

Redmine - Defect #15879

Unable to create new user from email

2014-01-15 20:23 - Justas P

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	2.3.2
Resolution:	Invalid		
Description			
Hey guys,			
Hitting this problem, any help would be appreciated:			
I want to allow new users to be created when people send email to our helpdesk address. Unfortunately, this is failing with error:			
MailHandler: failed to create User: ["Company can't be blank"]			
We are using:			
Environment:			
Redmine version 2.3.2.stable			
Ruby version 1.9.3-p194 (2012-04-20) [x86_64-linux]			
Rails version 3.2.13			
Once again thanks for any ideas how to fix this.			

History

#1 - 2014-01-16 09:31 - Toshi MARUYAMA

- Category changed from Accounts / authentication to Email receiving

#2 - 2014-01-19 09:24 - Jean-Philippe Lang

- Status changed from New to Closed

- Resolution set to Invalid

I guess you have a "Company" custom field on your users and you've set it to be required. The user creation fails because of this. Try to uncheck "required" on the custom field definition.