

## Redmine - Defect #10721

### Loss of attachments while fetching emails from IMAP (GMail)

2012-04-20 06:37 - Anonymous

<b>Status:</b> New	<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> Candidate for next major release	<b>Affected version:</b> 1.3.2
<b>Resolution:</b>	
<b>Description</b>	
When new issue is created by email fetched from gmail via redmine:email:receive_imap, attachments are ignored.	
Steps to reproduce:	
<ol style="list-style-type: none"><li>1. send email with attachment to redmine GMail account.</li><li>2. execute rake redmine:email:receive_imap RAILS_ENV=production</li><li>3. go to issue list of the project</li></ol>	
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.	
<b>Related issues:</b>	
Related to Redmine - Patch # 11499: Fixed attachments handling when receiving... <b>New</b>	

#### 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 Incoming 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

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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