

## Redmine - Defect #2316

### Problem tags with email issues.

2008-12-11 21:18 - Marcello Henrique

<b>Status:</b>	Closed	<b>Start date:</b>	2008-12-11
<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>		<b>Affected version:</b>	
<b>Resolution:</b>	Fixed		

**Description**

I have problem with create issues over email, Priority, Tracker, Category don't work! I think problem is filter tags, I'm using:

Project: teste  
Subject: Suporte ao usuário  
Priority: Urgente  
Status: Novo  
Tracker: Suporte  
Category: engenharia

Any sugestions?

Database: mysql-client-5.0, 5.0.32-7etch8  
Language: ruby, 1.8.2-1  
Framework: rails, 2.1.2  
SCM: svn, version 1.4.2 ([r22196](#))

```
$ ruby script/about
About your application's environment
Ruby version      1.8.5 (x86_64-linux)
RubyGems version  1.3.1
Rails version     2.1.2
Active Record version  2.1.2
Action Pack version  2.1.2
Active Resource version 2.1.2
Action Mailer version 2.1.2
Active Support version 2.1.2
Application root   /home/redmine/redmine-0.8
Environment        development
Database adapter   mysql
```

### History

#### #1 - 2008-12-12 21:09 - Marcello Henrique

And Redmine 0.8.0.stable.1611

#### #2 - 2008-12-14 16:57 - Jean-Philippe Lang

Please describe how you receive the email in Redmine.

#### #3 - 2008-12-15 20:59 - Marcello Henrique

Jean-Philippe Lang wrote:

Please describe how you receive the email in Redmine.

Using [RedmineReceivingEmails](#) my config in postfix (/etc/alias) is:

```
redmine: "|/home/redmine/redmine-0.8/extra/mail_handler/rdm-mailhandler.rb -v --url http://redmine.cercomp.ufg.br --key keygenerate**"
```

keygenerate\* => Go to Application settings -> Incoming emails, check Enable WS for incoming emails and enter or generate a secret key.

You need some more information?

**#4 - 2008-12-15 21:13 - Jean-Philippe Lang**

- Status changed from New to Closed

- Resolution set to Invalid

The doc says:

```
-o, --allow-override=ATTRS    allow email content to override attributes
                              specified by previous options
                              ATTRS is a comma separated list of attributes
```

So you need to add `--allow_override=tracker,priority,category` option.

**#5 - 2008-12-15 22:01 - Marcello Henrique**

Ok, use now:

```
redmine: "/home/redmine/redmine-0.8/extra/mail_handler/rdm-mailhandler.rb -v --url http://redmine.cercomp.ufg.br
--allow-override=Tracker,Category,Priority --key ****"
```

and my email:

Project: teste  
Subject: Criando Ticket via email.  
Status: Novo  
Tracker: Suporte  
Priority: Alto  
Category: Projeto  
Description: Teste criando ticket via email. :-)

But don't work, work only Status: Novo.

**#6 - 2008-12-16 20:58 - Marcello Henrique**

- Status changed from Closed to Reopened

**#7 - 2008-12-16 22:05 - Jean-Philippe Lang**

Please, make it a bit easier for me to see what is going wrong  
I can't solve this problem if I'm not able to reproduce it.

And Redmine 0.8.0.stable.1611

0.8 doesn't exist at [r1611](#)

Project: teste  
Status: Novo  
Tracker: Suporte  
Priority: Alto  
Category: Projeto

Should I guess that you have a tracker named "Suporte", a priority named "Alto" and so on...?  
And what is this list? the email body?

But don't work, work only Status: Novo.

What does "don't work" mean exactly? issue is not created?

**#8 - 2008-12-16 22:42 - Marcello Henrique**

Jean-Philippe Lang wrote:

Please, make it a bit easier for me to see what is going wrong  
I can't solve this problem if I'm not able to reproduce it.

