

Redmine - Defect #10749

Error while fetching email from pop3 server

2012-04-24 11:04 - Andrey Krot

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Cant reproduce		
Description			
System info			
Server OS: CentOS			
Database: MySQL 5			
Ruby 1.8.7			
Rails 2.3.14			
Redmine 1.3.2 Stable			
While start rake redmine:email:receive_pop3, i see the next error			
rake aborted!			
undefined method `count' for nil:NilClass			
If I clean mailbox, problem go away.			
But sometime it occurs again.			
Trace attached.			

History

#1 - 2012-04-24 20:57 - Jean-Philippe Lang

Did you make any change to lib/redcloth3.rb?

#2 - 2012-04-24 20:57 - Jean-Philippe Lang

- Resolution set to Cant reproduce

#3 - 2012-04-25 03:24 - Andrey Krot

No, i didn't.

It seems to me, that the problem is in some special messages in mailbox.

Maybe, this is a problem with Microsoft Exchange mail server.

This problem happens already 3 times.

#4 - 2012-04-25 09:14 - Etienne Massip

Run the rake task with the --trace argument to get the full trace of the exception.

And please check your production.log file content.

Do you have any plugins installed (see [[SubmittingBugs]])?

#5 - 2012-04-25 15:31 - Andrey Krot

I've already run rake task with --trace parameter, and attached file is the result.

It's very difficult to get information from production.log, because the error occurred on the real productive base, and there are too many lines in log file.

Of course, there are some plugins installed. There is the list of plugins.

Redmine Better Gantt Chart plugin 0.6.3
Redmine release notes plugin 1.1.0
Redmine Ft Import plugin 0.0.1
Smart issues sort plugin 0.2.5
Redmine Theme Changer 0.0.5
Redmine Wktime plugin 0.0.1
Issues XLS export 0.1.3

#6 - 2012-04-25 18:47 - Jean-Philippe Lang

Could you save one of these emails in raw format (.eml) and post it here please?

#7 - 2012-04-26 03:18 - Andrey Krot

- File message.7z.001 added

- File message.7z.002 added

The problem message in attachment.

I divide it into two files because of file size limitation

#8 - 2013-04-26 08:12 - Andrey Krot

This issue does not solved. No ideas?

#9 - 2013-05-02 08:42 - Toshi MARUYAMA

- Category set to Email receiving

Files

trace.log	2.74 KB	2012-04-24	Andrey Krot
message.7z.001	488 KB	2012-04-26	Andrey Krot
message.7z.002	169 KB	2012-04-26	Andrey Krot