


```
-----4858C4CCDE564230BCC36310\nContent-Type: text/plain; charset=utf-8; format=flowed\nContent-Transfer-Encoding: 8bit\n\nTEST 16\n\n-- \nCordialement,\n\nJulien Téhéry - Ingénieur Systèmes et Réseaux\nSociété mycompany - www.mycompany.ff  
r <http://www.mycompany.fr>\nTél Support : 05 49 62 26 07\n\n\n-----4858C4CCDE564230BCC36310\nContent-Type: text/html; charset=utf-8\nContent-Transfer-Encoding: 8bit\n\n<html>\n  <head>\n    <meta http-equiv=\"content-type\" content=\"text/html; charset=utf-8\">\n  </head>\n  <body text=\"#000000\" bgcolor=\"#FFFFFF\">\n    <p>TEST 16<br>\n    </p>\n    <div class=\"moz-signature\">-- <br>\n      Cordialement,<br>\n      <br>\n      Julien Téhéry - Ingénieur Systèmes et Réseaux<br>>\n    </div>\n  </body>\n</html>\n\n-----4858C4CCDE564230BCC36310--\n", "allow_override"=>"project,tracker,priority,status", "unknown_user"=>"accept", "default_group"=>nil, "no_account_notice"=>nil, "no_notification"=>nil, "no_permission_check"=>"1", "project_from_subaddress"=>nil, "issue"=>{"project"=>"clients-mycompany", "tracker"=>"Support"}\n  Rendered queries/_filters.html.erb (12.5ms)\n  Rendered queries/_columns.html.erb (1.8ms)\n  Rendered issues/_list.html.erb (35.5ms)\n  Rendered issues/_sidebar.html.erb (21.2ms)\n  Rendered issues/index.html.erb within layouts/base (81.4ms)\nCompleted 200 OK in 566ms (Views: 132.4ms | ActiveRecord: 12.4ms)
```

So I tried to figure out what was different in the incoming emails, looking at the source of them. Didn't find anything particular excepted that "good emails" had "Content-Transfer-Encoding: quoted-printable" in their source code.

I don't know if this can be related or not to my problem. But the fact is we didn't changed anything regarding mail_handler or mailserver, and we lost the ability to get emails from everyone. I must precise that we already used latest version of mail_handler (see links above) before upgrading.

Any help would be appreciated !

Related issues:	
Related to Redmine - Defect #29365: MailHandlerTest#test_add_issue_with_local...	Closed
Related to Redmine - Feature #29443: Update mail gem (~> 2.7.1)	Closed

Associated revisions

Revision 17116 - 2017-12-17 07:02 - Toshi MARUYAMA

Gemfile: relax mail gem version (#27691)

Revision 17117 - 2017-12-17 07:23 - Toshi MARUYAMA

Merged r17116 from trunk to 3.4-stable (#27691)

Gemfile: relax mail gem version.

Revision 17118 - 2017-12-17 07:25 - Toshi MARUYAMA

Merged r17116 from trunk to 3.3-stable (#27691)

Gemfile: relax mail gem version.

Revision 17119 - 2017-12-17 07:26 - Toshi MARUYAMA

Merged r17116 from trunk to 3.2-stable (#27691)

Gemfile: relax mail gem version.

History

#1 - 2017-12-04 09:51 - Julien TEHERY

Here are some precisions about the incoming emails:

Looking at the source code of the emails, here is what i noticed.

