

## Redmine - Defect #15716

### Scraped emails include CSS from HTML emails

2013-12-16 15:34 - Deoren Moor

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Jean-Philippe Lang	<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	3.1.0	<b>Affected version:</b>	2.4.1
<b>Resolution:</b>	Fixed		
<b>Description</b>			
<p>I'm not sure how many others are encountering this behavior, but when replying to an email notification (and making sure to remove all text from the body) the CSS for HTML emails is included as if it were written by the user. In this particular case I responded to a notification using the default mail client from iOS 7.</p>			
Example reply:			
<pre>Sure, that will work.</pre>			
<pre>body { font-family: Verdana, sans-serif; font-size: 0.8em; color: #484848; } h1, h2, h3 { font-family: "Trebuchet MS", Verdana, sans-serif; margin: 0px; } h1 { font-size: 1.2em; } h2, h3 { font-size: 1.1em; } a, a:link, a:visited { color: #2A5685; } a:hover, a:active { color: #c61ala; } a.wiki-anchor { display: none; } fieldset.attachments {border-width: 1px 0 0 0;} hr { width: 100%; height: 1px; background: #ccc; border: 0; } span.footer { font-size: 0.8em; font-style: italic; }</pre>			
Our environment:			
<pre>Redmine version      2.4.1.stable.12325 Ruby version         1.8.7-p352 (2011-06-30) [i686-linux] Rails version        3.2.15 Environment          production Database adapter     MySQL</pre>			
<b>Related issues:</b>			
Related to Redmine - Defect #19740: "Truncate emails after one of these lines...		<b>Closed</b>	
Related to Redmine - Defect #20311: Task from Email - Styles in task text		<b>Closed</b>	

### Associated revisions

#### Revision 14315 - 2015-06-16 20:23 - Jean-Philippe Lang

Remove style tags from html body (#15716).

### History

#### #1 - 2014-02-27 03:40 - Deoren Moor

Is there any additional information that I can provide? Any tips/config changes that I can try?

Thanks.

**#2 - 2014-07-06 14:23 - Go MAEDA**

I cannot reproduce with Redmine 2.5.1/iOS 7.1.1. Does this problem still occur?

**#3 - 2014-07-06 17:35 - Deoren Moor**

Hi,

Thanks for the reply. Yes, it occurs every time I send an email from an iOS device. I have not *yet* tested with the newly released Redmine 2.5.2, but I will do so and post back with my results.

**#4 - 2014-07-06 18:16 - Deoren Moor**

Deoren Moor wrote:

Yes, it occurs every time I send an email from an iOS device.

To be clear, my OP had the key ingredient:

I responded to a notification using the default mail client from iOS 7.

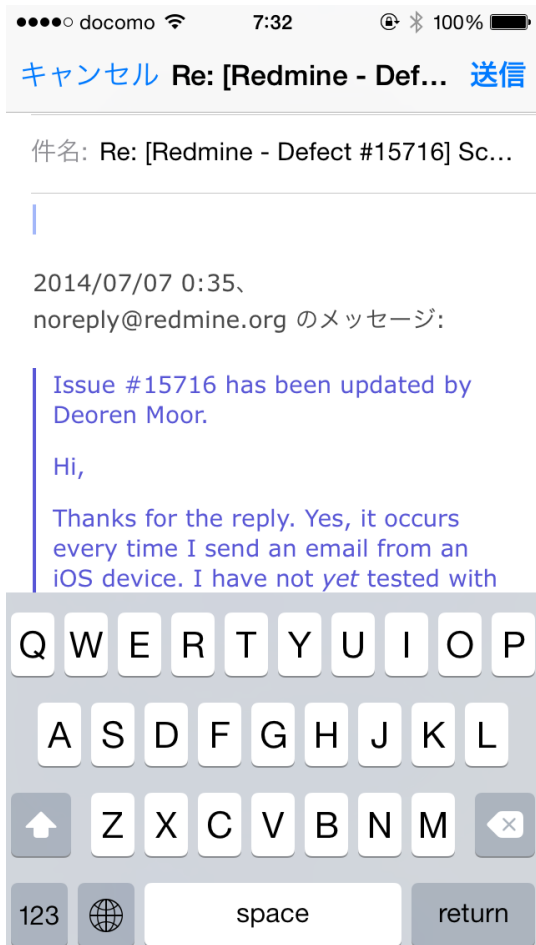
I did not see the behavior when sending in the initial report, but when replying to an email that is when I noticed it. It's also worth noting that we have our Redmine installation configured to send HTML emails and not plaintext emails.

It probably doesn't make a difference, but I sent the test email and test reply from an iOS 7.1.2 device.

