Redmine - Defect #10929
Parsing incoming e-mails from users with Outlook
2012-05-15 16:47 - Jeroen Voortman

Status: Closed
Priority: Normal
Assignee: 
Category: Email receiving
Target version: 
Resolution: Cant reproduce
Start date: 
Due date: 
% Done: 0%
Estimated time: 0.00 hour
Affected version: 

Description

In our Redmine users are allowed to create and respond to issues by e-mail. It appears that when our users use Outlook to respond to issues, the parsing of the e-mail fails. It falls back to pure plain text and doesn't even break the parsing at the point which I've set in the administration.

This forces us to re-add all replies the users using Outlook make by hand

History

#1 - 2012-05-15 17:30 - Etienne Massip
- Category set to Email receiving

This requires more details (see [[SubmittingBugs]]) and if you can, an example would be very useful (including email headers?).

#2 - 2013-04-30 10:36 - Jean-Baptiste Barth
- Status changed from New to Closed
- Priority changed from High to Normal
- Resolution set to Cant reproduce

No details provided, I close the issue, please reopen if you have more informations.

#3 - 2013-12-18 01:05 - Jason E

this issue seems to be related to #13209 and is a problem for us.

Using redmine 2.3.3 stable, submitting a html email from outlook results in a mess of unformatted text being dumped into redmine, making the feature unusable.

#4 - 2014-06-11 15:21 - simon butcher

This seems to apply to Outlook 2011 for Mac, not the windows version. Hence possibly why Jean_Baptiste could not reproduce.
Outlook is inserting the following within <div><style/> </style> tags which redmine is treating as plain text, and it gets added to the issue above the truncation line:
body {
  font-family: Verdana, sans-serif;
  font-size: 0.8em;
  color:#484848;
}
simon butcher wrote:

```
...
```

Please try #16962 patch.