

## Redmine - Defect #12025

### rake receive\_pop3 is stripping formatting and new lines

2012-10-05 04:44 - Rob D

<b>Status:</b>	Closed	<b>Start date:</b>	
<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>	1.4.4
<b>Resolution:</b>			
<b>Description</b>			
<p>Since upgrading from redmine 1.3.1 to 1.4.4, the redmine:email:receive_pop3 task seems to be stripping all formatting and new lines out of emails, and adding a continuous blob of text as a one-line comment to a redmine issue.</p> <p>This continuous blob also includes email signatures which should have been truncated as per the settings (which worked fine in 1.3.1, but is not working anymore) Most likely this is due to the fact the stripping of new lines is occurring before trying to truncate, resulting in no lines matching.</p> <p>We are using exchange for emails, and nothing else has changed apart from the redmine version.</p>			
<b>Related issues:</b>			
Related to Redmine - Feature #16962: Better handle html-only emails		<b>Closed</b>	
Related to Redmine - Defect #19740: "Truncate emails after one of these lines..."		<b>Closed</b>	

### History

#### #1 - 2012-10-12 23:33 - Jean-Philippe Lang

- Category set to Email receiving

Could you attach one of these emails (in raw format) so I can try to reproduce?

#### #2 - 2012-10-24 06:19 - Rob D

- File Raw format from telnet retr.txt added

- File Outlook format from sent items.msg added

- File Sample redmine notification showing problem.msg added

I hope these help, please let me know if you need anything else.

Is it possible to call the receive\_pop3 rake task with a debug option that saves the raw emails?

#### #3 - 2013-01-29 16:43 - Steve Clay

We're experiencing this problem, but I'm suspicious it's related to the WYSIWYG functionality. Redmine seems to assume plain text entry and a plain-to-HTML filter on output, and when you enable WYSIWYG editing, the system assumes the content will be HTML and does not run it through a plain-to-HTML filter. When we turned on the WYSIWYG after a few weeks of use, all existing content showed up as described here (without any P/BR breaks).

So I think Redmine is receiving the e-mails, normalizing to a plain text format, but since we have the WYSIWYG on, that plain text is not sent through the plain-to-HTML filter. If that's the case we could either allow HTML e-mail received to be saved directly as markup in Redmine, or we could *always* apply a plain-to-HTML filter to handle old plain text content added by e-mail/before WYSIWYG was enabled. E.g. Markdown permits P elements to passthrough as is.

#### #4 - 2013-02-04 23:32 - Steve Clay

We've confirmed that disabling the WYSIWYG eliminates the problem, so I'm guessing the fix will be having the WYSIWYG plugin run incoming e-mail content through something like `email_content.gsub(/\n/, '<br />')`

#### #5 - 2013-09-25 06:07 - Rob D

- File 1.png added

Upgraded to 2.3.3 - but the problem still exists.

1.png

**#6 - 2014-07-11 18:46 - Yang Tang**

Hi,

We have the similar issue on Redmine 1.4.

In our case, it caused by HTML email parser in Redmine 1.4 is incompatible with the latest Microsoft Exchange server. To fix our issue, we modified mail\_handler.rb file likes below, and then it works well.

Index: mail\_handler.rb

```
=====
--- mail_handler.rb      (revision 9776)
+++ mail_handler.rb      (working copy)
@@ -346,7 +346,8 @@
     if plain_text_part.nil?
       # no text/plain part found, assuming html-only email
       # strip html tags and remove doctype directive
-       @plain_text_body = strip_tags(@email.body.to_s)
+       # @plain_text_body = strip_tags(@email.body.to_s)
+       @plain_text_body = strip_tags(@email.body.to_s.gsub!(/<o:p>/, '<o:p>&nbsp;').gsub!(/<br>/, "\n").gsub!(/&nbsp;/, "\n"))
       @plain_text_body.gsub! %r{^<!DOCTYPE .*$}, ''
     else
       @plain_text_body = plain_text_part.body.to_s

```

Hope it can help you to resolve issues

Regards,

Yang

**#7 - 2014-08-10 02:11 - Toshi MARUYAMA**

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

**#8 - 2014-08-10 02:11 - Toshi MARUYAMA**

Try [#16962](#) patch.

**#9 - 2015-04-29 18:13 - Toshi MARUYAMA**

- Related to Defect #19740: "Truncate emails after one of these lines" setting is not working added

**#10 - 2015-07-14 02:18 - Toshi MARUYAMA**

- Status changed from New to Closed

I think this issue is fixed by [#16962](#).

If you still have problems, please create new issue.

**Files**

Raw format from telnet retr.txt	13 KB	2012-10-24	Rob D
Outlook format from sent items.msg	28.5 KB	2012-10-24	Rob D
Sample redmine notification showing problem.msg	32 KB	2012-10-24	Rob D
1.png	39.9 KB	2013-09-25	Rob D