

Redmine - Feature #18668

Issue reference when receiving emails

2014-12-17 12:09 - Oli Kessler

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:			
Resolution:			
Description			
<p>When using a issue reference like [Issue #455] and configuring redmine to receive emails by polling a IMAP/POP3 account, the referenced ticket gets updated correctly.</p> <p>Using this feature between companies which use the same scheme fails however as the parser will only extract the first number from subjects like "Re: [Issue #12333212] [Ticket #55893] Bandwidth limit", which will assign the content of the email to either the wrong issue or simply fail (when the issue does not exist).</p> <p>The regexp for extracting the issue number is currently the following:</p> <pre>ISSUE_REPLY_SUBJECT_RE = %r{\ [(?:[^\]]*\s+)?#\ (\d+)\ }</pre>			
Improvement			
<p>We'd propose to add a custom tag to this matching scheme so each installation can reference tickets in a unique way like this:</p> <ul style="list-style-type: none">• "Re: [ACME #88989] [JIRA #1231233312] Bandwidth limit"• "Re: [ACME #12932] Bandwith limit" <p>The tag should be configurable in the admin interface or similar, the regexp could be something like</p> <pre>ISSUE_REPLY_SUBJECT_RE = %r{\ [(?:[^\]]*(?:\${tag})\s?)#\ (\d+)\ }\ }i</pre> <p>which would allow for "Re: [ACME #88899]..." and "Re: [ACME#88899]..."</p>			