

# Redmine - Feature #31107

## How to disable email subject processing

2019-03-27 15:14 - Daniel Arnost

<b>Status:</b> Resolved	<b>Start date:</b>
<b>Priority:</b> Normal	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 0%
<b>Category:</b> Email receiving	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b>	
<b>Resolution:</b>	
<b>Description</b>	
<p>Hello!</p> <p>We run redmine 2.4.2 and use rdm-mailhandler. It works well until new email arrives with subject containing "[#123]". This string mostly does not belong to redmine issue - it is from another ticket system and we need always to create new issue from that email. Unfortunately, as is written, the email is processed as a reply for [#123]. And if redmine can not find existing issue #123, email is returned and no new issue is created.</p> <p>Is any chance to disable this email subject processing for selected project/mail-handler?</p> <p>Thanks, dan</p>	

### History

#### #1 - 2019-03-27 15:49 - Go MAEDA

There is no option to disable the feature that adds replies in the mail handler, but maybe you can remove the feature by changing the code as follows.

```
diff --git a/app/models/mail_handler.rb b/app/models/mail_handler.rb
index 52faef135..f721a2314 100755
--- a/app/models/mail_handler.rb
+++ b/app/models/mail_handler.rb
@@ -168,10 +168,6 @@ class MailHandler < ActionMailer::Base
   else
     # ignoring it
   end
- elsif m = subject.match(ISSUE_REPLY_SUBJECT_RE)
-   receive_issue_reply(m[1].to_i)
- elsif m = subject.match(MESSAGE_REPLY_SUBJECT_RE)
-   receive_message_reply(m[1].to_i)
   else
     dispatch_to_default
   end
end
```

#### #2 - 2019-03-27 16:31 - Daniel Arnost

- Status changed from New to Resolved

Ok, I will try it. Thanks and regards.

#3 - 2019-09-18 15:05 - Christof Egner

Hello,

I would suggest the following changes to the code in order to make redmine ignore alien issue id:

```
172c172,178
< receive_issue_reply(m[1].to_i)
---
> issue = Issue.find_by_id(m[1].to_i)
> if issue
>   receive_issue_reply(issue.id)
> else
>   logger.error "MailHandler: Invalid issue id ##{m[1].to_i}; dispatch_to_default" if logger
>   dispatch_to_default
> end
```

Christof