Redmine - Defect #11552

MailHandler does not match assignee name with spaces

2012-07-31 17:01 - Kameron Hott

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:	Jean-Philippe Lang		**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:	2.1.0			
Resolution:	Fixed		**Affected version:**	1.4.1

Description

We are working with the imap email ticket creation. It basically works except when the name has a - in it. Example would be First name = "IS -" and Last name = "Operations". If the First name is IS and the Last name = "Operations", the email processes fine. I saw while Googling around that I could use the Login instead which is isoperations. Tried that and it fails.

We are on version 1.4.1.stable.9612(MySql).
Our mail client is Exchange.

Associated revisions

Revision 10236 - 2012-08-26 11:03 - Jean-Philippe Lang

MailHandler: Match assignee on the full display name (#11552).

History

#1 - 2012-07-31 21:11 - William Roush

- File defect-11552.patch added

Confirmed, this test fails when the user has a dash in their first name.

However assigning to the user "dashtest" works fine (the user's log in name).

#2 - 2012-07-31 21:14 - William Roush

William Roush wrote:

> Confirmed, this test fails when the user has a dash in their first name.
>
> However assigning to the user "dashtest" works fine (the user's log in name).

Actually let me correct myself, the problem is that there is a space in the first name, I think Redmine is splitting on that space, and fails to look up the user.

Setting the name to "IS- Operations" works fine.

So I think it's doing first name "IS", last name "- Operations".

#3 - 2012-07-31 21:27 - Jean-Philippe Lang

> I think Redmine is splitting on that space, and fails to look up the user

You're perfectly right.

#4 - 2012-07-31 21:31 - William Roush

Alright, here is a patch that adds a test that replicates the issue and a fix (Redmine 2.0 default branch).

I added the last combined check as a last-ditch check (re-iteration), I'm a bit worried about catching other names by accident so I only want to grab it if all other name look-ups fail first.

Of course the devs can move that somewhere else if they think that isn't a problem.

#5 - 2012-07-31 21:31 - William Roush

- File defect-11552.patch added

#6 - 2012-07-31 22:30 - Kameron Hott

- Status changed from New to Resolved

Thank you, that patch did fix it. The email works now with IS - Operations. Have a great day and thank you for the very quick fix!!

#7 - 2012-07-31 23:38 - William Roush

Edit: sorry, scratch that, I had a filter issue.

#8 - 2012-07-31 23:43 - Jean-Philippe Lang

- Target version set to 2.1.0

#9 - 2012-08-26 11:05 - Jean-Philippe Lang

- Subject changed from redmine:email:receive_imap assignee name with a - fails. to MailHandler does not match assignee name with spaces

- Category set to Email receiving

- Status changed from Resolved to Closed

- Assignee set to Jean-Philippe Lang

- Resolution set to Fixed

Fixed in [r10236](#) with a slightly different approach, thanks for pointing this out.

Files

defect-11552.patch	2.47 KB	2012-07-31	William Roush
defect-11552.patch	3.13 KB	2012-07-31	William Roush