

## Redmine - Defect #7917

### Creating users via email fails if user real name contains special chars

2011-03-18 13:21 - Poul Thomsen

<b>Status:</b> Closed	<b>Start date:</b> 2011-03-18
<b>Priority:</b> Urgent	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 50%
<b>Category:</b> Email receiving	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b> 1.3.0	<b>Affected version:</b> 1.1.2
<b>Resolution:</b> Fixed	

**Description**

If importing issues using the following command

```
/usr/bin/rake -f /opt/redmine/Rakefile redmine:email:receive_pop3 RAILS_ENV="production" host=xxxxxx username=xxxxxx password=xxxxxx project=xxxxxx allow_override=project,tracker,category,priority unknown_user=create no_permission_check=1 tracker=support
```

In some cases mails will be left on the server with the message:

```
--> Message <xxxxxxxxxxxx.xxx.com> NOT processed and left on the server
```

When sending a mail with a MailAuthorName containing danish special chars "æøå" the mail will be ignored.

It's not a problem creating the user in the system using æøå only the auto creation that fails.

Ruby version: 1.8.7 (i486-linux)  
Rails version: 2.3.5  
Redmine version: 1.1.2.stable.5164 (MySQL)  
Mysql version: 5.1.41-3ubuntu12.9

**Related issues:**

Related to Redmine - Defect # 8157: Redmine do not send notification emails i...	<b>Closed</b>	
Related to Redmine - Defect # 6088: eMail in uncommon formats considered invalid	<b>New</b>	<b>2010-08-09</b>
Related to Redmine - Defect # 8733: Sending email fails when one of members h...	<b>Closed</b>	<b>2011-07-01</b>
Duplicated by Redmine - Defect # 9469: redmine:email:receive_imap rejects ema...	<b>Closed</b>	<b>2011-10-25</b>

## History

### #1 - 2011-03-29 16:31 - Peter Brauner

This is an issue for me as well. Living Sweden we have the letters ÅÄÖ åäö in the alphabet.

Now when using unknown\_user=create the mails from the imap server is marked as read but is not delivered to Redmine. If I set the rake to use unknown\_user=accept the mails will go through but then of course the user will be set to anonymous and won't get an account and therefor not any follow ups on the issues.

Cheers!

//Peter Brauner

### #2 - 2011-03-30 09:22 - Etienne Massip

- Target version set to Candidate for next minor release

### #3 - 2011-04-12 16:58 - Rogério Carrasqueira

Hi!,

I'm having the same problem with latin characters. I think that it can be treated as an important feature.

**#4 - 2011-05-06 16:33 - Guilherme Andrade Del Cantoni**

+1

**#5 - 2011-07-06 13:42 - Poul Thomsen**

Anyone know of a workaround for this?, this is quite game breaking for us unfortunately.

**#6 - 2011-10-22 18:14 - liku xiong.**

- % Done changed from 0 to 20

**#7 - 2011-10-22 18:14 - liku xiong.**

- Assignee set to Felix Schäfer

- % Done changed from 20 to 50

**#8 - 2011-10-23 13:44 - Felix Schäfer**

- Assignee deleted (Felix Schäfer)

**#9 - 2011-10-27 23:54 - Bruno Bigras**

Poul Thomsen wrote:

| Anyone know of a workaround for this?, this is quite game breaking for us unfortunately.

I just made a Python class that connects to the IMAP server and then creates a user for each ignored email (those marked as "Seen"). I currently use it in my cron.

<https://github.com/brunoqc/create-redmine-users-from-imap>

**#10 - 2011-11-27 16:48 - Jean-Philippe Lang**

- Status changed from New to Closed

- Target version changed from Candidate for next minor release to 1.3.0

- Resolution set to Fixed

This should be fixed by r7952. There are now defaults for login/firstname/lastname when those extracted from the email are not considered valid.

If you still have problem with user creation after r7952, please attach a raw email so I can do some testing.