Redmine - Defect #3592

Unreadable quoted-printable utf-8 long subject in some mail clients

2009-07-07 08:24 - Stanislav German-Evtushenko

Status:	New	**Start date:**	2009-07-07
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	Email notifications	**Estimated time:**	0.00 hour
Target version:			
Resolution:		**Affected version:**	

Description

Subject becomes undreadable in groupwise 7.0.3 when it's quoted-printable and longer ~80 chars. This patch converts subject to base64 instead of quoted-printable.

Related issues:

Related to Redmine - Defect #8658: uncorrect subject on mail notification	**Closed**	**2011-06-21**	
Related to Redmine - Defect #16859: rdm-mailhandler: subject corruption	**Closed**		
Has duplicate Redmine - Defect #3601: Problem in issue subject and notification	**Closed**	**2009-07-09**	**2009-07-13**
Has duplicate Redmine - Defect #17752: mail subject come to unreadable code w...	**Closed**		

History

#1 - 2009-07-07 08:31 - Stanislav German-Evtushenko

Here subject is for example:

```
Re: =?utf-8?Q?=5b=d0=97=d0=b0=d1=8f=d0=b2=d0=ba=d0=b8_=d0=b2_=d0=be=d1=82=d0=b4=d0=b5=d0=bb_IT_=2d_=d0=97=d0=b
0=d1=8f=d0=b2=d0=ba=d0=b0_=23=39=36=5d_=d0=97=d0=b0=d0=ba=d0=b0=d0=b7_=d0=b2_=d0=bf=d1=80=d0=be=d0=b8=d0=b7=d0
=b2=d0=be=d0=b4=d1=81=d1=82=d0=b2=d0=be_=e2=84=96_=38=34?=
```

#2 - 2009-07-08 07:57 - Konstantin Zaitsev

Thank You, for patch

#3 - 2009-07-13 08:35 - Azamat Hackimov

Looks good for me, but I'm going to try also with CJK-langs...

#4 - 2009-07-14 13:55 - Stanislav German-Evtushenko

Huh, the problem is still unresolved. Base64 allows to put more chars in subject but there is a limit too. I have done some investigation and here what I found.
Thunderbird is doing something like that (it's displayed normaly in groupwise):

```
Subject: =?UTF-8?B?0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB?=
 =?UTF-8?B?0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YI=?=
 =?UTF-8?B?INGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC?=
 =?UTF-8?B?0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LU=?=
 =?UTF-8?B?0YHRgiDRgtC10YHRgiDRgtC10YHRgiDRgtC10YHRgiDRgtC10YHRgiDRgtC10YE=?=
 =?UTF-8?B?0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YI=?=
 =?UTF-8?B?INGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC?=
 =?UTF-8?B?0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LXRgdGCINGC0LU=?=
 =?UTF-8?B?0YHRgiDRgtC10YHRgiDRgtC10YHRgiDRgtC10YHRgiDRgtC10YHRgiDRgtC10YE=?=
 =?UTF-8?B?0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YI=?=
```

But actionmailer like that (base64):

```
Subject: =?UTF-8?B?0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdG
B0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0
YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YI
g0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0
YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YL
QtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIg0YLQtdGB0YIK?=
```

or like that (quoted-printable):

```
Subject: =?UTF-8?Q?=5b=d0=97=d0=b0=d1=8f=d0=b2=d0=ba=d0=b8_=d0=b2_=d0=be=d1=82=d0=b4=d0=b5=d0=bb_IT_=2d_=d0=97
=d0=b0=d1=8f=d0=b2=d0=ba=d0=b0_=23=39=36=5d_=d0=97=d0=b0=d0=ba=d0=b0=d0=b7_=d0=b2_=d0=bf=d1=80=d0=be=d0=b8=d0=
b7=d0=b2=d0=be=d0=b4=d1=81=d1=82=d0=b2=d0=be_=e2=84=96_=38=34?=
```

Here extraction from RFC 2045 is:

```
    (5)   (Soft Line Breaks) The Quoted-Printable encoding
          REQUIRES that encoded lines be no more than 76
          characters long.  If longer lines are to be encoded
          with the Quoted-Printable encoding, "soft" line breaks
          must be used.  An equal sign as the last character on a
          encoded line indicates such a non-significant ("soft")
          line break in the encoded text.

   Thus if the "raw" form of the line is a single unencoded line that
   says:

     Now's the time for all folk to come to the aid of their country.

   This can be represented, in the Quoted-Printable encoding, as:

     Now's the time =
     for all folk to come=
      to the aid of their country.

   This provides a mechanism with which long lines are encoded in such a
   way as to be restored by the user agent.  The 76 character limit does
   not count the trailing CRLF, but counts all other characters,
   including any equal signs.
```

Could anyone offer right way how to get round this?
Does actionmailer code need to be changed or need to write own 'quoted-printable' converter for redmine?

