

Redmine - Defect #15308

Ticket subject and text cutting when receiving from E-mail

2013-11-09 09:19 - Andrey Krot

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Cant reproduce		
Description After updating from 1.4 to 2.3.0 version, I have got a problem with e-mail processing. Very often the subject of ticket, created from e-mail, was cut for 25 or 50 chars. Sometimes the text of ticket cut to 395 chars. We are using Excnage 2010, and Russian chars. Early it was a problem with attachments, named in Russina with spaces. Tickets creatde missing this attachments. But now it's a big problem, because we had to communicate with user and ask about lost info. Redmine installed on CentOS, Emails reciving by pop3 protocol in cron task.			
Related issues: Related to Redmine - Defect #16859: rdm-mailhandler: subject corruption Closed			

History

#1 - 2013-11-12 02:39 - Andrey Krot

This problem has been solved after changing e-mail protocol from pop3 to imap.
Now, issues text and subject does not cut.
But pop3 proto has problem.

#2 - 2015-01-16 11:15 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Mail subject has [#16859](#) problem.
I don't know mail body problem.

#3 - 2015-01-16 11:16 - Toshi MARUYAMA

- Related to Defect #16859: rdm-mailhandler: subject corruption added

#4 - 2019-02-10 03:30 - Go MAEDA

- Status changed from Needs feedback to Closed

- Resolution set to Cant reproduce

Probably the problem never occurs in the recent versions of Redmine if it is the same with [#16859](#).