

Redmine - Patch #17705

MailHandler should ignore bogus issue strings [some-string#1234] in subject

2014-08-18 09:36 - Felix Schäfer

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:	Felix Schäfer	% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:	2.6.1		

Description

Currently the mail handler will try to parse anything that remotely resembles square brackets containing a hash followed by a number, whatever else happens to be in front of the hash in the brackets. This leads the mail handler to try to parse things like:

```
[12345678901234567890#1234]
```

and

```
[some-string#1234]
```

used by other systems.

The proposed patch Requires the hash to be either preceded by the opening bracket [or a space.

Associated revisions

Revision 13593 - 2014-11-14 21:43 - Jean-Philippe Lang

Ignore bogus issue strings like [some-string#1234] in email subjects (#17705).

Revision 13634 - 2014-11-22 11:42 - Jean-Philippe Lang

Merged r13593 (#17705).

History

#1 - 2014-09-12 07:10 - Jean-Baptiste Barth

No problem merging that as long as it has some more tests for failing strings we introduce... and for good ones too, as I can't find tests in test/unit/mail_handler_test.rb. Maybe it's time to refactor the logic in MailHandler#dispatch too. Felix: can you handle that ? Thanks!

#2 - 2014-09-12 09:55 - Felix Schäfer

Jean-Baptiste Barth wrote:

No problem merging that as long as it has some more tests for failing strings we introduce... and for good ones too, as I can't find tests in test/unit/mail_handler_test.rb.

Sure, can you assign it back to me so that I can remember it? Thanks :-)

Maybe it's time to refactor the logic in MailHandler#dispatch too.

I'll see about that, but I guess it's out of scope for this ticket.

#3 - 2014-09-12 16:02 - Jean-Baptiste Barth

- Assignee set to Felix Schäfer

Here we go!

#4 - 2014-09-25 19:30 - Felix Schäfer

Jean-Baptiste, there's already tests for good strings of sorts with the test that try to import emails and make sure they've been imported correctly. I fear the best I can do would be to provide 1 or 2 examples of incoming emails that should fail, or even with bad and good strings pointing to different issues.

#5 - 2014-09-25 19:53 - Felix Schäfer

- File `better_incoming_email_issue_id_recognition_with_tests.patch` added

Here's a patch with 2 test-emails containing subjects with strings we don't want to match anymore pointing to the wrong issue and strings we want to match pointing to the right one.

#6 - 2014-11-14 20:33 - Frank Paaske

Is this planned to be included in a release soon? I think this would make the email integration with OTRS much simpler!

#7 - 2014-11-14 21:43 - Jean-Philippe Lang

- Subject changed from *Improve incoming email issue subject recognition* to *MailHandler should ignore bogus issue strings [some-string#1234] in subject*

- Status changed from *New* to *Resolved*

- Target version set to *2.6.1*

Fix committed in [r13593](#) with tests edited, thanks.

#8 - 2014-11-22 11:43 - Jean-Philippe Lang

- Status changed from *Resolved* to *Closed*

Merged.

Files

<code>better_incoming_email_issue_id_recognition.patch</code>	489 Bytes	2014-08-18	Felix Schäfer
<code>better_incoming_email_issue_id_recognition_with_tests.patch</code>	5.91 KB	2014-09-25	Felix Schäfer