



upport.xxx.com]\nGesendet: Donnerstag, 29. April 2010 11:36\nBetreff: [Infos und Anfragen - Videocache #304] (Neu)  
testticket\n\nTicket #304 wurde erstellt by Testuser Test.\n\n-----\nVideocache #304:  
testticket\nhttps://ticket.xxx.de/issues/304\n\nAutor: Testuser Test\nStatus: Neu\nPriorit=E4t: Normal\nZug  
/my/account\n"}  
Completed in 28ms (View: 0, DB: 2) | 422 Unprocessable Entity [[https://ticket.xxx.de/mail\\_handler](https://ticket.xxx.de/mail_handler)]

## History

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### #1 - 2011-06-23 18:34 - micah anderson

I'm having this same problem.

For me, I can send an email to the alias from a user that is not registered, and it works perfectly. It creates the user, and creates the issue. However, when another person I work with does it, it fails:

Request was denied by your Redmine server. Possible reasons: email is sent from an invalid email address or is missing some information.

I have these things set:

```
--no-permission-check --unknown-user create --tracker Support --allow-override priority
```

and it **works** for some email accounts, but not others! Is there a way i can debug this?

### #2 - 2011-06-23 18:34 - micah anderson

I should mention that this is happening with 1.1.2

### #3 - 2011-06-23 18:54 - Etienne Massip

- Affected version (unused) changed from 0.9.3 to 1.1.2

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### #4 - 2011-10-05 13:01 - Radek Antoniuk

Please add support for noverify.

<http://www.5dollarwhitebox.org/drupal/node/64>

### #5 - 2013-09-26 10:11 - Michael Nagel

**bump**

I am still seeing this regularly. Any update on this?

Environment:

Redmine version	2.3.1.stable
Ruby version	1.8.7 (x86_64-linux)
Rails version	3.2.13
Environment	production
Database adapter	PostgreSQL

Redmine plugins:

redmine_backlogs	v1.0.5
redmine_default_assign	0.2.0
redmine_ldap_sync	2.0.1.devel.g6e05af16f1