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

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.

due_date=$(date +%Y-%m-%d)due_date=$(date +%Y-%m-%d)

Is redmine not currently capable of this or am I missing something? I have included the whole email retrieval script below:

```
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 \
```

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 foun
```

```
d 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.