**#5 - 2014-07-07 14:31 - Go MAEDA**

- File *reply\_to\_the\_notification\_15176.png* added

No problem with iOS 7.1.2 and notification from [www.redmine.org](http://www.redmine.org). What happens when you reply to the notification from [www.redmine.org](http://www.redmine.org)?



**#6 - 2014-07-08 05:27 - Deoren Moor**

I just replied, but I noticed that the address I was replying to is '[noreply@redmine.org](mailto:noreply@redmine.org)', so I suspect it will not end up here.

Is there any additional information I can supply about our setup?

**#7 - 2014-07-08 17:37 - Deoren Moor**

Sounds like someone else is having the problem too (maybe they just posted to the wrong ticket): [#10929#note-4](#)

**#8 - 2014-07-08 18:08 - Deoren Moor**

Digging back through our Redmine system I found that the earliest example of this happening is June 24, 2013. We would have been running whatever Redmine version was current at the time. If I'm not mistaken, that would be version [2.3.1](#).

**#9 - 2015-04-29 18:15 - Deoren Moor**

Note: this is still a problem as of Redmine 3.0.2. We see it often for current versions of Mac OS X and iOS. I'm still using iOS 7 on a work device, and I see the behavior with it as well.

**#10 - 2015-04-29 18:29 - Toshi MARUYAMA**

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

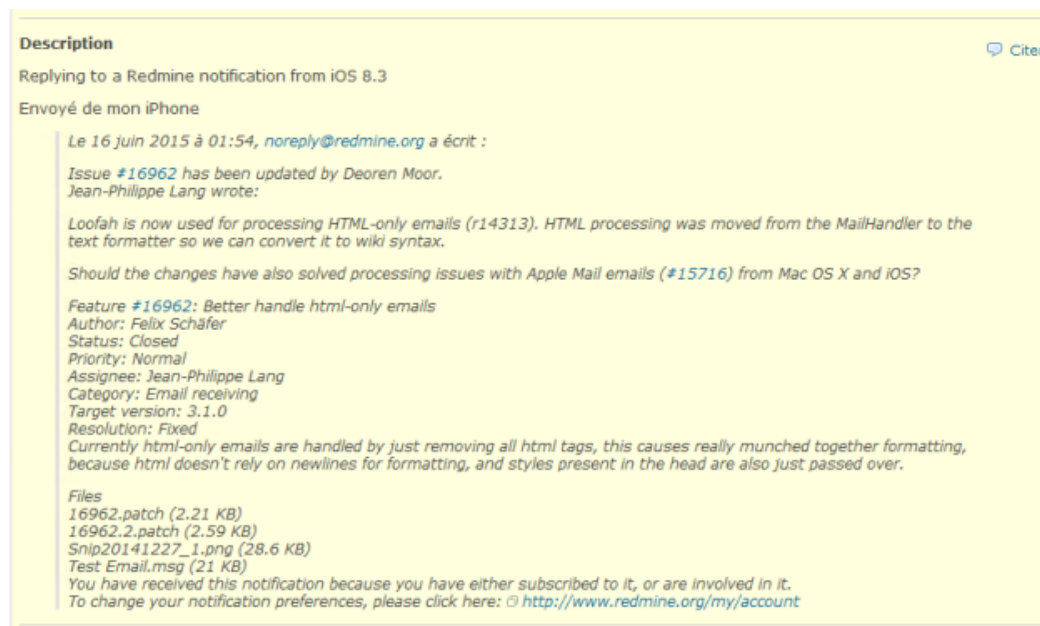
**#11 - 2015-06-16 01:51 - Deoren Moor**

Still a problem as of Redmine 3.0.3 + back-ported changes in [r14313](#).

**#12 - 2015-06-16 10:59 - Jean-Philippe Lang**

- File *reply\_from\_ios.png* added

Works fine for me when replying from iOS 8.3 with current trunk (including [r14313](#)), here is what I get in Redmine:



Can you send a test reply to my email address ([jp\\_lang@yahoo.fr](mailto:jp_lang@yahoo.fr)) so I can try to reproduce?

