

## Redmine - Defect #20465

### MailHandler: ignoring email with Auto-Submitted:auto-generated header

2015-08-03 13:39 - Benoit BRETON

<b>Status:</b>	Needs feedback	<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>	3.1.0
<b>Resolution:</b>			
<b>Description</b>			
I think there's a little bug in the processing file "mail_handler.rb" a line 84.  It should be replaced:  <code>'Auto-Submitted' =&gt; / \ Aauto- (Replied   generated) /,</code> by <code>'Auto-Submitted' =&gt; / \ ^ self (Replied   generated) /,</code>			
<b>Related issues:</b>			
Related to Redmine - Patch #16190: Relax rejections based on Auto-Submitted h...			<b>Closed</b>

#### History

##### #1 - 2015-09-02 05:36 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Please describe more details.

##### #2 - 2015-12-04 23:18 - Nate Mow

I think I've run in to the same bug with our 3.0.3 instance; mail is definitely being sent for some circumstances, but through some combination of acting through the UI and also responding via direct email replies, the log tail is showing "MailHandler: ignoring email with Auto-Submitted:auto-replied header". I've confirmed this is happening using both local sendmail and Gmail SMTP.

It seems like a workaround might go in app/models/mailer.rb to allow config/settings.yml:mail\_from config to override that value to at least allow users to skip the mail\_handler.rb validation.

##### #3 - 2015-12-04 23:31 - Nate Mow

As best I can tell, it looks like once the header has been added, whether by Redmine or by an external mail server (e.g. [#16190](#)), Redmine will just skip sending of some emails...data does make it in, attaches to correct ticket, etc. but no notice is happening.

##### #4 - 2015-12-05 18:44 - Toshi MARUYAMA

- Related to Patch #16190: Relax rejections based on Auto-Submitted header added