

Redmine - Defect #32656

Drag and drop objects from Outlook to Redmine deletes the objects

2019-12-18 11:38 - Andrey Sergeev

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:	Go MAEDA	% Done:	0%
Category:	Attachments	Estimated time:	0.00 hour
Target version:	4.0.7	Affected version:	3.4.5
Resolution:	Fixed		
Description			
<p>There is an issue: why when we drag and drop the letters from outlook to the attachments, the letter (from example from inbox) is deleted.</p> <p>for example, when we drag and drop any file from explorer, this file is not deleted, it is copied to the attachments to redmine. also when we drag and drop files from outlook to any folder in explorer, the attachments also are not deleted from outlook. Will be pleased for prompt reply.</p>			

Associated revisions

Revision 19566 - 2020-03-09 11:49 - Go MAEDA

Fix that drag and drop objects from Outlook to Redmine deletes them (#32656).

Patch by Yuichi HARADA.

Revision 19567 - 2020-03-09 11:56 - Go MAEDA

Merged r19566 from trunk to 4.1-stable (#32656).

Revision 19568 - 2020-03-09 11:57 - Go MAEDA

Merged r19566 from trunk to 4.0-stable (#32656).

History

#1 - 2019-12-19 07:46 - Go MAEDA

Do you mean that emails or attachments are deleted from the inbox of Outlook when you drag and drop emails or files to Redmine?

I think Redmine cannot do anything about it because Redmine just receives dropped things and cannot control the drag source and its data. Probably emails or attachments are deleted by Outlook, not Redmine.

#2 - 2019-12-19 09:26 - Andrey Sergeev

yes, that's right.

for example when i drag and drop emails to my desktop, they are not deleted from outlook, they are copied.

I think it is a failure, and i would like to know how it could be fixed.

I think the problem is in Redmine. What are the preventions that can be made to solve this issue?

Thanks in advance.

#3 - 2019-12-19 10:26 - Guillermo ML

The problem has been reported with other web-based apps:

- [Drag drop from MS Outlook to Chrome remove file](#)
- [Drag and drop WORKS. However, deletes email. Can we fix?](#)

Could be that JQuery's upload module has bad behavior when `_dropEffect` is not set? (see the second link for a possible solution)

#4 - 2019-12-19 11:08 - Andrey Sergeev

Yes, but I'm not a web-developer. I have users, that have faced with such a problem. I don't know where I can use this script (just apply it to google chrome?)

If it can be turned off (JQuery script in google chrome) would appreciate for help.

#5 - 2020-01-17 04:05 - Yuichi HARADA

Set "copy" to dropEffect in the following patch. However, I don't own Outlook, so please check this patch, someone.

```
diff --git a/public/javascripts/attachments.js b/public/javascripts/attachments.js
index dd7a8e30e..39315d8f8 100644
--- a/public/javascripts/attachments.js
+++ b/public/javascripts/attachments.js
@@ -185,6 +185,7 @@ handleFileDropEvent.target = '';
function dragOverHandler(e) {
  $(this).addClass('fileover');
  blockEventPropagation(e);
+ e.dataTransfer.dropEffect = 'copy';
}

function dragOutHandler(e) {
@@ -195,6 +196,7 @@ function dragOutHandler(e) {
function setupFileDrop() {
  if (window.File && window.FileList && window.ProgressEvent && window.FormData) {
+   $.event.fixHooks.dragover = { props: [ 'dataTransfer' ] };
+   $.event.fixHooks.drop = { props: [ 'dataTransfer' ] };

  $('form div.box:not(.filedroplistner)').has('input:file.filedrop').each(function() {
```

#6 - 2020-01-29 03:41 - Simon Hori

Thanks for the patch! I believe I added the two lines properly to the js but unfortunately it is still deleting the item from my Outlook and this error is logged when mouse over to the drop area.

```
attachments.js?1580264756:193 Uncaught TypeError: Cannot set property 'dropEffect' of undefined
    at HTMLDivElement.dragOutHandler (attachments.js?1580264756:193)
    at HTMLDivElement.dispatch (jquery-1.11.1-ui-1.11.0-ujs-3.1.4.js?1571477570:3)
    at HTMLDivElement.r.handle (jquery-1.11.1-ui-1.11.0-ujs-3.1.4.js?1571477570:3)
```

#7 - 2020-01-29 04:07 - Yuichi HARADA

- File 32656-drop-effect.patch added

Simon Hori wrote:

Thanks for the patch! I believe I added the two lines properly to the js but unfortunately it is still deleting the item from my Outlook and this error is logged when mouse over to the drop area.

```
attachments.js?1580264756:193 Uncaught TypeError: Cannot set property 'dropEffect' of undefined
    at HTMLDivElement.dragOutHandler (attachments.js?1580264756:193)
```

Thank you for confirming the patch. It looks like the patch has been applied to a different line. Is the patch applied properly? I attached a patch (same as [#32656-5](#)).

#8 - 2020-01-29 05:37 - Simon Hori

Sorry, you are right. I changed a wrong line in `dragOutHandler` but it must be added to `dragOverHandler` as you wrote.

Now it works perfectly fine with my MS Outlook!!
No deletion occurred after a drag-drop. Thank you.

I hope this fix is included in the next version.

FYI: I confirmed with Redmine 3.4.12, MS Outlook 2010 and Chrome 79.0.3945.130 on Windows 10.

#9 - 2020-01-29 05:44 - Go MAEDA

- Subject changed from Drag and drop letters from outlook to attachments redmine to Drag and drop objects from Outlook to Redmine deletes the objects

- Target version set to 4.0.7

Simon Hori wrote:

Now it works perfectly fine with my MS Outlook!!
No deletion occurred after a drag-drop. Thank you.

Thank you for the test result. Setting the target version to 4.0.7.

#10 - 2020-01-30 06:29 - Go MAEDA

- Category set to Attachments

#11 - 2020-01-31 10:38 - Cédric Berger

I've Redmine 4 customers who find the actual behaviour very convenient:

When they drag an e-mail from Outlook to Redmine, the e-mail disappear from Outlook, while is actually what they want, because the e-mail has been "processed" and should disappear from the Inbox.

Is there a way to keep both behaviour optional?

Cédric

#12 - 2020-01-31 10:42 - Cédric Berger

Maybe if the shift key is maintained during the drag+drop, the original email is deleted, or something like that?

#13 - 2020-03-07 10:23 - Matthias Kastner

Cédric Berger wrote:

Maybe if the shift key is maintained during the drag+drop, the original email is deleted, or something like that?

Any automatic deletion is actually unwanted behaviour for most users. Regardless of the key stroke combination pattern. If the user wants to delete an Email from his inbox, he should always do that manually by using outlook's native delete functionality or hit [DEL]

#14 - 2020-03-09 11:49 - Go MAEDA

- Status changed from New to Resolved

- Assignee set to Go MAEDA

- Resolution set to Fixed

Committed the patch. Thank you for your contribution.

#15 - 2020-03-09 11:57 - Go MAEDA

- Status changed from Resolved to Closed

Files

32656-drop-effect.patch	796 Bytes	2020-01-29	Yuichi HARADA
-------------------------	-----------	------------	---------------