

Redmine - Patch #2406

In email notification, send a email with sender as author

2008-12-29 06:19 - Kihyun Yun

Status: Closed	Start date:
Priority: Normal	Due date:
Assignee:	% Done: 0%
Category: Email notifications	Estimated time: 0.00 hour
Target version:	
Description	
<p>When notification email is generated, I want to fill email sender with the author of issue, document, attachment. In my environment, tons of email message is delivered in a day. If this feature is implemented, I can filter email messages without reading who generate changes. It makes communication more effective.</p> <p>It is possible for users who received notification emails to define their own email message filters using "X-Redmine-XXX" headers. That is, there is no need the sender must be redmine@yourdomain.com.</p> <p>In attached patch, I implemented what i want, which are also tested successfully. Document object does not have any author attribute. So I implemented it with attachment object.</p>	
Related issues:	
Related to Redmine - Feature # 241: Mailer sender is set as event initiator	Closed
Related to Redmine - Patch # 247: Notification mail sender is the author and ...	New
Related to Redmine - Feature # 5913: Authors name in from address of email n...	Closed 2010-07-20

History

#1 - 2008-12-29 06:22 - Kihyun Yun

Sorry, this is not a defect but a new feature.

#2 - 2008-12-29 13:32 - Jean-Philippe Lang

- Tracker changed from Defect to Patch

#3 - 2008-12-29 21:03 - Eric Davis

If this is applied, emails sent from Redmine should have the Reply-To field set to the "redmine@domain.com" setting. Otherwise this would really break the [[RedmineReceivingEmails| Email Receiving]] on several systems.

Assume email is sent from "redmine@domain.com" and that as an actual email inbox with [[RedmineReceivingEmails| Email Receiving]] setup.

1. User A updates an issue
2. Users B and C get the email update
3. User B replies to the email. Since "redmine@domain.com" was the sender, that would be the recipient of the email
4. Redmine receives the email and adds an issue note from User B
5. Users A and C get the email update

Overriding "To:" would break this process at step 3, requiring User B to manually change the email recipient.

#4 - 2009-01-05 04:23 - Kihyun Yun

Eric Davis wrote:

If this is applied, emails sent from Redmine should have the Reply-To field set to the "redmine@domain.com" setting. Otherwise this would really break the `[[RedmineReceivingEmails| Email Receiving]]` on several systems.

Assume email is sent from "redmine@domain.com" and that as an actual email inbox with `[[RedmineReceivingEmails| Email Receiving]]` setup.

- 1. User A updates an issue*
- 2. Users B and C get the email update*
- 3. User B replies to the email. Since "redmine@domain.com" was the sender, that would be the recipient of the email*
- 4. Redmine receives the email and adds an issue note from User B*
- 5. Users A and C get the email update*

Overriding "To:" would break this process at step 3, requiring User B to manually change the email recipient.

Okay.

It is what I didn't care of. As you mentioned about it, "Reply-To:" header should be redmine@domain.com only for `[[RedmineReceivingEmails| Email Receiving]]` enabled systems.

#5 - 2009-01-20 07:39 - youngseok yi

Eric Davis wrote:

If this is applied, emails sent from Redmine should have the Reply-To field set to the "redmine@domain.com" setting. Otherwise this would really break the `[[RedmineReceivingEmails| Email Receiving]]` on several systems.

What if the mail from redmine composed as follows.

- **From** : Author of the issue or note
- **Reply-To** : e-mail for `[[RedmineReceivingEmails| Email Receiving]]`

The notified person can send comment by using 'Reply' of e-mail client.

Most of e-mail client will use Reply-To address to send reply and, it will not include From or CC from original e-mail (this process will not cause duplicate notification)

I think the email with sender as author and reply-to as receiving e-mail will be more clear in most cases. and it will not break the process.

#6 - 2009-05-14 12:43 - youngseok yi

ActionMailer seems to support **reply_to** (I've checked v2.2.2)

How about to consider this?

setting for administrator could be used also.

- **From** as issue.author.mail, **Reply-To** as Setting.mail_from
- **From** as Setting.mail_from, **Reply-To** as Setting.mail_from

p.s.

