,priority,category option.

### #5 - 2008-12-15 22:01 - Marcello Henrique

Ok, use now:

```
redmine: "|/home/redmine/redmine-0.8/extra/mail_handler/rdm-mailhandler.rb -v --url http://redmine.cercomp.ufg.br
--allow-override=Tracker,Category,Priority --key ****"
```

and my email:

Project: teste

Subject: Criando Ticket via email.

Status: Novo

Tracker: Suporte

Priority: Alto

Category: Projeto

Description: Teste criando ticket via email. :-)

But don't work, work only Status: Novo.

### #6 - 2008-12-16 20:58 - Marcello Henrique

- Status changed from Closed to Reopened

**#7 - 2008-12-16 22:05 - Jean-Philippe Lang**

Please, make it a bit easier for me to see what is going wrong

I can't solve this problem if I'm not able to reproduce it.

| *And Redmine 0.8.0.stable.1611*

0.8 doesn't exist at r1611

| *Project: teste*

| *Status: Novo*

| *Tracker: Suporte*

| *Priority: Alto*

| *Category: Projeto*

Should I guess that you have a tracker named "Suporte", a priority named "Alto" and so on...?

And what is this list? the email body?

| *But don't work, work only Status: Novo.*

What does "don't work" mean exactly? issue is not created?

**#8 - 2008-12-16 22:42 - Marcello Henrique**

Jean-Philippe Lang wrote:

| *Please, make it a bit easier for me to see what is going wrong*

| *I can't solve this problem if I'm not able to reproduce it.*

| *And Redmine 0.8.0.stable.1611*

| *0.8 doesn't exist at r1611*

I updated Redmine 0.8.0.stable.2132 (MySQL)

| *Project: teste*

| *Status: Novo*

| *Tracker: Suporte*

| *Priority: Alto*

| *Category: Projeto*

| *Should I guess that you have a tracker named "Suporte", a priority named "Alto" and so on...?*

| *And what is this list? the email body?*

I have:

```
mysql> select * from trackers;
```

2022-08-20

id	name	is_in_chlog	position	is_in_roadmap
1	Problema	1	1	0
2	Implementação	1	2	1
3	Suporte	0	3	0

*But don't work, work only Status: Novo.*

*What does "don't work" mean exactly? issue is not created?*

Issue is create but don't replace (or set) Tracker, Priority and Category.

Sorry, my bad information, have patience with me.

#### #9 - 2009-03-17 11:28 - karthikeyan rangaswamy

I am using This functionality issue creation By Email.

I am Passing the following text in the email body

```
project:myprojectname
status:mystatusname
tracker:mytrackername
priority:mypriorityname
```

I am executing the following rake task

```
rake redmine:email:receive_imap RAILS_ENV="production" host=myhostname port=myportnumber ssl=1 username=myemailaddress
password=mypassword project=charityportal1 tracker=Tasks status=Open Priority=Critical allow_override=project,status,tracker,priority
```

The Issue is getting created on the following project with the values i have passed

But The Problem is that the whole email body is getting stored as email description

So What i mean to say is I dont want status,project,tracker,priority parameters to be stored as issue description.only the other things needs to stored as issue description

So My question is how can i filter all those things and store the issue description alone

#### #10 - 2009-03-27 21:22 - James Holle

karthikeyan rangaswamy wrote:

*So My question is how can i filter all those things and store the issue description alone*

Bump.

I would also like to be able to specify the "Description" attribute instead of the whole email getting dumped into it. Plus, I wish I could populate other issue attributes like "Start" or "Due Date" from the creation email.

**#11 - 2009-11-28 13:20 - Jean-Philippe Lang**

- *Category changed from Email notifications to Email receiving*

**#12 - 2010-02-11 20:38 - Jean-Philippe Lang**

- *Status changed from Reopened to Closed*

- *Resolution changed from Invalid to Fixed*

Keywords are now filtered and should not appear in issue description.

**#13 - 2011-08-17 12:12 - Nourdine Nourdine**

- *File Screenshot.png added*

- *Status changed from Closed to Reopened*

- *Assignee set to Jean-Philippe Lang*

I have tested the email receiving but priority and tracker i found it on description fields:

Project: test

Tracker: Bug

Status: New

Priority: Urgent

Assignee: nourdine nourdine

Start date: 2011-08-18

Due date: 2011-08-18

Estimated time: 1

% Done : 50

test: This my Custom Test

**#14 - 2013-09-01 23:44 - Jan Niggemann (redmine.org team member)**

- *Status changed from Reopened to Closed*

Registered on: 2011-08-16

Last connection: 2011-08-16

Last reporter never logged in again, closing

**#15 - 2015-04-28 08:19 - Charles So**

I'm on Redmine 3.0.1.

I too am seeing tracker and priority not being updated after Redmine server received the email.

The server will update Status and Assignee.

MTA has ...unknown\_user=ignore allow\_override=tracker,priority,status,assignee in aliases.

Nothing in production.log

**#16 - 2015-04-28 08:53 - Toshi MARUYAMA**

You should use user language or default language.  
source:tags/3.0.2/app/models/mail\_handler.rb#L336

**Files**

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Screenshot.png	112 KB	2011-08-17	Nourdine Nourdine
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