

## Redmine - Defect #19923

### Not all Imap mails get received correctly

2015-05-22 14:45 - Hadi Makhoulouf

<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>	2.6.3
<b>Resolution:</b>	Invalid		
<b>Description</b>			
<p>I am using redmine with receiving email to an inbox. When I send email to my helpdesk for redmine, the one coming from example hotmail, gmail (web), and so on all works fine. If I send from my Iphone or from my mail client (Lotus notes example) or IOS mail client or other clients, the email comes in but no attachments and I can't see owner-email. No errors reports on rake. If I check my helpdesk account I see that the ones that doesn't come in to redmine with attachment goes into mailbox failure, the ones coming from hotmail and gmail (web) all goes in correctly to accept box.</p> <p>System Ubuntu 14.04 64bits Environment: Redmine version 2.6.3.stable Ruby version 1.9.3-p484 (2013-11-22) [x86_64-linux] Rails version 3.2.21 Environment production Database adapter MySQL2 SCM: Subversion 1.8.8 Git 1.9.1 Filesystem Redmine plugins: clipboard_image_paste 1.10 redmine_add_to_calendar 0.0.2 redmine_checklists 3.1.1 redmine_contacts 3.4.5 redmine_email_fetcher 0.3.1 redmine_email_images 0.1.1 redmine_helpdesk 0.0.12 redmine_ics_export 3.0.1.dev redmine_idonethis 0.1 redmine_nu_mobile_viewer 1.1.0 redmine_silencer 0.4.0 redmine_tweaks 0.5.1 sidebar 0.1.2</p>			

### History

#### #1 - 2015-05-22 14:57 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Please attach sample mail.

#### #2 - 2015-05-22 15:02 - Hadi Makhoulouf

can you elaborate?  
How do you want it ?from sent box?

#### #3 - 2015-05-22 15:10 - Toshi MARUYAMA

[source:tags/2.6.5/test/fixtures/mail\\_handler](https://source.rubygems.org/versions/2.6.5/test/fixtures/mail_handler)

#### #4 - 2015-05-22 15:19 - Hadi Makhoulouf

- File mail-inbox-redmine-failure.png added

**#5 - 2015-05-22 15:23 - Hadi Makhoulf**

sorry for my ignorance but what can I do with the link above?  
best regards

**#6 - 2015-05-22 15:35 - Toshi MARUYAMA**

Please attach sample \*.eml.

**#7 - 2015-05-22 15:43 - Hadi Makhoulf**

- File domino-post.eml added

Thanks I got it now! was a bit tiered!  
I clean it a bit from private info!  
Best regards

**#8 - 2015-05-22 16:38 - Toshi MARUYAMA**

- File domino-test.diff added

Your mail is broken.

```
Content-Type: image/jpeg;
name=image1.JPG;
x-apple-part-url=AAB8284F-5AE8-494F-8F19-38A0590D223A
Content-Disposition: inline;
filename=image1.JPG
Content-Transfer-Encoding: base64
```

should be

```
Content-Type: image/jpeg;
  name=image1.JPG;
  x-apple-part-url=AAB8284F-5AE8-494F-8F19-38A0590D223A
Content-Disposition: inline;
  filename=image1.JPG
Content-Transfer-Encoding: base64
```

**#9 - 2015-05-22 18:14 - Hadi Makhoulf**

Hi Toshi  
if you mean the size it is because I reduce the email attachment by removing a huge jung of of text...  
else I can't see the difference other then there are no tabs...

**#10 - 2015-05-22 19:08 - Toshi MARUYAMA**

Header (e.g. Content-Type) should be at beginning of line.  
Break-word (e.g. name=image1.JPG;) should be indent.

I think your MTA breaks your mail.

```
X-Spam-Checker-Version: SpamAssassin 3.3.2 (2011-06-06)
X-SA-Exim-Version: 4.2.1 (built Wed, 25 Jun 2008 17:20:07 +0000)
```

Too old.

**#11 - 2015-05-23 12:00 - Hadi Makhoulf**

Hi if it is the spam filter is it not supposed to do the same problem for all emails?

**#12 - 2015-05-23 12:15 - Hadi Makhoulf**

- File mail-from-iphone.txt added

**#13 - 2015-05-23 12:22 - Hadi Makhoulf**

- File mail-from-ios-working.txt added

This email get received correctly in redmine.

#14 - 2015-05-23 12:53 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed
- Resolution set to Invalid

Redmine uses mail gem.  
We cannot do anything.  
Please ask mail gem team.  
<https://github.com/mikel/mail>

Files

no-attachement.png	42.4 KB	2015-05-22	Hadi Makhoulouf
working_websend_.png	75.2 KB	2015-05-22	Hadi Makhoulouf
mail-inbox-redmine-failure.png	437 KB	2015-05-22	Hadi Makhoulouf
domino-post.eml	5.93 KB	2015-05-22	Hadi Makhoulouf
domino-test.diff	16.4 KB	2015-05-22	Toshi MARUYAMA
mail-from-iphone.txt	63.8 KB	2015-05-23	Hadi Makhoulouf
mail-from-ios-working.txt	63.8 KB	2015-05-23	Hadi Makhoulouf