

Redmine - Defect #33402

Receive email problem - inserting unwanted p tags

2020-05-05 15:50 - Andrej Simko

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	4.1.1
Resolution:	Invalid		

Description

I have problem with receiving emails after upgrading to the latest stable version 4.1.1.

Even if I have setup that email should be parsed as plain text, issues are created with the text and there are unwanted <p> </p> tags even if I setup text formatting to none or textile or markup.

This happens after updating to the version 4.1.1 from 3.4.13.

This is my environment:

Environment:

Redmine version

4.1.1.stable

Ruby version

2.5.3-p105 (2018-10-18) [x86_64-linux]

Rails version

5.2.4.2

Environment

production

Database adapter

Mysql2

Mailer queue

ActiveJob::QueueAdapters::AsyncAdapter

Mailer delivery

smtp

SCM:

Subversion

1.9.5

Mercurial

4.8.2

Cvs

1.12.13

Bazaar

2.8.0

Git

2.20.1

Filesystem

Redmine plugins:

issue_color_label

0.1

localizable

0.4.0

redmine_agile

1.5.3

redmine_checklists

3.1.16

redmine_ckeditor

1.2.3

redmine_contacts

4.3.0

redmine_contacts_helpdesk

4.1.8

redmine_contacts_invoices

4.2.3

redmine_crm_mailchimp

1.0.4

redmine_custom_js

0.1.0

redmine_dmsf

2.4.2

redmine_finance

2.1.7

redmine_per_project_formatting

0.1.0

redmine_products

2.1.2

redmine_questions

1.0.2

redmine_reporter

1.0.3

redmine_silencer

0.4.1

redmine_smile_togglesidebar

1.0.7

redmine_theme_changer

0.4.0

redmine_zenedit

1.0.3

safsad sa

f

fdsa

a

fdsa

fsd

as

This is a issue created:

<p>safsad sa</p>

<p> f</p>

<p>fdsa</p>

<p> </p>

<p>a</p>

<p>fdsa</p>

<p>fsd</p>

<p> </p>

<p>as</p>

Can somebody help me where could be a problem?

History

#1 - 2020-05-05 15:52 - Andrej Simko

I forgot to mention, that even I have setup email receiving for plain text, if I debug the code, it always handle it with `html_body_to_text` function in `mail_handler.rb` ... but I dont know where to look else for now.

#2 - 2020-06-17 10:54 - Gaël CORDON

Hello [Андрей Севастьянов](#)

did you manage to figure out what was wrong.
I've got exactly the same issue.

Environment:
Redmine version 4.1.1.stable
Ruby version 2.5.5-p157 (2019-03-15) [x86_64-linux-gnu]
Rails version 5.2.4.2
Environment production
Database adapter Mysql2
Mailer queue ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery smtp
SCM:
Git 2.20.1
Filesystem
Redmine plugins:
additional 2.0.23
easy_mindmup 1.0
easy_wbs 1.5
redmine_ckeditor 1.2.3
redmine_contacts 4.3.0
redmine_contacts_helpdesk 4.1.8
redmine_dashboard 2.7.1
redmine_messenger 1.0.6

redmine_monitoring_controlling 0.1.1
redmine_my_page 0.1.13

#3 - 2020-11-28 09:18 - Go MAEDA

Is the issue reproducible without plugins?

#4 - 2022-12-13 14:22 - Dimitar (RedmineUP)

Dear **Andrej**,

This is Dimitar from the **RedmineUP** Support Team.

I see that you have the full-stack bundle of RedmineUP.

So, could you please contact our support team at support@redmineup.com? And our support engineers will help you investigate the situation that you reported.

We look forward to hearing from you.

Best Regards,
Dimitar from the RedmineUP Support Team

Andrej Simko wrote:

I have problem with receiving emails after upgrading to the latest stable version 4.1.1.

Even if I have setup that email should be parsed as plain text, issues are created with the text and there are unwanted `<p>` `</p>` tags even if I setup text formatting to none or textile or markup.

This happens after updating to the version 4.1.1 from 3.4.13.

This is my environment:
[...]

I receive emails from gmail.

This is a test email:
[...]

This is a issue created:
[...]

Can somebody help me where could be a problem?

#5 - 2024-02-23 18:18 - Akos Szabo

EDIT:
I had removed *redmine_ckeditor* and everything works fine!

Hello,

I have the same problem, did you solve it?

Environment:
Environment:
Redmine version 5.0.7.stable
Ruby version 3.0.0-p0 (2020-12-25) [x86_64-linux]
Rails version 6.1.7.6
Environment production
Database adapter Mysql2
Mailer queue ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery smtp
Redmine settings:
Redmine theme Default
SCM:
Subversion 1.7.14
Git 1.8.3.1
Filesystem
Redmine plugins:
redmine_agile 1.6.6
redmine_checklists 3.1.22
redmine_ckeditor 1.2.4
redmine_email_attachments 0.2.0

#6 - 2024-02-26 21:46 - Holger Just

- *Status changed from New to Closed*
- *Resolution set to Invalid*

Thanks for the feedback. I'm closing this issue as it was not caused by Redmine.