#5 - 2009-10-16 14:24 - Kirill Ponomarev

This patch does not resolve the problem for trunk r2924.
Can you update it?

#6 - 2010-02-12 09:43 - Maxim Verevkin

- File mailer-long-subject-base64.patch added

When Base64.encode64 is applied the result is the string splitted with CRLF. The patch decorates each line with '=?utf-8?B?' prefix and '?=' suffix.

#7 - 2010-02-12 12:49 - Stanislav German-Evtushenko

Maxim Verevkin wrote:

> When Base64.encode64 is applied the result is the string splitted with CRLF. The patch decorates each line with '=?utf-8?B?' prefix and '?=' suffix.

Is it necessary to use both patches or just last one?

#8 - 2010-02-12 16:35 - Maxim Verevkin

Only the new patch works well for redmine v0.9.1. It completely solved the issue of unreadable UTF-8 subjects in email notifications for us.

#9 - 2010-02-12 20:46 - Stanislav German-Evtushenko

Maxim Verevkin wrote:

> Only the new patch works well for redmine v0.9.1. It completely solved the issue of unreadable UTF-8 subjects in email notifications for us.

Does it for for quoted-printable subjects?

#10 - 2010-02-12 20:48 - Stanislav German-Evtushenko

Stanislav German-Evtushenko wrote:

> Maxim Verevkin wrote:
>
>> Only the new patch works well for redmine v0.9.1. It completely solved the issue of unreadable UTF-8 subjects in email notifications for us.
>
> Does it for for quoted-printable subjects?

Oh, it seems like it should work :)

#11 - 2010-02-12 21:39 - Stanislav German-Evtushenko

Maxim Verevkin wrote:

> When Base64.encode64 is applied the result is the string splitted with CRLF. The patch decorates each line with '=?utf-8?B?' prefix and '?=' suffix.

Hm, documentation says that only '\n' adds after each 60 chars.

> Encodes a string to its base 64 representation. Each 60 characters of output is separated by a newline character.

```
ActiveSupport::Base64.encode64("Original unencoded string")
# => "T3JpZ2luYWwgdW5lbmNvZGVkIHN0cmluZw==\n"
```

http://api.rubyonrails.org/classes/ActiveSupport/Base64.html#M001381

#12 - 2010-02-12 21:58 - Stanislav German-Evtushenko

Maxim,
I got how it works. Sorry for stupid questions.
I my point of view it's not good to use hardcoded charset. I think better way is using #{charset}.

#13 - 2010-02-14 08:41 - Maxim Verevkin

Stanislav,

> I my point of view it's not good to use hardcoded charset. I think better way is using #{charset}.

You are quite right here. Sorry, it was a quick patch to fix the annoying issue.

But I think that the right place to fix this issue is ActionMailer.

#14 - 2011-01-31 12:37 - Sergey Smirnov

I have similar problem with redmine 1.1.0
Notification subjects looks"
=?utf-8?Q?=5B=D0=A2=D0=B5=D1=81=D1=82=D0=BE=D0=B2=D1=8B=D0=B9_=D0=B4=D0=BB=D1=8F_=D0=BF=D1=80=D0=BE=D0=B2=D0=B5=D1=80=D0=BA=D0=B8_e=2Dmail_=2D_=D0=9C=D0=B8=D0=B3=D1=80=D0=B0=D1=86=D0=B8=D1=8F_=23=38=35=5D_=28=D0=9D=D0=BE=D0=B2=D1=8B=D0=B9=29_=D0=9F=D1=...
It's strange that subject doesn't end with "?=" but with "..."
I applied your patches but it didn't help.
I guess that long subject is cutted by redmine with "..."
Do anybody know this problem.
I user russian locale with utf-8 charset.
Thanks.

#15 - 2011-06-21 15:50 - Evgeniy Evteev

patch not work in ver. 1.2.0
Help.

#16 - 2011-08-01 08:24 - Soonhyoung An

i have same problem.
(redmine 1.2.1)

all mail title over 70(?) bytes was crashed

Help..

