Redmine - Defect #10721

Loss of attachments while fetching emails from IMAP (GMail)

2012-04-20 06:37 - Anonymous

Status:	New		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:	Candidate for next major release			
Resolution:			**Affected version:**	1.3.2

Description

When new issue is created by email fetched from gmail via redmine:email:receive_imap, attachments are ignored.

Steps to reproduce:

1. send email with attachment to redmine GMail account.
2. execute rake redmine:email:receive_imap RAILS_ENV=production
3. go to issue list of the project

Expected: new issue was created with file attached to it. Mail in GMail box was cleared.

In fact: new issue is created but without attachments. Message is left in mailbox.

Related issues:

Related to Redmine - Patch #11499: Fixed attachments handling when receiving ...		**New**

History

#1 - 2012-06-18 13:04 - Максим Лазарев

have the same problem, tell me, please, what's the problem?

#2 - 2012-08-04 15:45 - Gregory Engels

see also related issue #11499 (with a patch)

#3 - 2013-04-18 11:58 - Steffen Zieger

- File redmine_attachments_save.diff added

The following patch is working for me on Redmine 2.3.0

#4 - 2015-12-22 19:21 - Sebastian Paluch

This is still needed for 3.2.0.

This is very minor change. Can this be addressed soon?

#5 - 2016-04-29 16:16 - Moritz D

I'm using 3.2.0

same problem as issue author
"new issue is created but without attachments. Message is marked read and left in mailbox"

applying redmine_attachments_save.diff did not help. should it resolve the problem? is noone else using email attachments?

any suggestions?
thank you in advance

#6 - 2016-07-11 00:29 - Prabhash Mishra

I too am having the same problem on Redmine 3.2.3
IMAP and Gmail
Ticket gets created but attachment is ignored.
The patch does not work either.

Does anyone have a fix on this? Please help...

Thanks & Regards,
Prabhash

#7 - 2016-08-09 20:42 - Akhilesh Sabharwal

Facing the same issue on Redmine 3.3.0.
Facing the same issue. All functions of retrieving mail working, except for attachments. On IMAP / POP3

Could this be a function of the IMAP server?

In which case will try an alternative.

Thanks,
Akhilesh

#8 - 2016-09-22 08:32 - Alexandr Meshkov

It works on Redmine 3.3.0, if you run the command via cron

#9 - 2017-07-20 16:03 - Janeks Kamerovskis

I have the same problem with:

```
Environment:
Redmine version           3.3.3.stable
Ruby version              2.3.1-p112 (2016-04-26) [x86_64-linux-gnu]
Rails version             4.2.7.1
Environment               production
Database adapter          Mysql2
```

Where could I look / dig to find the solution?

brgds
Janeks

#10 - 2018-03-12 13:02 - Nicolas Silberzahn

Please fix this! My Incomming emails from Evernote contains only inline images (hand writing)

#11 - 2020-05-26 04:21 - Yuichi HARADA

- File 10721-fixed.patch added

The problem could not be reproduced, but the possible causes are:

1. The process to add the attachments is performed after issue#save!
2. Attachments are added directly to issue#attachments, but originally it must go through #saved_attachments defined in acts_as_attachable.

I created a patch.

#12 - 2020-05-30 11:32 - Go MAEDA

- Target version set to Candidate for next major release

#13 - 2021-04-19 05:37 - Wicky Hu

I tested 10721-fixed.path in latest 4.2.0, it seems only working for one attachment.
If there are two or more attachments in email, then only the first attachment shown in notification mail.

I guess the reason is new issue email is created when first attachment added and issue saved, after that, remaining attachments added and saved.

#14 - 2021-04-20 09:55 - anju dhiman

We also want to get all attachments from email when any ticket is creating.
Can you guys help us?

#15 - 2021-04-21 10:54 - Nicolas Silberzahn

+1 (3 years after!)

#16 - 2021-04-21 11:31 - anju dhiman

guys is there any possibility to have this feature?

#17 - 2021-04-23 15:30 - Wicky Hu

I think to change the add_attachments method could solve the issue, basically to change << to build, not yet fully tested, but seems working.

```
#    obj.attachments << Attachment.create(:container => obj,
                 #                         :file => attachment.body.decoded,
                 #                         :filename => attachment.filename,
                 #                         :author => user,
                 #                         :content_type => attachment.mime_type)
obj.attachments.build(:container => obj,
                                       :file => attachment.body.decoded,
                                       :filename => attachment.filename,
                                       :author => user,
                                       :content_type => attachment.mime_type)
```

Files

versions.txt	328 Bytes	2012-04-20	Anonymous
redmine_attachments_save.diff	520 Bytes	2013-04-18	Steffen Zieger
10721-fixed.patch	3.03 KB	2020-05-26	Yuichi HARADA

```
#    obj.attachments << Attachment.create(:container => obj,
                 #                         :file => attachment.body.decoded,
                 #                         :filename => attachment.filename,
                 #                         :author => user,
                 #                         :content_type => attachment.mime_type)
obj.attachments.build(:container => obj,
```