

Redmine - Feature #33445

Ability to set default start/due date via the CLI for issues created by the MailHandler

2020-05-14 17:40 - Shane Corbin

Status: New	Start date:
Priority: Normal	Due date:
Assignee:	% Done: 0%
Category: Email receiving	Estimated time: 0.00 hour
Target version:	
Resolution:	
Description	
<p>I am using redmine as a helpdesk in our environment. When people send an email to helpdesk@ourcompany.com they can specify the Start Date: or Due Date: in the body of the email. However I would like to make all emails coming in through this rake task to have a default due date of the day it was entered. I tried adding the following line to my email retrieval script but it does not seem to have any effect.</p> <pre>due_date=\$(date +%Y-%m-%d)due_date=\$(date +%Y-%m-%d)</pre> <p>Is redmine not currently capable of this or am I missing something? I have included the whole email retrieval script below:</p> <pre>cd /usr/share/redmine-4.0 rake -f /usr/share/redmine-4.0/Rakefile \ redmine:email:receive_imap \ allow_override=all \ project=helpdesk \ unknown_user=accept \ no_permission_check=1 \ tracker="IT Support" \ RAILS_ENV="production" \ move_on_success=submitted \ move_on_failure=failed \ assigned_to=username \ due_date=\$(date +%Y-%m-%d) \ host=mail.contoso.com \ username=helpdesk@contoso.com \ password=obscurepassword \</pre>	

History

#1 - 2020-05-15 02:59 - Mischa The Evil

- Subject changed from Ability to set start date via Rake task when turning emails into issues to Ability to set default start/due date via the CLI for issues created by the MailHandler

Shane Corbin wrote:

| *Is redmine not currently capable of this or am I missing something? [...]*

Setting default start/due dates via the CLI for issues which are created by the MailHandler is currently not (yet) supported. See:

- source:/trunk/lib/tasks/email.rake@19777#L62
- source:/trunk/extra/mail_handler/rdm-mailhandler.rb@19777#L90

- source:/trunk/app/models/mail_handler.rb@19777#L65

Edit by Mischa The Evil: see eg. r14789 for #7346 to see how this could be implemented.

#2 - 2021-10-14 17:31 - Jenda Benda

Dears,

thank you for all your work.

I've spent quite a lot of time making this work, looking for errors in logs and my settings and I've just found now, that `due_date` is not supported...

Could you please try to implement this as it would help a lot... Currently new issues created via emails are without `due_date` set and can be missed by users...

thank you so much

Kind regards

j.