Redmine - Defect #25733
Messages get bounced

2017-05-02 09:30 - Rene H

Status:	Closed		**Start date:**	
Priority:	High		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:	No feedback		**Affected version:**	3.3.1

Description

I found out we seem to have a problem with incoming emails not being updated into redmine. Our setup goes via Google Apps, and the messages get forwarded to our postfix-server:

user sends message to support@ourdomain.tld that is handled by googlel apps. The message get's routed back to our redmine-server that responds on support-add@redmineserver.ourdomain.tld

In postfix i have configured an alias that runs the rdm-mailhandler.rb

```
/usr/local/rvm/rubies/ruby-2.3.0/bin/ruby /etc/postfix/rdm-mailhandler.rb \
--project support  \
--tracker New issues \
--unknown-user create \
--no-permission-check \
--no-check-certificate \
--url https://redmineserver.ourdomain.tld \
--key [randomstuff] \
--allow-override all \
--no-account-notice \
--default-group Support
```

I still get though the following error

```
"permission denied. Command output: Request was denied by your Redmine server. Possible reasons: email is sent from an
invalid email address or is missing some information"
```

This is my currentn setup

```
Environment:
  Redmine version          3.3.1.stable
  Ruby version            2.3.0-p0 (2015-12-25) [x86_64-linux]
  Rails version          4.2.7.1
  Environment            production
  Database adapter          PostgreSQL
SCM:
  Subversion            1.6.11
  Git            1.7.1
  Filesystem
Redmine plugins:
  accept            0.0.2
  issue_mail_with_attachments    0.1.0
```

```
redmine_autoclose          0.0.4
redmine_close_button       0.0.8
redmine_default_assign     0.6
redmine_gc_sync            1.0.0
redmine_mail_reminder      3.0.0.0001
redmine_pretend            2.0.1
redmine_tweaks             1.0.0
```

History

#1 - 2017-05-14 09:37 - Toshi MARUYAMA

- Status changed from New to Needs feedback

What is your Redmine log?

#2 - 2019-02-09 17:01 - Go MAEDA

- Status changed from Needs feedback to Closed

- Resolution set to No feedback

#3 - 2019-02-21 18:37 - Rob Spearman

I am having the same problem. I looked in the production log and I see the error:

    MailHandler: ignoring email from unknown user []

But this is for an email from myself and I am a valid user on the project and Redmine admin as well. Sometimes my emails work, but most of the time I see this error and my email is bounced back.

I see nothing obviously odd about the emails that work versus those that do not.

I am running Redmine 3.2.8 but otherwise same Ruby and Rails as on this issue. I did not see any closed issues on this topic but I could try upgrading. Let me know if I should open a separate issue.