

Redmine - Defect #16933

mail messages being retrieved from davmail are incomplete

2014-05-20 23:33 - George Sakhnovsky

|  |                 |                   |           |
|--|-----------------|-------------------|-----------|
| Status:  | New             | Start date:       |           |
| Priority:  | Normal          | Due date:         |           |
| Assignee:  |                 | % Done:           | 0%        |
| Category:  | Email receiving | Estimated time:   | 0.00 hour |
| Target version:  |                 | Affected version: | 2.5.0     |
| Resolution:  |                 |                   |           |
| <p><b>Description</b></p> <p>Our setup:</p> <p>redmine 2.5.0 -&gt; davmail 4.4.1-2225 -&gt; exchange 2010</p> <p>We process mail messages via rake like so:</p> <pre>rake -f /usr/local/redmine/Rakefile redmine:email:receive_imap RAILS_ENV="production" host=xxx port=xxx username=xxx password=xxx project=pickle unknown_user=accept allow_override=project no_permission_check=1</pre> <p>Example of a test e-mail msg:</p> <p>Subject: test email bug 1</p> <p>Test message 1 body</p> <p>Project: project1<br/>Tracker: Bug<br/>Priority: Urgent</p> <p>After the rake is run, issues are created, however none of the fields are populated.</p> <p>Looking at mail_handler.rb, we should have the complete email object @ line 74:</p> <pre>def receive(email)   @email = email</pre> <p>Dumping @email.inspect to logger, I see the following quite incomplete msg:</p> <pre>#&lt;Mail::Message:70045583405560, Multipart: false, Headers: &lt;Date: Tue, 20 May 2014 16:36:48 -0400&gt;, &lt;Message-ID: &lt;537bbce0d8a9b_2d6b43fb4c02b7e8889470@xxx&gt;&gt;, &lt;Mime-Version: 1.0&gt;, &lt;Content-Type: text/plain&gt;, &lt;Content-Transfer-Encoding: 7bit&gt;&gt;</pre> <p>Thinking that maybe this is connected to our local mail encoding, I tried sending plain text mail from gmail, but saw the same results.</p> <p>My next thought was that something is off on the davmail -&gt; exchange side, but retrieving the mail body via imap seems to work fine. (imap retrieval log attached).</p> <p>Is it possible that there's a Redmine bug causing incomplete email msg retrieval?</p> |                 |                   |           |

History

#1 - 2014-05-20 23:35 - George Sakhnovsky

- File redmine\_imap.txt added

#2 - 2014-05-21 15:46 - George Sakhnovsky

I had a chance to dig a little deeper.

It seems that Net::IMAP's fetch() breaks when retrieving a uid with attr RFC822 from davmail. Changing line 33 of lib/redmine/imap.rb from

```
msg = imap.uid_fetch(uid, 'RFC822')[0].attr['RFC822']
```

to

```
msg = imap.uid_fetch(uid, 'BODY[]')[0].attr['BODY[]']
```

resolves the issue for me.

**#3 - 2014-06-18 08:17 - Toshi MARUYAMA**

- Subject changed from mail messages being retrieved by redmine are incomplete to mail messages being retrieved from davmail are incomplete

**Files**

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|                  |         |            |                   |
|------------------|---------|------------|-------------------|
| redmine_imap.txt | 3.15 KB | 2014-05-20 | George Sakhnovsky |
|------------------|---------|------------|-------------------|