

## Redmine - Defect #11768

### Mail Receiving Does Not Work

2012-09-04 08:37 - ☐ ☐

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	100%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	2.0.3
<b>Resolution:</b>	Invalid		

#### Description

About your application's environment:

```
Ruby version          1.9.3 (x86_64-linux)
RubyGems version      1.8.24
Rack version          1.4
Rails version         3.2.6
Active Record version 3.2.6
Action Pack version   3.2.6
Active Resource version 3.2.6
Action Mailer version 3.2.6
Active Support version 3.2.6
```

```
Middleware            Rack::Cache, ActionDispatch::Static, Rack::Lock, #<ActiveSupport::Cache:
:Strategy::LocalCache::Middleware:0x00000001362418>, Rack::Runtime, Rack::MethodOverride, ActionDi
spatch::RequestId, Rails::Rack::Logger, ActionDispatch::ShowExceptions, ActionDispatch::DebugExcep
tions, ActionDispatch::RemoteIp, ActionDispatch::Callbacks, ActiveRecord::ConnectionAdapters::Conn
ectionManagement, ActiveRecord::QueryCache, ActionDispatch::Cookies, ActionDispatch::Session::Cook
ieStore, ActionDispatch::Flash, ActionDispatch::ParamsParser, ActionDispatch::Head, Rack::Conditio
nalGet, Rack::ETag, ActionDispatch::BestStandardsSupport, OpenIdAuthentication
```

```
Application root      /www/redmine
Environment            production
Database adapter       mysql2
Database schema version 20120422150750
```

the command I run:

```
/usr/local/rvm/gems/ruby-1.9.3-p194@global/bin/rake -f /www/redmine/Rakefile redmine:email:receive
_imap RAILS_ENV="production" host=HOSTNAME username=redmine password=12345678
```

and I test this too:

```
/usr/local/rvm/gems/ruby-1.9.3-p194@global/bin/rake -f /www/redmine/Rakefile --silent redmine:emai
l:receive_pop3 RAILS_ENV="production" host=HOSTNAME username=redmine password=12345678 delete_unpr
ocessed=1
```

and this:

```
rake -f /www/redmine/Rakefile --trace redmine:email:read RAILS_ENV="production" < /tmp/redmine (my
raw mail file)
```

all I got is:

```
Non US-ASCII detected and no charset defined.
Defaulting to UTF-8, set your own if this is incorrect.
```

and my Redmine did NOT get any reply :-(

I am sure the mail was encoding with UTF-8 (in Chinese),

and I checked my mail server,  
these mails for Redmine marked as READ after I ran these commands above.

I think Redmine had receiving these mails, but it could NOT write to database (?)  
is there any log I could trace ?  
or I missing something ?

## History

### #1 - 2012-09-04 08:39 -

I setup Redmine in RHEL 6.2 x86\_64, using RVM and run with Apache feat. Passenger  
I using LDAP as auth method.

my reference:

<http://www.redmine.org/projects/redmine/wiki/RedmineReceivingEmails>

<https://we.riseup.net/cgdev/using-email-with-redmine>

<http://serverfault.com/questions/287631/how-can-i-configure-redmine-to-create-or-update-new-issues-via-email>

thank you so much!

and thank Redmine so much! (it help me a loooooooooooooo!)

### #2 - 2012-09-05 11:34 -

- File 1\_before.png added

- File 2\_after.png added

- File 3\_command.png added

### #3 - 2012-09-10 07:59 -

Connecting to database specified by database.yml

OpenIdAuthentication.store is nil. Using in-memory store.

Creating scope :open. Overwriting existing method Version.open.

Creating scope :active. Overwriting existing method User.active.

DEPRECATION WARNING: The InstanceMethods module inside ActiveSupport::Concern will be no longer included automatically. Please define instance methods directly in CollectiveIdea::Acts::NestedSet::Model instead. (called from include at /www/redmine/lib/plugins/awesome\_nested\_set/lib/awesome\_nested\_set/awesome\_nested\_set.rb:58)

DEPRECATION WARNING: The InstanceMethods module inside ActiveSupport::Concern will be no longer included automatically. Please define instance methods directly in CollectiveIdea::Acts::NestedSet::Model instead. (called from include at /www/redmine/lib/plugins/awesome\_nested\_set/lib/awesome\_nested\_set/awesome\_nested\_set.rb:58)

Creating scope :open. Overwriting existing method Issue.open.

MailHandler: ignoring email from unknown user [zx1986@gmail.com]

### #4 - 2012-09-10 08:04 -

- Status changed from New to Resolved

- % Done changed from 0 to 100

my mistake ...

my e-mail doesn't match with mail of the Redmine account ....

I'm so stupid ....



### #5 - 2012-09-10 09:45 - Etienne Massip

- Status changed from Resolved to Closed

- Resolution set to Invalid

Thanks for the update =)

## Files

1_before.png	39.8 KB	2012-09-05	 
2_after.png	39.5 KB	2012-09-05	