Redmine - Defect #15999

Ignoring out of office emails

2014-01-30 11:58 - Simon Whittaker

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Fixed		**Affected version:**	2.4.2

Description

With reference to issue #10607 which was a problem in redmine 1.4, we are seeing this issue in redmine 2.4 - the headers in the auto reply are:

From: User Name <user.name@domain.com>
To: user.name@domain.com
Message-ID: <ID@mail.gmail.com>
Subject: Reply Re: test
Content-Type: text/html; charset="ISO-8859-1"
Content-Transfer-Encoding: 7bit
Content-Disposition: inline
Precedence: bulk
X-Autoreply: yes
Auto-Submitted: auto-replied

This is currently causing a loop of mail on updates to issues.

Please let me know if I can provide any more information.

Best wishes

Simon

Related issues:		
Related to Redmine - Feature #11338: Exclude emails with auto-submitted => au...		**Closed**
Related to Redmine - Feature #10607: Ignore out-of-office incoming emails		**Closed**
Related to Redmine - Patch #16190: Relax rejections based on Auto-Submitted h...		**Closed**
Related to Redmine - Feature #13425: Ignore X-Autoreply mails		**Closed**

Associated revisions

Revision 13738 - 2014-12-12 05:58 - Toshi MARUYAMA

ignore X-Autoreply mails (#15999, #13425)

Contributed by Karel Pičman.

History

#1 - 2014-01-31 08:45 - Jan Niggemann (redmine.org team member)

- Related to Feature #11338: Exclude emails with auto-submitted => auto-generated added

#2 - 2014-01-31 08:46 - Jan Niggemann (redmine.org team member)

- Related to Feature #10607: Ignore out-of-office incoming emails added

#3 - 2014-01-31 08:49 - Jan Niggemann (redmine.org team member)

This should not happen, because r9924 already taks care of
'Auto-Submitted' => /^auto-/...

#4 - 2014-02-23 07:16 - Toshi MARUYAMA

- Description updated

#5 - 2014-07-02 17:03 - Toshi MARUYAMA

- Related to Patch #16190: Relax rejections based on Auto-Submitted header added

#6 - 2014-07-02 17:11 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Jan Niggemann (redmine.org team member) wrote:

> This should not happen, because [r9924](#) already taks care of
> 'Auto-Submitted' => /^auto-/...

Indeed.
Could you recheck?

#7 - 2014-11-12 09:00 - Karel Pičman

I've a problem that the header doesn't contain neither *Auto-Submitted: auto-replied* nor *X-Auto-Response-Suppress: All* but *X-Autoreply: yes* only:

```
X-Mailer: Winmail
X-WM-Report: autoreply
X-Autoreply: yes
```

Therefore Redmine processes such an email and consequently causes an email notification loop.

#8 - 2014-11-12 14:44 - Karel Pičman

- File x-autoreply.diff added

A patch to skip emails with *X-Autoreply: yes* in the email header.

#9 - 2014-12-12 05:35 - Toshi MARUYAMA

- Related to Feature #13425: Ignore X-Autoreply mails added

#10 - 2014-12-12 06:36 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed

Karel Pičman wrote:

> A patch to skip emails with *X-Autoreply: yes* in the email header.

Committed in trunk [r13738](#), thanks.

#11 - 2014-12-12 06:36 - Toshi MARUYAMA

- Resolution set to Fixed

Files

x-autoreply.diff	1.07 KB	2014-11-12	Karel Pičman