

## Redmine - Defect #16122

### redmine:email:receive should not abort with buggy mail

2014-02-18 14:52 - Vedran Rodic

<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>Affected version:</b>	
<b>Resolution:</b>			
<b>Description</b>			
Hi			
<p>I'm testing issue creation via email with redmine-2.4.3. It works fine when I have plain Ascii mails, but fails with Croatian characters. Gmail chooses to use latin2 for them, and that works fine in all other apps, but not with redmine 2.4.3 when receiving email. I've attached the .eml file that gmail sends to our mail server.</p> <p>I've also tried with patch in <a href="http://www.redmine.org/projects/redmine/repository/revisions/12474">http://www.redmine.org/projects/redmine/repository/revisions/12474</a>, but issue is still present.</p> <pre>rake -f ~/redmine-2.4.3/Rakefile redmine:email:receive_imap RAILS_ENV="production" host=xxxxxxx username=xxxxx password=xxxx project=operativa tracker=Bug allow_override=tracker.priority</pre> <p>rake aborted! "xB9" from ASCII-8BIT to UTF-8 /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/fields/unstructured_field.rb:149:in `encode!' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/fields/unstructured_field.rb:149:in `fold' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/fields/unstructured_field.rb:103:in `wrapped_value' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/fields/unstructured_field.rb:69:in `do_encode' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/fields/unstructured_field.rb:51:in `encoded' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/field.rb:167:in `method_missing' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/header.rb:206:in `block in encoded' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/header.rb:205:in `each' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/header.rb:205:in `encoded' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/mail-2.5.4/lib/mail/message.rb:1801:in `encoded' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/actionmailer-3.2.16/lib/action_mailer/base.rb:434:in `set_payload_for_mail' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/actionmailer-3.2.16/lib/action_mailer/base.rb:403:in `block in receive' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/activesupport-3.2.16/lib/active_support/notifications.rb:123:in `block in instrument' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/activesupport-3.2.16/lib/active_support/notifications/instrumenter.rb:20:in `instrument' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/activesupport-3.2.16/lib/active_support/notifications.rb:123:in `instrument' /home/redmine/.rvm/gems/ruby-1.9.3-p484/gems/actionmailer-3.2.16/lib/action_mailer/base.rb:401:in `receive' /home/redmine/redmine-2.4.3/app/models/mail_handler.rb:46:in `receive' /home/redmine/redmine-2.4.3/lib/redmine/imap.rb:35:in `block in check' /home/redmine/redmine-2.4.3/lib/redmine/imap.rb:32:in `each' /home/redmine/redmine-2.4.3/lib/redmine/imap.rb:32:in `check' /home/redmine/redmine-2.4.3/lib/tasks/email.rake:125:in `block (3 levels) in &lt;top (required)&gt;' /home/redmine/.rvm/gems/ruby-1.9.3-p484/bin/ruby_executable_hooks:15:in `eval' /home/redmine/.rvm/gems/ruby-1.9.3-p484/bin/ruby_executable_hooks:15:in `&lt;main&gt;' Tasks: TOP =&gt; redmine:email:receive_imap (See full trace by running task with --trace)</p> <p>Please tell if you need more data or testing.</p> <p>Issue looks very similar as the one here: <a href="http://stackoverflow.com/questions/19450199/redmine-receive-mail-field">http://stackoverflow.com/questions/19450199/redmine-receive-mail-field</a></p>			
<b>Related issues:</b>			
Related to Redmine - Patch #29614: redmine:email:read and rdm-mailhandler.rb ...			Closed
Has duplicate Redmine - Defect #16261: tasks by email			Closed
Has duplicate Redmine - Defect #18649: mail_handler.rb - does not encode non-...			Closed

#### Associated revisions

#### Revision 12903 - 2014-02-19 00:21 - Toshi MARUYAMA

add test of gmail ISO-8859-2 mail receiving (#16122)

#### Revision 12904 - 2014-02-19 00:27 - Toshi MARUYAMA

fix newline of fixture (#16122)

#### Revision 12905 - 2014-02-19 00:28 - Toshi MARUYAMA

svn propset svn:eol-style native fixture (#16122)

#### Revision 12995 - 2014-03-21 04:04 - Jean-Philippe Lang

Don't abort processing of emails when an email triggers a parsing exception (#16122).

### History

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#### #1 - 2014-02-19 00:21 - Toshi MARUYAMA

- File deleted (*gmail-iso8859-2.eml*)

#### #2 - 2014-02-19 00:21 - Toshi MARUYAMA

- Category set to *Email receiving*

#### #3 - 2014-02-19 00:22 - Toshi MARUYAMA

I removed attachment because it includes private data.

