

## Redmine - Defect #1401

### Related e-mail notifications aren't threaded

2008-06-06 21:39 - Colan Schwartz

<b>Status:</b>	Closed	<b>Start date:</b>	2008-06-06
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Paul Rivier	<b>% Done:</b>	0%
<b>Category:</b>	Email notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	0.9.0	<b>Affected version:</b>	0.7.1
<b>Resolution:</b>	Fixed		
<b>Description</b>			
Related notifications, those belonging to the same issue for example, don't show up as e-mail messages in the same thread. They each belong to separate threads. Notifications should be setting the necessary message headers.			
<b>Related issues:</b>			
Duplicated by Redmine - Feature # 603: Don't include new status for issues in... <span style="float: right;"><b>Closed</b>      <b>2008-02-04</b></span>			

### Associated revisions

#### Revision 2281 - 2009-01-18 16:16 - Jean-Philippe Lang

Adds Message-Id and References headers to email notifications so that issues and messages threads can be displayed by email clients (#1401).

### History

#### #1 - 2008-06-25 20:40 - Paul Rivier

- Assignee set to Paul Rivier

Indeed. Email headers should contain two fields, Message-ID, and References.

Message-ID must be unique, therefore I propose (capital words are variables) :

```
redmine.PROJECT-NAME.issue-NUMBER.reply-REPLY-NUMBER@HOSTNAME
```

Any email notification can include multiple references to other notifications, for exemple, for 2nd reply to issue 49 for current redmine project :

```
Message-ID: <redmine.redmine.issue-49.reply-2@redmine.org>
```

```
References: <redmine.redmine.issue-49.reply-1@redmine.org>
```

```
<redmine.redmine.issue-49.reply-0@redmine.org>
```

That will give, in the MUA, a very deep unary thread. This might seem a bit inconvenient, but it is the only way I see to ensure working threading for anyone subscribing in the middle of the discussion.

I can *not* unfortunately put this on top of my todo list, so I put it fairly deep, but if someone want to volunteer, patches are welcome.

#### #2 - 2008-06-25 21:32 - Jean-Philippe Lang

I think we should use something like a hash instead of raw project identifiers.

#### #3 - 2008-06-25 22:38 - Jean-Philippe Lang

Something like this:

```
# Generates a message id for the given object
def message_id_for(obj)
  s = "redmine.%.s.%.s.%08d.%.s" % [obj.project.identifier, obj.class.name, obj.id, obj.created_on.to_s]
  hash = Digest::MD5.hexdigest(s)
  host = Setting.mail_from.to_s.gsub(%r{^.*@}, "")
  "<#{hash}@#{host}>"
end
```

What do you think ?

#### #4 - 2008-06-26 00:05 - Paul Rivier

I have no particular position on using readable string or hash. Why do you think a hash is better suited ?

Also, if using a hash, you should ensure to strip-out any character in [<>@], as specified in the internet text messages RFC.

Also, for objects having multiple revisions (edited message content, edited wiki page), message-id must be unquified for each revision. It might be needed at some point in the future.

#### #5 - 2008-06-27 22:29 - Jean-Philippe Lang

| *Why do you think a hash is better suited ?*

Fixed length and [0-9a-f] only

| *Also, for objects having multiple revisions (edited message content, edited wiki page), message-id must be unquified for each revision. It might be needed at some point in the future.*

Good point.

#### #6 - 2008-06-30 00:03 - Paul Rivier

| *Fixed length and [0-9a-f] only*

Ok. This address the forbidden chars by the way.

#### #7 - 2008-10-16 23:35 - James Turnbull

+1

#### #8 - 2009-01-13 03:49 - Andreas Huggel

+1

**#9 - 2009-01-18 16:14 - Jean-Philippe Lang**

- Category set to *Email notifications*
- Status changed from *New* to *Closed*
- Target version set to *0.9.0*
- Resolution set to *Fixed*

Headers added in r2281 for issues and messages.

**#10 - 2014-09-08 10:18 - Gaurav Pandey**

Related messages are still not getting threaded in Microsoft Outlook 2010 and 2013. Microsoft Outlook 2010 and 2013 thread emails based on thread-topic and thread-index email headers and these headers are missing in Redmine emails.

**#11 - 2014-09-08 14:14 - Jean-Baptiste Barth**

Gaurav Pandey wrote:

*Related messages are still not getting threaded in Microsoft Outlook 2010 and 2013. Microsoft Outlook 2010 and 2013 thread emails based on thread-topic and thread-index email headers and these headers are missing in Redmine emails.*

Do you have a documentation about that ? I can dig into that issue if I have a solid spec or documentation about what to add in Redmine headers. Also, I'd prefer a new issue for that, please make a new one and assign it to me directly. This issue is pretty old and already "solved" for most use cases.

**#12 - 2014-09-08 16:02 - Toshi MARUYAMA**

Gaurav Pandey wrote:

*Related messages are still not getting threaded in Microsoft Outlook 2010 and 2013. Microsoft Outlook 2010 and 2013 thread emails based on thread-topic and thread-index email headers and these headers are missing in Redmine emails.*

It is #17096.

**#13 - 2014-09-08 16:10 - Toshi MARUYAMA**

Jean-Baptiste Barth wrote:

*Do you have a documentation about that ?*

See #17096#note-13.

**#14 - 2014-09-09 06:12 - Jean-Baptiste Barth**

Thanks Toshi, I let you take care of that then :)

**#15 - 2014-09-09 10:08 - Vaibhaw P**

These links have some information about how Outlook takes care of email threading

- <http://msdn.microsoft.com/en-us/library/cc765583.aspx>
- <http://msdn.microsoft.com/en-us/library/cc815282.aspx>
- <http://msdn.microsoft.com/en-us/library/cc842470.aspx>