Redmine - Defect #13485

Mail handler creates an issue over and over again

2013-03-15 15:05 - Daniel Rauer

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	2.2.1

Description

Very few e-mail sent to our Redmine are not removed from the mail queue, but correctly an issue gets created. This happens over and over until the mail gets manually removed from the mail queue.
Most of the e-mails are correctly removed from the queue, so the general configuration seems to be fine. It seems to depend on the content of e-mails itself.

Here is the log excerpt from our postfix mail server:

```
relay=local, delay=47576, delays=47574/0.02/0/1.1, dsn=4.3.0, status=deferred (temporary failure.
Command output: Failed to contact your Redmine server (500). Posting to https://myredmineinstallat
ion/mail_handler... Response received: 500 )
```

This is our environment, Redmine version is 2.2.1.stable:

```
:/opt/redmine-2.2.1# RAILS_ENV=production rake about
About your application's environment
Ruby version              1.8.7 (x86_64-linux)
RubyGems version          1.8.15
Rack version              1.4
Rails version             3.2.11
Active Record version     3.2.11
Action Pack version       3.2.11
Active Resource version   3.2.11
Action Mailer version     3.2.11
Active Support version    3.2.11
Middleware                Rack::Cache, ActionDispatch::Static, Rack::Lock, #<ActiveSupport::Cache:
:Strategy::LocalCache::Middleware:0x7fda7ed8e568>, Rack::Runtime, Rack::MethodOverride, ActionDisp
atch::RequestId, Rails::Rack::Logger, ActionDispatch::ShowExceptions, ActionDispatch::DebugExcepti
ons, ActionDispatch::RemoteIp, ActionDispatch::Callbacks, ActiveRecord::ConnectionAdapters::Connec
tionManagement, ActiveRecord::QueryCache, ActionDispatch::Cookies, ActionDispatch::Session::Cookie
Store, ActionDispatch::Flash, ActionDispatch::ParamsParser, ActionDispatch::Head, Rack::Conditiona
lGet, Rack::ETag, ActionDispatch::BestStandardsSupport, OpenIdAuthentication
Application root          /opt/redmine-2.2.1
Environment               production
Database adapter          mysql
Database schema version   20121026003537
```

History

#1 - 2015-07-21 21:43 - roman JProof

Same issue in 3.0.2 and 3.0.4 always exactly compared with permissions and paths to an older 2.6

```
Environment:
  Redmine version                3.0.4.stable.14445
  Ruby version                   2.2.0-p0 (2014-12-25) [x86_64-linux]
  Rails version                  4.2.3
  Environment                    production
  Database adapter               Mysql2
```

only during an new creation pur from email

The ticket will be created

But the same mail will be staying in server mail queue. Mailserver try's to "resend" the mail and an new ticket will be created

edit apache log
21/Jul/2015:22:58:55 +0200] "POST /mail_handler HTTP/1.1" 500 990 "-" "Redmine mail handler/0.2.3"

Has someone an idea?

#2 - 2015-07-21 23:33 - Go MAEDA

Could you provide production.log of Redmine when the problem happened?

#3 - 2015-12-10 18:19 - roman JProof

Hello Go,

Ive not seen your message.
Error-Log as followed

Started POST "/mail_handler" for serverip at 2015-12-10 18:15:22 +0100
Processing by MailHandlerController#index as HTML
Parameters: {"key"=>"XXXXXXXXXXXXXXX", "email"=>"From info@XXXXXXXXXXXXXXX.de Thu Dec 10 18:15:21 2015\nReturn-Path: <
info@XXXXXXXXXXXXXXX.de>\nX-Original-To: wiki@XXXXXXXXXXXXXXX.de\nDelivered-To: wiki@XXXXXXXXXXXXXXX.de\nReceived: from
[192.168.188.27] (hosteringip)\n\tby rootserver (Postfix) with ESMTPSA id D310A60BE8\n\tfor <wiki@XXXXXXXXXXXXXXX.de>; Thu, 10 Dec 2015
18:15:21 +0100 (CET)\nTo: wiki@XXXXXXXXXXXXXXX.de\nFrom: my<info@myaddi.de>\nSubject: wiki@XXXXXXXXXXXXXXX.de\nMessage-ID: <
5669B32B.3020501@myaddy.de>\nDate: Thu, 10 Dec 2015 18:15:23 +0100\nUser-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64; rv:38.0)
Gecko/20100101\n Thunderbird/38.4.0\nMIME-Version: 1.0\nContent-Type: text/plain; charset=utf-8\nContent-Transfer-Encoding: 7bit\n\
nwiki@wXXXXXXXXXXXXXXX.de\n", "allow_override"=>nil, "unknown_user"=>nil, "default_group"=>nil, "no_account_notice"=>nil,
"no_notification"=>nil, "no_permission_check"=>nil, "project_from_subaddress"=>nil, "issue"=>{"project"=>"test"}}
Rendered mailer/_issue.text.erb (70.1ms)
Rendered mailer/issue_add.text.erb within layouts/mailer (72.0ms)
Rendered mailer/_issue.html.erb (3.6ms)
Rendered mailer/issue_add.html.erb within layouts/mailer (5.3ms)
MailHandler: issue #162 created by JProof
Completed 500 Internal Server Error in 416ms (ActiveRecord: 81.4ms)

NoMethodError (undefined method `value=' for nil:NilClass):
app/models/mail_handler.rb:175:in `dispatch'
app/models/mail_handler.rb:150:in `receive'
app/models/mail_handler.rb:49:in `block in receive'
app/models/mail_handler.rb:46:in `receive'
app/controllers/mail_handler_controller.rb:29:in `index'

#4 - 2016-01-09 06:37 - Toshi MARUYAMA

roman JProof wrote:

> MailHandler: issue #162 created by JProof
> Completed 500 Internal Server Error in 416ms (ActiveRecord: 81.4ms)
>
> NoMethodError (undefined method `value=' for nil:NilClass):
> app/models/mail_handler.rb:175:in `dispatch'
> app/models/mail_handler.rb:150:in `receive'
> app/models/mail_handler.rb:49:in `block in receive'
> app/models/mail_handler.rb:46:in `receive'
> app/controllers/mail_handler_controller.rb:29:in `index'

Do you use plugins?

#5 - 2016-02-07 07:23 - roman JProof

Hello Toshi,

yes ..the Plugin "helpdesc" plugin has made this issue.
so i removed the Plugin and now it works.

thanks!
Roman

status:closed

#6 - 2016-02-08 00:55 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Invalid

Thanks for the feedback.
I am closing this issue.