#### #4 - 2014-02-19 02:35 - Toshi MARUYAMA

- Status changed from *New* to *Needs feedback*

- Resolution set to *Duplicate*

I added test and test passes.

#### #5 - 2014-02-19 10:40 - Vedran Rodic

When trying with my original file it doesn't pass, but that might be a test infrastructure problem.

Your file passes the test, so I guess the test isn't complete. I'll try to investigate by printing out what we get from our email system but I'm a ruby newbie and would like to have some advice on how to proceed.

Btw, this is the output when running with my original .eml file, how to get a full trace of the failure instead of just this:

```
~/redmine-2.4.3]# ruby test/unit/mail_handler_test.rb -n test_gmail_iso8859_2
```

Run options: -n test\_gmail\_iso8859\_2

1. Running tests:

F

Finished tests in 3.561271s, 0.2808 tests/s, 0.2808 assertions/s.

1) Failure:

```
test_gmail_iso8859_2(MailHandlerTest) [test/unit/mail_handler_test.rb:535]:  
Expected false to be a kind of Issue, not FalseClass.
```

1 tests, 1 assertions, 1 failures, 0 errors, 0 skips

#### #6 - 2014-02-19 11:01 - Vedran Rodic

Okay, my original report is not complete.

I added puts(msg) in imap.rb to see the complete message we get from our system and it contained this (containing part of my signature):

X-Ham-Report: Spam detection software, running on the system "xxxxxxx", has identified this incoming email as possible spam. The original message has been attached to this so you can view it (if it isn't spam) or label similar future email. If you have any questions, see root@localhost for details.

```
Content preview: -- Vedran Rodic Software developer Tau on-line d.o.o. Hondlova  
2/11, HR-10000 Zagreb Phone+385 (1) xxxxxxxx [...]  
X-Spam-Flag: NO
```

Now, this ♦ is not in any encoding mentioned anywhere.

This is added by our SpamAssassin setup, which might be buggy.

I have a feeling that redmine shouldn't just abort processing this message in these cases, but it's your choice on how to handle this.

#### #7 - 2014-02-19 13:03 - Toshi MARUYAMA

- Subject changed from error with redmine:email:receive when receiving ISO-8859-2 mails mailed from gmail to redmine:email:receive should not abort with buggy mail

- Status changed from Needs feedback to New

- Resolution deleted (Duplicate)

#### #8 - 2014-03-14 14:30 - Toshi MARUYAMA

- Has duplicate Defect #16261: tasks by email added

#### #9 - 2014-11-20 16:32 - Andre Oliveira

I solved that problem in my company by forcing the encoding...

In redmine\_folder/app/models/mail\_handler.rb

```
add:
email.force_encoding('UTF-8')
```

```
after:
def self.receive(email, options={})
```

```
and remove:
email.force_encoding('ASCII-8BIT') if email.respond_to?(:force_encoding)
```

Hope it helps

#### #10 - 2014-11-21 18:16 - Toshi MARUYAMA

Luis Fontes wrote:

I solved that problem in my company by forcing the encoding...

In redmine\_folder/app/models/mail\_handler.rb

```
add:
email.force_encoding('UTF-8')
```

Could you try this instead?

```
email.force_encoding('ASCII-8BIT')
```

Because Rails 4 porting has this code.

[source:trunk/app/models/mail\\_handler.rb@13623#L45](#)

```
after
def self.receive(email, options={})
```

#### #11 - 2014-12-16 03:41 - Toshi MARUYAMA

- Has duplicate Defect #18649: mail\_handler.rb - does not encode non-utf8 characters added

#### #12 - 2014-12-17 03:44 - Toshi MARUYAMA

FTR:

In [#18649](#), there is request that Redmine should not ignore but replace invalid characters.

#### #13 - 2015-01-07 17:58 - Andre Oliveira

Toshi MARUYAMA wrote:

Could you try this instead?

```
email.force_encoding('ASCII-8BIT')
```

Because Rails 4 porting has this code.

[source:trunk/app/models/mail\\_handler.rb@13623#L45](https://source.trunk/app/models/mail_handler.rb@13623#L45)

That did not work in my case, I forgot to tell to remove that line.

When I did this changes emails without subject were causing errors too, because an Issue needs to have the subject, so if anyone has this problem too just need to add

```
issue.subject = '(no subject)' if issue.subject.blank?
```

```
after
```

```
issue.subject = cleaned_up_subject
```

(this is in the receive\_issue method)

**#14 - 2018-09-15 07:05 - Go MAEDA**

- Related to Patch #29614: redmine:email:read and rdm-mailhandler.rb should use safe\_receive instead of receive added