#17 - 2011-08-03 12:13 - Soonhyoung An

sorry..
it was my mistake that report patch(mailer-long-subject-base64.patch)is not work with 1.2.1

it works very well..

(first patch only extends more char)
exact point of source code is before func create_mail
and as Stanislav German-Evtushenko commented

s.split.each { |part| @subject << "=?utf-8?B?#{part.strip}?=\r\n" }
should be change ->
s.split.each { |part| @subject << "=?#{charset}?B?#{part.strip}?=\r\n" }

#18 - 2011-09-22 07:43 - MIchael Ermolenko

These patches solved our problem (Redmine v1.2.1).

Is it planned to include these patches into official code?

#19 - 2012-02-29 11:32 - Frédéric Géraud

I've got the same problem. Trouble is, it collides with my Outlook redirection rules which are based on email subject causing horrific mayhem in my inbox :)

Being a Redmine user, not a Redmine administrator, I cannot decide whereas to apply this patch or not. Anyway, I'll try & ask.

It would really be great it it was to be included in your next official release.
Thanks a lot.

#20 - 2014-08-27 04:24 - Toshi MARUYAMA

- Related to Defect #17752: mail subject come to unreadable code when it's too long added

#21 - 2014-08-27 04:28 - Toshi MARUYAMA

- Tracker changed from Patch to Defect

- Subject changed from Unreadable quoted-printable utf-8 subject in some mail clients to Unreadable quoted-printable utf-8 long subject in some mail clients

#22 - 2014-08-27 04:29 - Toshi MARUYAMA

- Related to deleted (Defect #17752: mail subject come to unreadable code when it's too long)

#23 - 2014-08-27 04:31 - Toshi MARUYAMA

- Has duplicate Defect #17752: mail subject come to unreadable code when it's too long added

#24 - 2014-08-27 08:02 - lee min

i have just upgrade my redmine server from 1.3.1 to 2.5.2 stable,but mail subject come to unreadable code when it's too long,according to the solvement above,I just do not know what to do since the mailing method has changed

#25 - 2014-08-27 10:06 - lee min

- File mailresult.png added

#26 - 2014-08-27 10:09 - lee min

the subject turn into base64code is caused by gem mail,below is my testing result
info about mail

@ [root@redmine test]# gem list mail   * LOCAL GEMS **
actionmailer (4.1.5, 3.2.18)
mail (2.6.1, 2.5.4)@
my ruby test script:sendm.rb

require 'mail'
options = { :address => "mail._domain_.com",
:port => 25,
:domain => 'mail._domain_.com',
:user_name => '_<username>_',
:password => '_<password>_',
:authentication => 'login',
:openssl_verify_mode => 'none',}
Mail.defaults do

```
delivery_method :smtp, options
end
Mail.deliver do
to 'test@domain.com'
from 'test@domain.com'
subject '□□□□□□□□80□□□□□□□□□□□□□□□□80□□□□□□□□□□□□□□□>□80□□□□□□□□□□□□□□□□80□□□□□□□□□□□□□□□□80□□□□□□□'
body 'testing sendmail'
end
```

and then run the command: ruby sendm.rb
the subject of the mail has truned

```
=?UTF-8?Q?
=E6=B5=8B=E8=AF=95=E6=A0=87=E9=A2=98=E9=95=BF=E5=BA=A6=E5=A4=A7=E4=BA=8E80=E4=B8=AA=E5=AD=97=E8=8A=82=E6=97=B6
=E7=9A=84=E8=A1=A8=E7=8E=B0=E6=B5=8B=E8=AF=95=E6=A0=87=E9=A2=98=E9=95=BF=E5=BA=A6=E5=A4=A7=E4=BA=8E80=E4=B8=AA
=E5=AD=97=E8=8A=82=E6=...
```

#27 - 2017-01-11 05:00 - Toshi MARUYAMA

- Has duplicate Defect #24803: Incoming mailm subject are truncated added

#28 - 2017-01-11 05:03 - Toshi MARUYAMA

- Related to Defect #16859: rdm-mailhandler: subject corruption added

#29 - 2017-01-18 20:25 - Toshi MARUYAMA

- Has duplicate deleted (Defect #24803: Incoming mailm subject are truncated)

Files

mailer-subject-base64.patch	511 Bytes	2009-07-07	Stanislav German-Evtushenko
mailer-long-subject-base64.patch	314 Bytes	2010-02-12	Maxim Verevkin
mailresult.png	15.2 KB	2014-08-27	lee min