

## Redmine - Feature #14255

### incoming e-mail truncation before processing issue attributes

2013-06-11 09:52 - Sergejs Degtjars

<b>Status:</b>	New	<b>Start date:</b>							
<b>Priority:</b>	Normal	<b>Due date:</b>							
<b>Assignee:</b>		<b>% Done:</b>	0%						
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour						
<b>Target version:</b>									
<b>Resolution:</b>									
<b>Description</b>									
<p>I have noticed some misbehavior when receiving replays on issue notifications. Each notification contains issue's current attributes. If some replied on previous notification after status changing, the issue attributes changed back. Looks like received e-mail processor track attributes before truncating e-mail.</p> <p>Example:</p> <ol style="list-style-type: none"><li>1. Status:new -&gt; Notification Nr.1</li><li>2. RE:Nr.1 status: in progress (result -&gt; status:in progress)</li><li>3. RE:Nr.1 (some comment) -&gt; Result: comment added, <u>status changed to New</u></li></ol> <p>Receiving e-mails using imap</p> <p>Environment:</p> <table><tr><td>Redmine version</td><td>2.3.1.stable.11910</td></tr><tr><td>Ruby version</td><td>2.0.0 (x86_64-linux)</td></tr><tr><td>Rails version</td><td>3.2.13</td></tr></table>				Redmine version	2.3.1.stable.11910	Ruby version	2.0.0 (x86_64-linux)	Rails version	3.2.13
Redmine version	2.3.1.stable.11910								
Ruby version	2.0.0 (x86_64-linux)								
Rails version	3.2.13								

#### History

##### #1 - 2013-06-19 10:53 - Paresh Patel

Sergejs Degtjars wrote:

I have noticed some misbehavior when receiving replays on issue notifications. Each notification contains issue's current attributes. If some replied on previous notification after status changing, the issue attributes changed back. Looks like received e-mail processor track attributes before truncating e-mail.

Example:

1. Status:new -> Notification Nr.1
2. RE:Nr.1 status: in progress (result -> status:in progress)
3. RE:Nr.1 (some comment) -> Result: comment added, status changed to New

Receiving e-mails using imap

Environment:

Redmine version	2.3.1.stable.11910
Ruby version	2.0.0 (x86_64-linux)
Rails version	3.2.13

hello frnds

you have using sendmail then your problem is solve ..  
smtp is some time notification error occour but you using sendmail then your problem solve ..

Thanks  
Paresh.Patel