


Redmine - Defect #21746

Truncate email not working

2016-01-18 15:47 - Ben Blanco

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	3.2.0
Resolution:			
Description I'm trying to get incoming emails truncated, to no avail. my config: redmine 3.2.0 stable ruby 2.1.x email IMAP fetching working fine via Rufus scheduler gem In Admin/Settings/Incoming emails, I put ---cutoff--- , which I then manually add to my test emails, but it gets imported & added to new Issues as well as all the lines below it, cf. screenshot:  My redmine instance is set to use Markdown, so just in case this was related, I tested w/ Textile activated - but emails still not being truncated at all. Last - I've been sending test emails using Gmail, in case it has an impact.			

History

#1 - 2016-01-19 00:14 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Test passes.

[source:tags/3.2.0/test/unit/mail_handler_test.rb#L960](https://source.rubyforge.org/rubygems/trunk/test/unit/mail_handler_test.rb#L960)

#2 - 2016-01-19 12:23 - Ben Blanco

Hi Toshi,

I've just looked at the **mail_handler_test.rb** but can't understand/see where the content of the test email for Line 960 is defined, ie. **Content + Delimiter + Further content which should be truncated**.

All I see is:

```
issue = submit_email('ticket_with_keyword_after_delimiter.eml'
```

Where is the content of **ticket_with_keyword_after_delimiter.eml** defined?

Also, do you have an idea of what I could do to troubleshoot further on my side?

#3 - 2016-01-25 18:43 - Ben Blanco

Hi Toshi,

I found the [test email](#) ! :)

On Github when I had searched for [ticket_with_keyword_after_delimiter](#) the `.eml` file doesn't show up in the results :(

So, I ran the test on my machine locally, `rake test test/unit/mail_handler_test.rb`, and I agree it passes.

Then I amended `ticket_with_keyword_after_delimiter.eml` locally, adding Gmail headers and stuff from an email that fails to truncate on my production server; and the unit test passes.

But on my 3.2.0 production server, incoming emails are just not getting truncated.. *at all*.

I decided to remove the truncation directives I had specified on the server to only put one, and actually put the same one used in the unit test: `== DELIMITER ==`

Sent in several emails to the server - still no truncation.

Is there any logs I can look at? Or something else I can try?

My anticipated thanks to anyone who has suggestion(s) for me to troubleshoot this! ;)

#4 - 2016-03-01 19:09 - Ben Blanco

Hi Toshi,

I know there's a lot of Issues open; so feel free to close this Issue, as I've found a workaround, cf. <https://redmine.org/issues/5864#note-23>

Thanks

#5 - 2016-03-02 13:10 - Toshi MARUYAMA

- Status changed from Needs feedback to Closed

Thank you for your feedback.

Files

redmine_truncate_incoming_email.png	9.89 KB	2016-01-18	Ben Blanco
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