- BAD INCOMING MAIL TURNED INTO EMPTY ISSUE
Content-Type: text/plain; charset=utf-8; format=flowed
Content-Transfer-Encoding: 8bit
- GOOD MAIL TURNED INTO FULLFILLED ISSUE


```
LXNwYWNpbmc6IDBweDsgLXdlYmtpdC10ZXh0LXN0cm9rZS13aWR0aDogMHB4OyBiYWNRZ3Jv
dW5kLWNvbG9yOiByZ2JhKDY4LCA2OCwgNjgsIDAuMDgpOyB0ZXh0LWR1Y29yYXRpb24tc3R5
bGU6IGluaXRpYWw7IHRleHQQtZGVjb3JhdGlvbi1jb2xvcjogaW5pdGhhdDsgZGlzcGxheTog
aW5saW51ICFpbXBvcnRhbnQ7IGZsb2F0OiBub251OyI+4oCUIDwvc3BhbHj48c3BhbiBzdHls
ZT0iY29sb3I6IHJnYig2OCwgNjgsIDY4KTsgZm9udC1mYw1pbHk6ICZxdW90O09wZW4gU2Fu
cyZxdW90OywgZ2FucylzZXJpZjsgZm9udC1zaXplOiAxMy41cHg7IGZvbnQtZm9udC1mYw1p
cm1hbDsgZm9udC12YXJpYW50LWxpZ2F0dXJlczogbm9ybWFSOyBmb250LXZhcmlhbnQtY2Fw
czogbm9ybWFSOyBmb250LXdlawdodDogNDAwOyBsZXR0ZXItc3BhY2luZzogbm9ybWFSOyBv
cnBoYW5zOiAyOyB0ZXh0LWFsaWduOiBzdGFydDsgdGV4dC1pbmRlbnQ6IDBweDsgdGV4dC10
cmFuc2Zvcml0IG5vbmU7IHdoXRlLXNwYWNlOiBwcmUtZ3JhdDsgd2lk3dzOiAyOyB3b3Jk
LXNwYWNpbmc6IDBweDsgLXdlYmtpdC10ZXh0LXN0cm9rZS13aWR0aDogMHB4OyBiYWNRZ3Jv
dW5kLWNvbG9yOiByZ2JhKDY4LCA2OCwgNjgsIDAuMDgpOyB0ZXh0LWR1Y29yYXRpb24tc3R5
bGU6IGluaXRpYWw7IHRleHQQtZGVjb3JhdGlvbi1jb2xvcjogaW5pdGhhdDsgZGlzcGxheTog
aW5saW51ICFpbXBvcnRhbnQ7IGZsb2F0OiBub251OyI+4oCUIDwvc3BhbHj48c3BhbiBzdHls
ZT0iY29sb3I6IHJnYig2OCwgNjgsIDY4KTsgZm9udC1mYw1pbHk6ICZxdW90O09wZW4gU2Fu
cyZxdW90OywgZ2FucylzZXJpZjsgZm9udC1zaXplOiAxMy41cHg7IGZvbnQtZm9udC1mYw1p
cm1hbDsgZm9udC12YXJpYW50LWxpZ2F0dXJlczogbm9ybWFSOyBmb250LXZhcmlhbnQtY2Fw
czogbm9ybWFSOyBmb250LXdlawdodDogNDAwOyBsZXR0ZXItc3BhY2luZzogbm9ybWFSOyBv
cnBoYW5zOiAyOyB0ZXh0LWFsaWduOiBzdGFydDsgdGV4dC1pbmRlbnQ6IDBweDsgdGV4dC10
cmFuc2Zvcml0IG5vbmU7IHdoXRlLXNwYWNlOiBwcmUtZ3JhdDsgd2lk3dzOiAyOyB3b3Jk
LXNwYWNpbmc6IDBweDsgLXdlYmtpdC10ZXh0LXN0cm9rZS13aWR0aDogMHB4OyBiYWNRZ3Jv
dW5kLWNvbG9yOiByZ2JhKDY4LCA2OCwgNjgsIDAuMDgpOyB0ZXh0LWR1Y29yYXRpb24tc3R5
bGU6IGluaXRpYWw7IHRleHQQtZGVjb3JhdGlvbi1jb2xvcjogaW5pdGhhdDsgZGlzcGxheTog
aW5saW51ICFpbXBvcnRhbnQ7IGZsb2F0OiBub251OyI+4oCUPC9zcGFuPjwvcD4NCiAgICA8
cHJlIGNsYXNzPSJtb3otc2lnbmF0dXJlIiBjb2xzPSI3MiI+LS0gDQpKZXNzaWUgUm9zZSBM
ZWUNC1BhbGFudGUgVGVjaG5vbG9neSBDb29wZXJhdG12ZQ0KPEgY2xhc3M9Im1vei10eHQQt
bGluaylmcmlvZGV4dC1GaHJlZj0iaHR0cDovL3BhbGFudGV0ZWNoLmNvb3AiPmh0dHA6Ly9w
YWxhbnRldGVjaC5jb29wPC9hPg0KKKg4OCCkNDGxLTM2NTUgeC4gMTA2PC9wcmU+DQogIDwv
Ym9keT4NCjwvaHRtbd4NCg==
-----F142713BE64E3D9019D87845--
```

current redmine version:

```
Environment:
  Redmine version      3.4.3.stable
  Ruby version         2.2.5-p319 (2016-04-26) [x86_64-linux]
  Rails version        4.2.8
  Environment          production
  Database adapter     MySQL2
SCM:
  Bazaar               2.7.0
  Git                  2.1.4
  Filesystem
  GitRemote           2.1.4
Redmine plugins:
  clipboard_image_paste 1.12
  redmine_git_remote    0.0.1
  redmine_local_avatars 1.0.3
  redmine_mattermost    0.6
  redmine_stealth       0.6.0
  redmine_wiki_extensions 0.8.1
```

