

Redmine - Defect #33402

Receive email problem - inserting unwanted p tags

2020-05-05 15:50 - Andrej Simko

Status:	New	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:			

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

I receive emails from gmail.

This is a test email:

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 @Andrej

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
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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?