Redmine - Defect #18649

mail_handler.rb - does not encode non-utf8 characters

2014-12-15 20:54 - Dave Nichols

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

Description

Sorry, naive windoze user here, so apologies if i'm breaking some etiquette.

I had a problem where users posting emails to our redmine system that embedded certain unicode characters caused the email system to stall - MySQL squeaked about illegal characters and the script aborted, so no emails processed. To overcome the problem I hacked the code as shown below. This worked for us, but I no very little about ruby or rails or redmine internals so don't know if its a 'good' hack and useful to others.

```
def self.receive(email, options={})
    @@handler_options = options.dup

    @@handler_options[:issue] ||= {}

    if @@handler_options[:allow_override].is_a?(String)
      @@handler_options[:allow_override] = @@handler_options[:allow_override].split(',').collect(&
:strip)
    end
    @@handler_options[:allow_override] ||= []
    # Project needs to be overridable if not specified
    @@handler_options[:allow_override] << 'project' unless @@handler_options[:issue].has_key?(:pro
ject)
    # Status overridable by default
    @@handler_options[:allow_override] << 'status' unless @@handler_options[:issue].has_key?(:stat
us)

    @@handler_options[:no_account_notice] = (@@handler_options[:no_account_notice].to_s == '1')
    @@handler_options[:no_notification] = (@@handler_options[:no_notification].to_s == '1')
    @@handler_options[:no_permission_check] = (@@handler_options[:no_permission_check].to_s == '1'
)

    email.force_encoding('ASCII-8BIT') if email.respond_to?(:force_encoding)
    email = email.encode("UTF-8",:invalid=>:replace,:undef=>:replace,:replace=>"?") ##15/12/14 DCN
 HACK added
    super(email)
  end
```

Environment:
Redmine version   2.5.2.stable
Ruby version   1.9.3-p545 (2014-02-24) [i386-mingw32]
Rails version   3.2.19
Environment   production
Database adapter   Mysql2
SCM:
Subversion   1.7.2
Git   1.9.4
Filesystem
Redmine plugins:
contracts   1.2.0
redmine_customized_report   0.0.1
redmine_image_clipboard_paste 1.0.0
redmine_impersonate_plugin   0.0.1
redmine_knowledgebase   3.0.4

| redmine_silencer | 0.4.0 |
| redmine_todos | 2.0.5 |

Related issues:

| Is duplicate of Redmine - Defect #16122: redmine:email:receive should not abo... | **New** |

History

#1 - 2014-12-16 03:40 - Toshi MARUYAMA

- Category set to Email receiving

#2 - 2014-12-16 03:40 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Duplicate

Duplicate of [#16122](#).

#3 - 2014-12-16 03:41 - Toshi MARUYAMA

- Is duplicate of Defect #16122: redmine:email:receive should not abort with buggy mail added

#4 - 2014-12-16 10:39 - Dave Nichols

Its not quite a duplicate of [#16122](#) in that I want the email to be processed by stripping out illegal characters rather than it just being ignored.

#5 - 2014-12-16 12:05 - Toshi MARUYAMA

Dave Nichols wrote:

> Its not quite a duplicate of [#16122](#)

But, the reason is same with [#16122](#).

> in that I want the email to be processed by stripping out illegal characters rather than it just being ignored.

Your fix in description is wrong.
Mail content is not UTF-8.
For example, [source:tags/2.6.0/test/fixtures/mail_handler/japanese_keywords_iso_2022_jp.eml](#)

#6 - 2014-12-16 16:02 - Dave Nichols

OK. I was just letting others know I had a problem and this was the fix (for me). I thought it may be helpful. If not, fine. However, I would like the email system to absolutely positively not stop, ever, and not ignore things either.