

Redmine - Defect #13485

Mail handler creates an issue over and over again

2013-03-15 15:05 - Daniel Rauer

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	2.2.1
Resolution:	Invalid		

Description

Very few e-mail sent to our Redmine are not removed from the mail queue, but correctly an issue gets created. This happens over and over until the mail gets manually removed from the mail queue.

Most of the e-mails are correctly removed from the queue, so the general configuration seems to be fine. It seems to depend on the content of e-mails itself.

Here is the log excerpt from our postfix mail server:

```
relay=local, delay=47576, delays=47574/0.02/0/1.1, dsn=4.3.0, status=deferred (temporary failure. Command output: Failed to contact your Redmine server (500). Posting to https://myredmineinstallation/mail_handler... Response received: 500 )
```

This is our environment, Redmine version is 2.2.1.stable:

```
:/opt/redmine-2.2.1# RAILS_ENV=production rake about
About your application's environment
Ruby version          1.8.7 (x86_64-linux)
RubyGems version     1.8.15
Rack version         1.4
Rails version        3.2.11
Active Record version 3.2.11
Action Pack version  3.2.11
Active Resource version 3.2.11
Action Mailer version 3.2.11
Active Support version 3.2.11
Middleware            Rack::Cache, ActionDispatch::Static, Rack::Lock, #<ActiveSupport::Cache:
:Strategy::LocalCache::Middleware:0x7fda7ed8e568>, Rack::Runtime, Rack::MethodOverride, ActionDispatch::RequestId, Rails::Rack::Logger, ActionDispatch::ShowExceptions, ActionDispatch::DebugExceptions, ActionDispatch::RemoteIp, ActionDispatch::Callbacks, ActiveRecord::ConnectionAdapters::ConnectionManagement, ActiveRecord::QueryCache, ActionDispatch::Cookies, ActionDispatch::Session::CookieStore, ActionDispatch::Flash, ActionDispatch::ParamsParser, ActionDispatch::Head, Rack::ConditionalGet, Rack::ETag, ActionDispatch::BestStandardsSupport, OpenIdAuthentication
Application root      /opt/redmine-2.2.1
Environment           production
Database adapter      mysql
Database schema version 20121026003537
```

History

#1 - 2015-07-21 21:43 - roman JProof

Same issue in 3.0.2 and 3.0.4 always exactly compared with permissions and paths to an older 2.6

Environment:

```
Redmine version      3.0.4.stable.14445
Ruby version         2.2.0-p0 (2014-12-25) [x86_64-linux]
Rails version        4.2.3
Environment          production
Database adapter     Mysql2
```

only during an new creation pur from email

The ticket will be created

But the same mail will be staying in server mail queue. Mailserver try's to "resend" the mail and an new ticket will be created

edit apache log

21/Jul/2015:22:58:55 +0200] "POST /mail_handler HTTP/1.1" 500 990 "-" "Redmine mail handler/0.2.3"

Has someone an idea?

#2 - 2015-07-21 23:33 - Go MAEDA

Could you provide production.log of Redmine when the problem happened?

#3 - 2015-12-10 18:19 - roman JProof

Hello Go,

Ive not seen your message.

Error-Log as followed

Started POST "/mail_handler" for serverip at 2015-12-10 18:15:22 +0100

Processing by MailHandlerController#index as HTML

Parameters: {"key"=>"XXXXXXXXXXXXXXXXX", "email"=>"From info@XXXXXXXXXXXXXXXXX.de Thu Dec 10 18:15:21 2015\nReturn-Path: <info@XXXXXXXXXXXXXXXXX.de>\nX-Original-To: wiki@XXXXXXXXXXXXXXXXX.de\nDelivered-To: wiki@XXXXXXXXXXXXXXXXX.de\nReceived: from [192.168.188.27] (hosteringip)\n\tby rootserver (Postfix) with ESMTPSA id D310A60BE8\n\tfor <wiki@XXXXXXXXXXXXXXXXX.de>; Thu, 10 Dec 2015 18:15:21 +0100 (CET)\nTo: wiki@XXXXXXXXXXXXXXXXX.de\nFrom: my<info@myaddy.de>\nSubject: wiki@XXXXXXXXXXXXXXXXX.de\nMessage-ID: <5669B32B.3020501@myaddy.de>\nDate: Thu, 10 Dec 2015 18:15:23 +0100\nUser-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64; rv:38.0) Gecko/20100101\nThunderbird/38.4.0\nMIME-Version: 1.0\nContent-Type: text/plain; charset=utf-8\nContent-Transfer-Encoding: 7bit\n\nwiki@XXXXXXXXXXXXXXXXX.de\n", "allow_override"=>nil, "unknown_user"=>nil, "default_group"=>nil, "no_account_notice"=>nil, "no_notification"=>nil, "no_permission_check"=>nil, "project_from_subaddress"=>nil, "issue"=>{"project"=>"test"}}
Rendered mailer/_issue.text.erb (70.1ms)
Rendered mailer/issue_add.text.erb within layouts/mailer (72.0ms)
Rendered mailer/_issue.html.erb (3.6ms)
Rendered mailer/issue_add.html.erb within layouts/mailer (5.3ms)
MailHandler: issue [#162](#) created by JProof
Completed 500 Internal Server Error in 416ms (ActiveRecord: 81.4ms)

NoMethodError (undefined method `value=' for nil:NilClass):

```
app/models/mail_handler.rb:175:in `dispatch'  
app/models/mail_handler.rb:150:in `receive'  
app/models/mail_handler.rb:49:in `block in receive'  
app/models/mail_handler.rb:46:in `receive'  
app/controllers/mail_handler_controller.rb:29:in `index'
```

#4 - 2016-01-09 06:37 - Toshi MARUYAMA

roman JProof wrote:

MailHandler: issue [#162](#) created by JProof
Completed 500 Internal Server Error in 416ms (ActiveRecord: 81.4ms)

```
NoMethodError (undefined method `value=' for nil:NilClass):  
app/models/mail_handler.rb:175:in `dispatch'  
app/models/mail_handler.rb:150:in `receive'  
app/models/mail_handler.rb:49:in `block in receive'  
app/models/mail_handler.rb:46:in `receive'  
app/controllers/mail_handler_controller.rb:29:in `index'
```

Do you use plugins?

#5 - 2016-02-07 07:23 - roman JProof

Hello Toshi,

yes ..the Plugin "helpdesc" plugin has made this issue.
so i removed the Plugin and now it works.

thanks!

Roman

status:closed

#6 - 2016-02-08 00:55 - Go MAEDA

- *Status changed from New to Closed*

- *Resolution set to Invalid*

Thanks for the feedback.
I am closing this issue.