

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 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. 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 . 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.			
Related issues:			
Related to Redmine - Feature #241: Mailer sender is set as event initiator		Closed	
Related to Redmine - Feature #247: Notification mail sender is the author and...		Closed	
Related to Redmine - Feature #5913: Authors name in from address of email no...		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 [Email Receiving](#) on several systems.

Assume email is sent from "redmine@domain.com" and that as an actual email inbox with [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 [Email Receiving](#) on several systems.

Assume email is sent from "redmine@domain.com" and that as an actual email inbox with [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 [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 [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 [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
redmine-1.0.1-mail_from_pattern.patch	5.41 KB	2010-09-07	Daniel M