

Redmine - Defect #29719

[Receiving emails] Mail keep staying in my mail box and keep generating issues after re-fetching mail.

2018-10-03 07:05 - fon1105 Lee

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Invalid		
Description			
Attached file is the log after receiving mail and creating issue.			
The issue often occurs when receiving a mail with text format. html format seems to not occur.			
I see this message in the log.			
--> Message < F651716E-37E4-4AF6-BBF7-B7DA70226643@hinet.net > NOT processed and left on the server			
This is my command.			
/usr/local/bin/bundle exec /usr/local/bin/rake -f /redmine/Rakefile redmine:email:receive_pop3 RAILS_ENV="production" host=10.1.1.1 username=username password=password port=110 project=test tracker=Support unknown_user=accept priority=normal status=new no_permission_check=1 no_account_notice=0 --trace			
Environment:			
Redmine version 2.6.3.stable			
Ruby version 2.0.0-p353 (2013-11-22) [i386-linux]			
Rails version 3.2.21			
Environment production			
Database adapter Mysql2			

History

#1 - 2018-10-04 07:11 - fon1105 Lee

- File Redmine_log2.txt added

I have another mail with the same issue. I attached the log. Does anyone who can help with this issue? Thank you.

#2 - 2018-10-06 15:18 - Romain bekdache

- File Activation de votre compte Redmine.msg added

#3 - 2018-10-07 02:36 - Go MAEDA

- Category set to Email receiving

#4 - 2018-10-17 12:45 - fon1105 Lee

Hello,

Could somebody help me with this issue? Thank you very much.

#5 - 2018-10-17 17:03 - Pavel Rosický

it looks like MailHandler#safe_receive returned false for some reason and the email was left on the server <https://github.com/redmine/redmine/blob/master/lib/redmine/pop3.rb#L59>

but an issue was created anyway https://github.com/redmine/redmine/blob/master/app/models/mail_handler.rb#L221

maybe something went wrong when creating an attachment in #add_attachments ? unfortunately there's no error in the log

could you try a recent redmine version? 2.6.3 is pretty old...

#6 - 2018-10-18 03:16 - fon1105 Lee

Thank you for your reply.

As I am using some plug-in which only works with older redmine version, so it's hard to try the recent redmine version.

I found the issue often occurs when the mail is text format instead of HTML format, no matter the mail has attachment or not.

#7 - 2018-10-22 04:20 - fon1105 Lee

Which files of Redmine system are related to fetch mail?

Is it possible to patch/replace few files with regards to fetch mail in my current Redmine (2.6)?

#8 - 2018-11-15 09:48 - fon1105 Lee

- Status changed from New to Resolved

Resolved by upgrading Redmine System.

#9 - 2018-11-15 11:55 - Marius BĂLTEANU

- Status changed from Resolved to Closed

- Resolution set to Invalid

Thanks for your feedback.

Files			
Redmine_log.txt	9.95 KB	2018-10-03	fon1105 Lee
Redmine_log2.txt	29.5 KB	2018-10-04	fon1105 Lee
Activation de votre compte Redmine.msg	96.5 KB	2018-10-06	Romain bekdache