

Redmine - Defect #33936

BCC and email subaddress not working anymore

2020-08-31 10:10 - Claudio Sakaguti

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			
Hello All!			
Before, we used Redmine 3.4 and we could send emails with subaddress in BCC to open a new issue in the desired Project. But after upgrading to version 4.1.1 this does not work anymore. For example, before we could send an email with BCC: redmine+kitchen@email.com and the email would land on the Kitchen project. But after upgrading to version 4.1.1, the BCC: redmine+kitchen@email.com will arrive at the default project "House". If we send as To: or CC:, no problem.			
Could you please help me?			
Our system:			
Environment:			
Redmine version	4.1.1.stable		
Ruby version	2.5.8-p224 (2020-03-31) [x86_64-linux]		
Rails version	5.2.4.2		
Environment	production		
Database adapter	Mysql2		
Mailer queue	ActiveJob::QueueAdapters::AsyncAdapter		
Mailer delivery	smtp		
SCM:			
Subversion	1.14.0		
Git	2.27.0		
Filesystem			
Redmine plugins:			
additional	2.0.25-master		
redmine_checklists	3.1.16		
redmine_ckeditor	1.2.3		
redmine_custom_js	0.1.1		
redmine_dashboard	2.7.1		
redmine_issue_templates	1.0.4		
redmine_lightbox2	0.5.1		
redmine_revision_branches	0.3.2		
redmine_theme_changer	0.4.0		
redmineup_tags	2.0.8		
sidebar_hide	0.0.8		

History

#1 - 2021-07-06 03:24 - Claudio Sakaguti

Claudio Sakaguti wrote:

Hello All!

Before, we used Redmine 3.4 and we could send emails with subaddress in BCC to open a new issue in the desired Project.

But after upgrading to version 4.1.1 this does not work anymore.

For example, before we could send an email with BCC:redmine+kitchen@email.com and the email would land on the Kitchen project.

But after upgrading to version 4.1.1, the BCC:redmine+kitchen@email.com will arrive at the default project "House".

If we send as To: or CC:, no problem.

Could you please help me?

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Redmine version 4.1.1.stable
Ruby version 2.5.8-p224 (2020-03-31) [x86_64-linux]
Rails version 5.2.4.2
Environment production
Database adapter Mysql2
Mailer queue ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery smtp
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Redmine plugins:
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redmineup_tags 2.0.8
sidebar_hide 0.0.8

Found the solutions within our team.

The problem was the email system we were using, Zimbra.

Zimbra removes BCC from headers. Looks like BCC is used by Zimbra for other means.