

Redmine - Defect #31900

Problem with tickets issued by rdm-mailhandler on redmine 4.0.4

2019-08-14 19:18 - Gerhard Kronstorfer

Status: New	Start date:
Priority: Normal	Due date:
Assignee:	% Done: 0%
Category: Email receiving	Estimated time: 0.00 hour
Target version:	Affected version:
Resolution: Cant reproduce	

Description

Hi,

my Installation on a CentOS 7 Server:

Environment:
Redmine version 4.0.4.stable
Ruby version 2.6.2-p47 (2019-03-13) [x86_64-linux]
Rails version 5.2.3
Environment production
Database adapter Mysql2
Mailer queue ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery smtp
SCM:
Git 1.8.3.1
Filesystem
Redmine plugins:
redmine_checklists 3.1.16
redmine_ckeditor 1.2.2

When I send the following Mail to redmine:

This is a test
--

Mit freundlichen Grüßen / With best regards
i.V. Ing. Gerhard Kronstorfer
Abteilungsleiter EDV

I get the following ticket (created by rdm-mailhandler):

This is a multi-part message in MIME format.
-----5CDD95DC82FDEC6C69D3183F
Content-Type: text/plain; charset=utf-8; format=flowed
Content-Transfer-Encoding: 8bit

This is a test
--

Mit freundlichen Gr????en / With best regards
i.V. Ing. Gerhard Kronstorfer

Abteilungsleiter EDV

You can see that there are four additional lines at the start of the ticket which shouldn't be there and that there is a problem with the special characters in the signature.

If I send the same message to my old Installation (redmine 3 on Centos 6) everything ist fine.

Related issues:

Related to Redmine - Defect # 31549: LF line terminators cause misparsing of a ...

Closed

History

#1 - 2019-08-19 05:16 - Go MAEDA

Could you try using the latest rdm-mailhandler.rb?:

https://www.redmine.org/projects/redmine/repository/revisions/18317/entry/trunk/extra/mail_handler/rdm-mailhandler.rb

Perhaps the problem you are experiencing is related to #31549.

#2 - 2019-08-19 11:14 - Gerhard Kronstorfer

The latest version of rdm-mailhandler.rb solves only a part of the problem.

When I send a normal mail (with no picture) the new version works perfect:

Support #4251: Test rdm neu

Autor: Gerhard Kronstorfer

Status: neu

Priorität: Normal

Zugewiesen an:

Kategorie:

Zielversion:

Firma:

Das ist ein Test.

--

Mit freundlichen Grüßen / With best regards

i.V. Ing. Gerhard Kronstorfer

Abteilungsleiter EDV

When I send a mail with a picture the picture is lost and the rest of the mail produces a ticket with the same problems like with the original rdm-mailhandler.rb:

Support #4252: Test 3

Autor: Gerhard Kronstorfer

Status: neu

Priorität: Normal

Zugewiesen an:

Kategorie:
Zielversion:
Firma:

This is a multi-part message in MIME format.

-----23FDBBA74BBC8D731ABDF6E4

Content-Type: text/plain; charset=utf-8; format=flowed

Content-Transfer-Encoding: 8bit

Das ist ein Test mit Screenshot:

asdf????????

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Mit freundlichen Grüßen / With best regards

i.V. Ing. Gerhard Kronstorfer

Abteilungsleiter EDV

Additional Info:

If I grep the mails from the mailserver with

```
rake -f /var/www/redmine/Rakefile redmine:email:receive_imap RAILS_ENV="production" .....
```

All mails are transformed to tickets with no problems.

#3 - 2019-08-19 15:59 - Go MAEDA

Gerhard Kronstorfer wrote:

When I send a mail with a picture the picture is lost and the rest of the mail produces a ticket with the same problems like with the original rdm-mailhandler.rb:

I will try to debug the issue. Could you send an email which can reproduce the problem to the following address?

inbox-ce54bef1f797644206b5feb493b949c80c8d2d9bf6c61cf078 at mailsac.com

(please replace " at " with "@")

#4 - 2019-08-19 18:06 - Gerhard Kronstorfer

I've sent the mail as requested.

#5 - 2019-08-20 10:57 - Go MAEDA

Gerhard Kronstorfer wrote:

I've sent the mail as requested.

2022-08-07

Thank you, I have received the email. I will look into this issue.

#6 - 2019-09-04 03:35 - Go MAEDA

- *Resolution set to Cant reproduce*

My coworker looked into this but we could not reproduce the problem. The email you sent to me was correctly parsed after replacing rdm-mailhandler.rb with the latest one.

#7 - 2019-09-04 03:36 - Go MAEDA

- *Related to Defect #31549: LF line terminators cause misparsing of a multi-part email when rdm-mailhandler.rb is invoked from /etc/aliases added*