

## Redmine - Defect #16185

### mail\_handler.rb ignored email messages return 422

2014-02-27 04:41 - Francois Conil

|   |                    |                          |           |
|---|--------------------|--------------------------|-----------|
| <b>Status:</b>  | Needs feedback     | <b>Start date:</b>       |           |
| <b>Priority:</b>  | Normal             | <b>Due date:</b>         |           |
| <b>Assignee:</b>  | Jean-Philippe Lang | <b>% Done:</b>           | 0%        |
| <b>Category:</b>  | Email receiving    | <b>Estimated time:</b>   | 0.00 hour |
| <b>Target version:</b>  |                    | <b>Affected version:</b> | 2.4.2     |
| <b>Resolution:</b>  |                    |                          |           |
| <b>Description</b>  |                    |                          |           |
| <p>We are currently using fetchmail to process incoming mail queues similar to the situation described at <a href="#">#2490</a></p> <p>When mail_handler.rb process an out of office or similar auto-submitted message, it returns false<br/>This in turn generates an error 422, which make rdm-mailhandler.rb returns an error code 77 to fetchmail.<br/>Fetchmail keeps reprocessing the email instead of skipping it because of this particular error message.</p> <p>Is mail_handler.rb behaviour when it comes to ignored emails by design or should we return "true" when a message is successfully ignored?</p> |                    |                          |           |

#### History

##### #1 - 2014-03-14 08:39 - Toshi MARUYAMA

- Description updated

##### #2 - 2014-03-21 03:37 - Jean-Philippe Lang

- Status changed from New to Needs feedback

As mentionned in [#4368](#) (see note 2), 77 exit code *generally results in emails being bounced immediately with an error description* but that doesn't seem to be true in your case. Maybe we could make the exit code configurable for when mail\_handler.rb receives a 422 response?

##### #3 - 2014-03-21 03:41 - Jean-Philippe Lang

- Assignee set to Jean-Philippe Lang

##### #4 - 2014-03-21 04:08 - Francois Conil

Hi Jean-Philippe,

Maybe being able to configure what to do with "auto generated" emails?

It would be very easy for me to just make it return "true", but maybe giving people the choice of skipping such emails silently would work? If I'm correct, in terms of MTA, that would be similar to a drop as opposed to a bounce.

François

##### #5 - 2018-09-03 09:02 - Go MAEDA

I am experiencing the same problem.

Currently, MailHandler#receive ignores auto-generated emails. Ignoring such emails is not a problem. But it returns false when it ignored auto-generated emails, and MailHandlerController#index responds "422 Unprocessable Entity" to rdm-mailhandler.rb which was invoked by an MTA such as Postfix and Sendmail. Then, rdm-mailhandler.rb returns EX\_TEMPFAIL to the MTA if it gets "422 Unprocessable Entity" response.

As a result, the MTA continues to retry delivery for a few days and it will send an error notification to the original sender at last.

To avoid that, I think MailHandlerController#index should return "200 OK" instead of "422 Unprocessable Entity" when Redmine ignored an auto-generated email.

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app/controllers/mail\_handler\_controller.rb:

MailHandlerController#index returns "422 Unprocessable Entity" when Redmine ignored an auto-generated email.

```
# Submits an incoming email to MailHandler
```

```

def index
  options = params.dup
  email = options.delete(:email)
  if MailHandler.receive(email, options)
    head :created
  else
    head :unprocessable_entity
  end
end
end

```

extra/mail\_handler/rdm-mailhandler.rb:

rdm-mailhandler.rb returns EX\_TEMPFAIL to the MTA if MailHandlerController#index returned "422 Unprocessable Entity".

```

begin
  response = Net::HTTPS.post_form(URI.parse(uri), data, headers, :no_check_certificate =>
no_check_certificate, :certificate_bundle => certificate_bundle)
  rescue SystemCallError, IOError => e # connection refused, etc.
    warn "An error occurred while contacting your Redmine server: #{e.message}"
    return 75 # temporary failure
  end
end

```