# Redmine - Patch #11684

## Truncate incoming emails

2012-08-23 02:14 - Joel Thompson

| | | | |
|---|---|---|---|
| **Status:** | Closed | **Start date:** | |
| **Priority:** | Normal | **Due date:** | |
| **Assignee:** | | **% Done:** | 0% |
| **Category:** | Email receiving | **Estimated time:** | 0.00 hour |
| **Target version:** | | | |

**Description**

While setting up Redmine for work, we decided we needed the incoming emails to be truncated properly, to remove any quotes when replying.

I came up with a patch for the mail handler which will automatically strip everything after the reply message. I figured this might be able to be worked into Redmine as an option in the settings, it works with replying to a Redmine email from outlook which I have tested but it should also work with replies from gmail, apple mail, and some other mail clients.

**Related issues:**

| | | |
|---|---|---|
| Related to Redmine - Feature #5864: Regex Text on Receiver Email | **Closed** | **2010-07-10** |

## History

**#1 - 2012-08-23 03:13 - Toshi MARUYAMA**

*- Category set to Email receiving*

**#2 - 2012-08-23 08:57 - Etienne Massip**

Why not simply fill the Truncate emails after one of these lines accordingly in the Administration/Settings/Incoming mails tab?

**#3 - 2012-08-24 05:42 - Joel Thompson**

Etienne Massip wrote:

> Why not simply fill the Truncate emails after one of these lines accordingly in the Administration/Settings/Incoming mails tab?

Well to be honest, I could not figure out how to get that to work using a regular expression, maybe some better documentation would provide useful for this part. However I still think a simple check box asking if you want to truncate emails which works across "most" email clients is the simplest and most elegant solution.

Which is why I shared this patch as I thought this could be a good start at implementing it.

**#4 - 2013-10-30 16:15 - Marc D.**

+1 exactly what I was searching for, Thank you!
Just had to edit it for german mails.
The method of redmine works fine, but incase the email client adds something with a date or something like that it doesnt work, because you cant use wildcards.:(

**#5 - 2014-02-18 05:46 - Toshi MARUYAMA**

*- Related to Feature #5864: Regex Text on Receiver Email added*

**#6 - 2016-10-17 18:21 - First Last**

Ah, this old issue :(

I tried this patch with latest docker redmine's release. It worked for GNU/Linux's Thunderbird, but not for Windows 7's Thunderbird [1]. I suspect is the difference in new line character between Windows and GNU/Linux

[1] not working means that after applying the patch, there's no expression evaluated to truncate the message: could be regex or not; does not work. Without the patch works; but without regex.

**#7 - 2019-02-09 09:53 - Go MAEDA**

*- Status changed from New to Closed*

You can use regular expressions for the "Truncate emails after one of these lines" setting in Redmine 3.4.0 and later ([#5864](#)). It covers this feature request.

## Files

| | | | |
|---|---|---|---|
| mailTruncate.patch | 1.26 KB | 2012-08-23 | Joel Thompson |