# Redmine - Feature #13862

# Better mail response when creating new issue via email submission

2013-04-24 11:43 - Francesco V

Status: New Start date:

Priority: Normal Due date:

Assignee: % Done: 0%

Category: Email receiving Estimated time:

Target version:

Resolution:

## Description

My redmine installation is configured to recieve e-mail.

When i try to create a new issue on unspecified project redmine answer is:

Request was denied by your Redmine server. Possible reasons: email is sent from an invalid email a ddress or is missing some information.

0.00 hour

### but in file log

MailHandler: missing information from Francesco: Unable to determine target project

### Same result for missing required field

Validation failed: Categoria non può essere lasciato in bianco

(Category cannot be blank).

#### Related issues:

Related to Redmine - Feature #12869: Notificaion if ticket-creation failed New

# History

#### #1 - 2013-04-24 11:45 - Francesco V

Environment:

Redmine version 2.3.0.stable
Ruby version 1.9.3 (i686-linux)

Rails version 3.2.13
Environment production
Database adapter MySQL

Redmine plugins: no plugin installed

## #2 - 2013-04-24 13:55 - Etienne Massip

- Category set to Email receiving

### #3 - 2013-08-11 23:58 - Francesco V

Related to Feature #12869

#### #4 - 2013-08-12 04:31 - Toshi MARUYAMA

- Related to Feature #12869: Notificaion if ticket-creation failed added

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