

Redmine - Feature #28388

RFE: System-configurable options to control email rejection criteria

2018-03-20 23:03 - Library Systems Dept

Status: New	Start date:
Priority: Normal	Due date:
Assignee:	% Done: 0%
Category: Email receiving	Estimated time: 0.00 hour
Target version:	
Resolution:	
Description	
<p>Some common causes for emails to be rejected by the scraping process:</p> <ul style="list-style-type: none">• from emission address• characters outside of the utf8 character set (#21398)• from email addresses associated with a locked account• subject lines that appear to match issue responses (#25473) <p>Most of these are understandable, but it would be useful to have the option to override the rejection behavior and allow a new issue to be created from the email. This could either be a setting available within the Admin panel UI or at the file-system level in a configuration file. This is particularly useful where Redmine is used as a Help Desk platform where it may be important to relax specific criteria for accepting email (e.g., accept an email from a locked account, but from "anonymous").</p> <p>Thank you for your consideration.</p>	