

Redmine - Defect #5911

Problems importing E-Mails if there is an cc

2010-07-20 07:44 - Dirk Gnauck

Status:	Closed	Start date:	2010-07-20
Priority:	High	Due date:	
Assignee:		% Done:	100%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	0.9.3
Resolution:	Invalid		

Description

We use Redmine as support-ticket system and project-management system. Therefor we created an e-mail-address our customer are able to create tickets with. We observed two problems:

a) If I send an e-mail to redmine and in cc to another person, redmine doesn't import the e-mail. (The same if cc an to is switched)

b) Could it be possible that user-e-mails need to be added case-sensitive?
One of our customer is not able to write e-mails to our support-email-address.
Manßhardt Sonja [Sonja.Mansshardt@WeberHaus.de] About 10 colleagues of her don't have any problem.

Thanks for your support.

Best regards,
Dirk Gnauck

History

#1 - 2010-09-14 08:44 - Dirk Gnauck

- Status changed from *New* to *Resolved*

- % Done changed from 0 to 100

We forgott to set no_permission_check = 1.
Now it works fine.

#2 - 2010-09-14 09:04 - Felix Schäfer

- Status changed from *Resolved* to *Closed*

- Resolution set to *Invalid*