MTA has same version of ruby

#4 - 2017-12-06 21:24 - Jessie Lee

ran irb rdm-mailhandler.rb

```
handler = RedmineMailHandler.new
#<RedmineMailHandler:0x00000010b9c48 @issue_attributes={"project"=>"catch", "tracker"=>"support"}, @verbose=
true, @url="REDACTED", @key="REDACTED">
exit(handler.submit(STDIN.read))
Posting to https://REDACTED/mail_handler...
Response received: 422
Request was denied by your Redmine server. Possible reasons: email is sent from an invalid email address or is
missing some information.
```

#5 - 2017-12-11 10:34 - Michael Schaefer

In can confirm the issue in 3.4.3.stable. The issue didn't occur in 3.4.1. After updating to 3.4.3 I'm experiencing the same issue as mentioned by Jessie Lee. I ran a few quick test and for the exact same E-Mail I get an

```
MailHandler: ignoring email from unknown user []
```

if

```
Content-Transfer-Encoding: 8bit
```

while

```
Content-Transfer-Encoding: 7bit
```

or

```
Content-Transfer-Encoding: quoted-printable
```

works as expected an opens a ticket for the correct user. However I seems to depend on the content itself. Not all message with the 8bit encoding get bounced.

Environment:

```
Redmine version      3.4.3.stable
Ruby version         2.3.1-p112 (2016-04-26) [x86_64-freebsd10.3]
Rails version        4.2.8
Environment          production
Database adapter     Mysql2
```

SCM:

```
Git                  2.14.1
Filesystem
```

Redmine plugins:

```
redmine_checklists  3.1.10
redmine_default_custom_query  1.3.0
redmine_ldap_sync   2.0.9.devel
```

#6 - 2017-12-11 11:05 - Michael Schaefer

I have to correct myself. It seems that also for 7bit encoding I can trigger the bug. If for instance sending a mail which contains a German Umlaut äüö...

#7 - 2017-12-17 06:33 - Toshi MARUYAMA

- *Description updated*

#8 - 2017-12-17 06:42 - Toshi MARUYAMA

- *Status changed from New to Needs feedback*

Julien TEHERY wrote:

Migrating our production redmine from 3.2.1 to 3.2.8 , we noticed that some emails with french sepcial characters were creating empty issues.

Try downgrading mail gem.

```
diff --git a/Gemfile b/Gemfile
--- a/Gemfile
+++ b/Gemfile
@@ -20,7 +20,7 @@ gem "actionpack-xml_parser"
  gem "roadie-rails", "~> 1.1.1"
  gem "roadie", "~> 3.2.1"
  gem "mimemagic"
- gem "mail", "~> 2.6.6"
+ gem "mail", "= 2.6.4"

  gem "nokogiri", (RUBY_VERSION >= "2.1" ? "~> 1.7.2" : "~> 1.6.8")
  gem "i18n", "~> 0.7.0"
```

#9 - 2017-12-17 06:49 - Toshi MARUYAMA

Sorry, [3.2.8](#) Gemfile does not have mail gem entry.

Try this.

```
diff --git a/Gemfile b/Gemfile
--- a/Gemfile
+++ b/Gemfile
@@ -17,6 +17,7 @@ gem "actionpack-xml_parser"
  gem "roadie-rails", "~> 1.1.1"
```

```
gem "roadie", "~> 3.2.1"
gem "mimemagic"
+gem "mail", "= 2.6.4"
```

```
gem "nokogiri", (RUBY_VERSION >= "2.1" ? "~> 1.7.2" : "~> 1.6.8")
gem "i18n", "~> 0.7.0"
```

#10 - 2017-12-17 06:50 - Jessie Lee

can confirm that downgrading to 2.6.4 mail gem worked for me.

cheers

#11 - 2017-12-17 06:52 - Toshi MARUYAMA

- Subject changed from Issue created from mail_handler with description empty from to Issue created from mail_handler with description empty from

#12 - 2017-12-17 06:58 - Toshi MARUYAMA

I think you would better report to mail gem team.

<https://github.com/mikel/mail/issues>

#13 - 2017-12-19 11:55 - Michael Schaefer

binding mail gem to 2.6.4 (was 2.7.0. in my rvm env) solved it for 3.4.3 as well.

#14 - 2017-12-19 12:33 - Go MAEDA

- Priority changed from High to Normal

- Target version set to 3.2.9

#15 - 2017-12-19 14:43 - Toshi MARUYAMA

- Target version deleted (3.2.9)

I have removed target version because it seems mail gem 2.6.5 and 2.6.6 have Ruby 2.4.0 compatibility and security fix.

<https://github.com/mikel/mail/blob/2.6.6/CHANGELOG.rdoc#version-266---2017-06-09-jeremy-daer-jeremydaergmailcom>

#16 - 2017-12-19 14:53 - Toshi MARUYAMA

Julien TEHERY wrote:

Here are some precisions about the incoming emails:

Looking at the source code of the emails, here is what i noticed.

