

## Redmine - Defect #2032

### email address case for importing mail

2008-10-14 23:05 - Erik Ordway

<b>Status:</b>	Closed	<b>Start date:</b>	2008-10-14
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Fixed		

**Description**

The mail server on my campus (Exchange) has most of the email addresses in the form of [OrdwayE@bla.fake](mailto:OrdwayE@bla.fake) . Note the capitalization. You can send emails to it in any case (upper, lower, mixed case) as is the spec for email but when it sends it an email the from field is in the mixed case as above. This breaks the email --> to issue code as I and everyone else always enter our email addresses in lowercase and when the code tries to find the User it fails.

Redmine needs to be agnostic about email address case.

right now I fixed it in mail\_handler.rb by adding a downcase  
`user user = User.find_active(:first, :conditions => {:mail => email.from.first.downcase})`

but the email address should probably also be stored in a know case , like lowercase, so that all the comparisons will always work.

This could be done by altering the before\_save method in user.rb

```
def before_save
  # update hashed_password if password was set
  self.hashed_password = User.hash_password(self.password) if self.password
  self.mail.downcase!
end
```

#### Associated revisions

##### Revision 1933 - 2008-10-16 21:13 - Jean-Philippe Lang

Makes email address case-insensitive in MailHandler (#2032).

#### History

##### #1 - 2008-10-16 21:07 - Jean-Philippe Lang

- Status changed from New to Closed
- Resolution set to Fixed

I prefer not to force email addresses to be saved in lower case but the problem is now fixed in [r1933](#). Thanks for pointing out this problem.

#### Files

email_downcase.diff	965 Bytes	2008-10-14	Erik Ordway
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