In the patch attached, is it possible to make from as e-mail address with name.

"Order Watcher <watcher@example.com>"

#7 - 2010-03-26 10:00 - Gareth Sylvester-Bradley

We have just migrated to Redmine from the data jail that was Savane and I have to say that this feature is one of the very few things that I miss. Like the OP, I'd like e-mail notifications that I receive about new issues, comments, etc. to appear to come from the author, in order to assist with appropriate filtering in my e-mail client.

Is it possible this feature can be included in the [Redmine 1.0 release](#)?

#8 - 2010-09-07 20:41 - Daniel M

- File *redmine-1.0.1-mail_from_pattern.patch* added

Allowing a customized From address is something really useful to have.

I need to have per project from address, so I made a quick patch to be able to replace a token with project id, if that exists.

It adds another field in config file and web interface: `mail_from_pattern` and if `'%%projectid%%'` is used in it then is replaced by project id (patch attached, maybe is useful for someone -- my first ruby and redmine code, might not be the most optimal way of doing it).

I think the best would be to have this kind of pattern to generate From and Reply-to addresses, then all will be happy, I could see there is another request for using author name in From address: issue #5913.

For example, useful tokens:

- project id and name
- author name and email

#9 - 2010-12-09 17:28 - Donald Loflin

I want redmine to just put the sender's firstname & lastname in the notification email, but continue to the use usual sending address.

e.g instead of From: redmine@myredminesystem.com
use From: Donald Loflin <redmine@myredminesystem.com>

Then in email, you'll easily see who it's from, but replies automatically go back to the system. That's how Request Tracker and some others implement it.

#10 - 2010-12-10 01:44 - Donald Loflin

- Status changed from New to Resolved

Well, I just implemented the way I wanted it - all it took was 2 lines of code:

```
f = "#{journal.user} <#{Setting.mail_from}>"  
from f
```

Add that into `app/models/mailer.rb` inside each of the notification functions - e.g `issue_add`, `issue_edit`, etc. (probably shouldn't be done for every notification, just certain ones)

In my `mailer.rb` (v1.0.3), I put that right before `"recipients issue.recipients"` which is followed by `cc(issue.watcher_recipients - @recipients)` and the

"subject" assignment.

If I knew how to make patches I'd make one...maybe time to learn...

#11 - 2011-02-01 01:47 - Donald Loflin

Someone wrote me that he couldn't get my mod to work - well, one problem, what I mentioned above only works for issue_edit. In issue_add, you must set "f = #{issue.author} <#{Setting.mail_from}>"

Here's some code snippets from the issue_add and issue_edit functions in mailer.rb, which implement "From: Joe User <redmine@myredmineserver.com>" (ie First/Last changes, but the email address in <>'s is always the defined "mail_from" address).

```
def issue_add(issue)
  redmine_headers 'Project' => issue.project.identifier,
    'Issue-Id' => issue.id,
    'Issue-Author' => issue.author.login
  redmine_headers 'Issue-Assignee' => issue.assigned_to.login if issue.assigned_to
  message_id issue
  # DLOFLIN add, set from = "user name <sendaddress>"
  f = "#{issue.author} <#{Setting.mail_from}>"
  from f
# END DLOFLIN
```

```
def issue_edit(journal)
  issue = journal.journalized.reload
  redmine_headers 'Project' => issue.project.identifier,
    'Issue-Id' => issue.id,
    'Issue-Author' => issue.author.login
  redmine_headers 'Issue-Assignee' => issue.assigned_to.login if issue.assigned_to
  message_id journal
  references issue
  @author = journal.user
  # DLOFLIN add, set from = "user name <sendaddress>"
  f = "#{journal.user} <#{Setting.mail_from}>"
  from f
# END DLOFLIN
```

#12 - 2013-01-15 22:38 - Jan Niggemann (redmine.org team member)

- Status changed from Resolved to Closed

Closing this, status is resolved since 400 days and more (issue was last updated more than 400 days ago)...

#13 - 2016-08-19 12:46 - Toshi MARUYAMA

- Related to Feature #5913: Authors name in from address of email notifications added

Files

app_models_mailer.rb.diff	2.61 KB	2008-12-29	Kihyun Yun
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