

## Redmine - Defect #11552

### MailHandler does not match assignee name with spaces

2012-07-31 17:01 - Kameron Hott

|   |                    |                          |           |
|---|--------------------|--------------------------|-----------|
| <b>Status:</b>  | Closed             | <b>Start date:</b>       |           |
| <b>Priority:</b>  | Normal             | <b>Due date:</b>         |           |
| <b>Assignee:</b>  | Jean-Philippe Lang | <b>% Done:</b>           | 0%        |
| <b>Category:</b>  | Email receiving    | <b>Estimated time:</b>   | 0.00 hour |
| <b>Target version:</b>  | 2.1.0              | <b>Affected version:</b> | 1.4.1     |
| <b>Resolution:</b>  | Fixed              |                          |           |
| <b>Description</b>  |                    |                          |           |
| <p>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.</p> <p>We are on version 1.4.1.stable.9612(MySql).<br/>Our mail client is Exchange.</p> |                    |                          |           |

#### 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**

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