- BAD INCOMING MAIL TURNED INTO EMPTY ISSUE
Content-Type: text/plain; charset=utf-8; format=flowed
Content-Transfer-Encoding: 8bit
- GOOD MAIL TURNED INTO FULLFILLED ISSUE
Content-Type: text/plain; charset=UTF-8
Content-Transfer-Encoding: quoted-printable

I really don't have any idea why 8bit encoding would cause such a behavior, but the fact is that all bad emails are formatted this way.

Could you give us or mail gem team good and bad mail examples?

- [source:tags/3.4.3/test/fixtures/mail_handler](https://github.com/mikel/mail/tree/3.4.3/test/fixtures/mail_handler)
- <https://github.com/mikel/mail/tree/2.6.6/spec/fixtures/emails>

#17 - 2018-08-13 02:16 - Go MAEDA

- Related to Defect #29365: MailHandlerTest#test_add_issue_with_localized_attributes fails with mail gem 2.7.0 added

#18 - 2018-08-26 02:13 - Go MAEDA

- Target version set to Candidate for next minor release

#19 - 2018-08-27 13:57 - Go MAEDA

- Blocks Feature #29443: Update mail gem (~> 2.7.1) added

#20 - 2018-10-15 05:27 - Go MAEDA

- Status changed from Needs feedback to Confirmed

The team in my company investigated this issue and found that the problem occurs when the following conditions are met:

- mail 2.7.0 is installed (no problem with 2.6.x or 2.7.1)
- Line terminators of the message are LF (according to [RFC 5322](#), those must be CRLF)
- Encoding of the body is UTF-8 and the body contains Unicode characters

They will soon post a test that illustrates the problem.

#21 - 2018-10-15 09:21 - Yuichi HARADA

- File 27691-test.patch added

Go MAEDA wrote:

- mail 2.7.0 is installed (no problem with 2.6.x or 2.7.1)
- Line terminators of the message are LF (according to [RFC 5322](#), those must be CRLF)
- Encoding of the body is UTF-8 and the body contains Unicode characters

I created a test code.

- This is a test code for detecting a problem.
- mail 2.7.0 fails, however mail 2.7.1 succeeds.
- With this test code, you can confirm that this problem is solved by updating to mail 2.7.1.

#22 - 2018-10-15 10:55 - Go MAEDA

- Status changed from Confirmed to Closed

- Target version deleted (Candidate for next minor release)

- Resolution set to Fixed

As I wrote in [#27691#note-20](#), the cause of this problem is mail gem 2.7.0.

With the test written by Yuichi HARADA, we can confirm that the problem is peculiar to mail gem 2.7.0. We have updated the mail gem to 2.7.1 ([#29443](#)) and the problem will never occur.

mail gem 2.7.1 (PASS):

```
$ ruby test/unit/mail_handler_test.rb -n test_add_issue_with_utf8_body_and_lf_line_terminator
Run options: -n test_add_issue_with_utf8_body_and_lf_line_terminator --seed 34645

# Running:

.

Finished in 3.034103s, 0.3296 runs/s, 0.9888 assertions/s.
1 runs, 3 assertions, 0 failures, 0 errors, 0 skips
```

mail gem 2.7.0 (FAIL):

```
$ ruby test/unit/mail_handler_test.rb -n test_add_issue_with_utf8_body_and_lf_line_terminator
Run options: -n test_add_issue_with_utf8_body_and_lf_line_terminator --seed 6489

# Running:

F

Failure:
MailHandlerTest#test_add_issue_with_utf8_body_and_lf_line_terminator [test/unit/mail_handler_test.rb:1175]:
Expected false to be truthy.

bin/rails test test/unit/mail_handler_test.rb:1167

Finished in 1.992780s, 0.5018 runs/s, 0.5018 assertions/s.
1 runs, 1 assertions, 1 failures, 0 errors, 0 skips
```

mail gem 2.6.6 (PASS):

```
$ ruby test/unit/mail_handler_test.rb -n test_add_issue_with_utf8_body_and_lf_line_terminator
Run options: -n test_add_issue_with_utf8_body_and_lf_line_terminator --seed 7210
```

```
# Running:
```

```
.
```

```
Finished in 2.368979s, 0.4221 runs/s, 1.2664 assertions/s.
1 runs, 3 assertions, 0 failures, 0 errors, 0 skips
```

#23 - 2018-10-15 10:55 - Go MAEDA

- *Blocks deleted (Feature #29443: Update mail gem (~> 2.7.1))*

#24 - 2018-10-15 10:55 - Go MAEDA

- *Related to Feature #29443: Update mail gem (~> 2.7.1) added*

Files

27691-test.patch	1.68 KB	2018-10-15	Yuichi HARADA
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