

## Redmine - Defect #6705

### Incoming emails from Apple Mail not parsed correctly

2010-10-20 12:00 - Anonymous

<b>Status:</b>	Closed	<b>Start date:</b>	2010-10-20
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	1.0.1
<b>Resolution:</b>	Fixed		
<b>Description</b>			
<p>Following <a href="#">this discussion on the forum</a>, there seems to be a bug in the interpretation of mails sent to Redmine from Apple Mail. The server is not interpreting the plain text part of the message and all line breaks/paragraphs are stripped from the message. Moreover, the delimiter set in the Redmine Settings is then not applied (because it doesn't find a single line with only the delimiter).</p> <p>Tested on Redmine 1.01 (running on Ubuntu 8.04), mails received from IMAP. Mails were sent from Apple Mail (latest build) via Exchange 2007 or IMAP (Gmail).</p> <p>Plain text messages sent from Apple Mail are interpreted correctly, so it only appears when the messages are sent in Rich Text format.</p>			
<b>Related issues:</b>			
Related to Redmine - Feature #16962: Better handle html-only emails			<b>Closed</b>

### History

#### #1 - 2011-01-18 17:08 - andra lungu

I have the same problem with Ubuntu Server 10.04, redmine v1.1.0 with any kind of client sending not plain text mails. I've changed my production environment as follow:

```
config.logger = Logger.new(config.log_path, 7, 1048576)
config.logger.level = Logger::DEBUG
config.action_controller.consider_all_requests_local = true
config.action_mailer.raise_delivery_errors = true
#config.action_mailer.logger = nil
```

In the production.log, after sending an email containing as body

```
"aaaaa aaa
aaaa
aaaa
aaaa
aa"
```

I retrieve these lines in the part of "Receiving message #ID":

```
"Content-Type: text/html; charset="us-ascii"
Content-Transfer-Encoding: quoted-printable
MIME-Version: 1.0
```

```
<html><head><style type=3D"text/css"><!-- DIV {margin:0px;} --></style></head><body><div style=3D"font-family:times new roman,new york,times,serif;font-size:12pt"><div>aaaaa aaa<br>aaaa<br>aaaa<br>aaaa<br>aa<br></div><br>
```

```
</body></html>="
```

That I suppose it's the body before being parsed. After being parsed, in the description of the issue and also in the notification mail it becomes like this:

```
"aaaaa aaaaaaaaaaaaaaaaaa"
```

I don't have any knowledge of ruby but I think the problem is with `plain_text_body` inside `mail_handler.rb`.

#### #2 - 2011-01-19 16:51 - andra lungu

In order to understand better if this issue was related to our configuration or to redmine only, I've tested it also on a BitNami Redmine Stack that ships with the following software versions:

- Redmine 1.1.0
- Apache 2.2.17
- ImageMagick 6.5.6-8-Q8
- MySQL 5.0.83
- Subversion 1.6.6
- Ruby 1.8.7-p249-i386-mingw32
- Rails 2.3.9
- RubyGems 1.3.7

I've changed only email.yml obviously. Gives the same problem.

**#3 - 2011-07-05 06:39 - Anton Nepomnyaschih**

+1

**#4 - 2019-02-10 05:13 - Go MAEDA**

- *Status changed from New to Closed*
- *Resolution set to Fixed*

This problem should have been fixed in Redmine 3.1.0 ([#16962](#)).

**#5 - 2019-02-10 05:15 - Go MAEDA**

- *Related to Feature #16962: Better handle html-only emails added*