And Redmine 0.8.0.stable.1611

0.8 doesn't exist at [r1611](#)

I updated Redmine 0.8.0.stable.2132 (MySQL)

Project: teste  
Status: Novo  
Tracker: Suporte  
Priority: Alto  
Category: Projeto

Should I guess that you have a tracker named "Suporte", a priority named "Alto" and so on...?  
And what is this list? the email body?

I have:

```
mysql> select * from trackers;
+-----+-----+-----+-----+-----+
| id | name           | is_in_chlog | position | is_in_roadmap |
+-----+-----+-----+-----+-----+
| 1 | Problema       | 1           | 1         | 0              |
| 2 | Implementação  | 1           | 2         | 1              |
| 3 | Suporte        | 0           | 3         | 0              |
+-----+-----+-----+-----+-----+
```

But don't work, work only Status: Novo.

What does "don't work" mean exactly? issue is not created?

Issue is create but don't replace (or set) Tracker, Priority and Category.

Sorry, my bad information, have patience with me.

#### #9 - 2009-03-17 11:28 - karthikeyan rangaswamy

I am using This functionality issue creation By Email.

I am Passing the following text in the email body

```
project:myprojectname
status:mystatusname
tracker:mytrackername
priority:mypriorityname
```

I am executing the following rake task

```
rake redmine:email:receive_imap RAILS_ENV="production" host=myhostname port=myportnumber ssl=1 username=myemailaddress
password=mypassword project=charityportal1 tracker=Tasks status=Open Priority=Critical allow_override=project,status,tracker,priority
```

The Issue is getting created on the following project with the values i have passed

But The Problem is that the whole email body is getting stored as email description

So What i mean to say is I dont want status,project,tracker,priority parameters to be stored as issue description.only the other things needs to stored as issue description

So My question is how can i filter all those things and store the issue description alone

#### #10 - 2009-03-27 21:22 - James Holle

karthikeyan rangaswamy wrote:

So My question is how can i filter all those things and store the issue description alone

Bump.  
I would also like to be able to specify the "Description" attribute instead of the whole email getting dumped into it. Plus, I wish I could populate other issue attributes like "Start" or "Due Date" from the creation email.

#### #11 - 2009-11-28 13:20 - Jean-Philippe Lang

- Category changed from Email notifications to Email receiving

**#12 - 2010-02-11 20:38 - Jean-Philippe Lang**

- Status changed from Reopened to Closed

- Resolution changed from Invalid to Fixed

Keywords are now filtered and should not appear in issue description.

**#13 - 2011-08-17 12:12 - Nourdine Nourdine**

- File Screenshot.png added

- Status changed from Closed to Reopened

- Assignee set to Jean-Philippe Lang

I have tested the email receiving but priority and tracker i found it on description fields:

Project: test  
Tracker: Bug  
Status: New  
Priority: Urgent  
Assignee: nourdine nourdine  
Start date: 2011-08-18  
Due date: 2011-08-18  
Estimated time: 1  
% Done : 50  
test: This my Custom Test

**#14 - 2013-09-01 23:44 - Jan Niggemann (redmine.org team member)**

- Status changed from Reopened to Closed

Registered on: 2011-08-16  
Last connection: 2011-08-16

Last reporter never logged in again, closing

**#15 - 2015-04-28 08:19 - Charles So**

I'm on Redmine 3.0.1.

I too am seeing tracker and priority not being updated after Redmine server received the email.

The server will update Status and Assignee.

MTA has ...unknown\_user=ignore allow\_override=tracker,priority,status,assignee in aliases.

Nothing in production.log

**#16 - 2015-04-28 08:53 - Toshi MARUYAMA**

You should use user language or default language.  
[source:tags/3.0.2/app/models/mail\\_handler.rb#L336](https://source.rubygems.org/versions/3.0.2/app/models/mail_handler.rb#L336)

**Files**

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Screenshot.png	112 KB	2011-08-17	Nourdine Nourdine
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