**#13 - 2015-06-16 11:07 - Jean-Philippe Lang**

- File *html\_reply\_from\_ios.png* added

My reply from iOS contains a plain text part and a html part so Redmine chooses the plain text part, with the result above. If I manually remove the plain text part before submitting the email to Redmine, here is was I get:

## Description



Replying to a Redmine notification from iOS 8.3

Envoyé de mon iPhone

Le 16 juin 2015 à 01:54, noreply@redmine.org a écrit :

```
body { font-family: Verdana, sans-serif; font-size: 0.8em; color: #484848; } h1, h2, h3 { font-family: "Trebuchet MS", Verdana, sans-serif; margin: 0px; } h1 { font-size: 1.2em; } h2, h3 { font-size: 1.1em; } a, a:link, a:visited { color: #2A5685; } a:hover, a:active { color: #c61a1a; } a.wiki-anchor { display: none; } fieldset.attachments { border-width: 1px 0 0 0; } hr { width: 100%; height: 1px; background: #ccc; border: 0; } span.footer { font-size: 0.8em; font-style: italic; } Issue #16962 has been updated by Deoren Moor.
```

Jean-Philippe Lang wrote:

Loofah is now used for processing HTML-only emails (r14313). HTML processing was moved from the MailHandler to the text formatter so we can convert it to wiki syntax.

Should the changes have also solved processing issues with Apple Mail emails (#15716) from Mac OS X and iOS?

## Feature #16962: Better handle html-only emails

Author: Felix Schäfer

Status: Closed

Priority: Normal

Category: Email receiving

Resolution: Fixed

Currently html-only emails are handled by just removing all html tags, this causes really munched together formatting, because html doesn't rely on newlines for formatting, and styles present in the head are also just passed over.

Files 16962.patch (2.21 KB)  
16962.2.patch (2.59 KB)  
Snip20141227\_1.png (28.6 KB)  
Test Email.msg (21 KB)

You have received this notification because you have either subscribed to it, or are involved in it.  
To change your notification preferences, please click here: <http://www.redmine.org/my/account>

### #14 - 2015-06-16 15:46 - Deoren Moor

Jean-Philippe Lang wrote:

Works fine for me when replying from iOS 8.3 with current trunk (including [r14313](#)), here is what I get in Redmine:

...

Can you send a test reply to my email address ([jp\\_lang@yahoo.fr](mailto:jp_lang@yahoo.fr)) so I can try to reproduce?

Thanks for the reply and for testing.

I was a bit confused when I saw your example, so I took a closer look at Apple Mail on my iPhone 4 w/iOS 7.1.2 and found that the **Increase Quote Level** was set to **Off**. I tried with it both **Off** and **On** and got the same results. This is with me doing nothing more than adding my reply at the top and hitting send.

I'm going to forward the emails as an attachment (from Outlook) to the personal email address you've listed. If you'd rather have them in a different format please let me know and I'll provide them in whichever format you wish. Thanks again for looking into this.

### #15 - 2015-06-16 15:51 - Deoren Moor

- File *redmine\_3.0.3+r14313\_replies\_from\_iPhone4\_iOS\_7.1.2.png* added

Just sent two samples, one with **Increase Quote Level** On and another with it set to Off. Both appear to give the same results:

[\\_500](#)

In the past the CSS wasn't collapsed and looked more like what was shown in the OP.

### #16 - 2015-06-16 20:24 - Jean-Philippe Lang

- Status changed from *New* to *Closed*

- Assignee set to *Jean-Philippe Lang*

- Target version set to *3.1.0*

- Resolution set to *Fixed*

This should be fixed by [r14315](#), style tags inside html body were not removed. Please reopen if you still experience the problem after this.

### #17 - 2015-07-15 02:40 - Toshi MARUYAMA

- Related to Defect #20311: *Task from Email - Styles in task text* added

### #18 - 2015-07-15 14:46 - Dmitriy Ermakov

Good day!

I am from task <http://www.redmine.org/issues/20311>

I apply [r14315 \(http://www.redmine.org/projects/redmine/repository/revisions/14315\)](http://www.redmine.org/projects/redmine/repository/revisions/14315).

But now i receive styles in my tasks(

P {margin-top:0;margin-bottom:0;}

test

#### #19 - 2015-07-15 15:18 - Toshi MARUYAMA

Dmitriy Ermakov wrote:

I apply [r14315 \(http://www.redmine.org/projects/redmine/repository/revisions/14315\)](http://www.redmine.org/projects/redmine/repository/revisions/14315).

But now i receive styles in my tasks(

P {margin-top:0;margin-bottom:0;}

test

You need to apply [r14313](http://www.redmine.org/projects/redmine/repository/revisions/14313) at first.

#### Files

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reply_to_the_notification_15176.png	109 KB	2014-07-07	Go MAEDA
reply_from_ios.png	106 KB	2015-06-16	Jean-Philippe Lang
html_reply_from_ios.png	130 KB	2015-06-16	Jean-Philippe Lang
redmine_3.0.3+r14313_replies_from_iPhone4_iOS_7.1.2.png	51.1 KB	2015-06-16	Deoren Moor