Redmine - Defect #22000

Recieve email not workng to create issues

2016-02-10 08:21 - ashwanth rao

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:			**Affected version:**	3.0.0

Description

Receive email working only for existing tickets,but unable to create new issues
check below the rake trace settings

sudo su -c "sudo rake /usr/local/bin/rake redmine:email:receive_imap RAILS_ENV="production" host=servername port=993 ssl=true username=******@*****.com password=***** unknown_user=accept no_permission_check=1 project=asw tracker=bug,feature,support status=new priority=normal allow_override=project,tracker,status,priority,category,assigned_to,fixed_version,start_date,due_date,estimated_hours,done_ratio --trace"

- Invoke /usr/local/bin/rake (first_time, not_needed)
- Invoke redmine:email:receive_imap (first_time)
- Invoke environment (first_time)
- Execute environment
- Execute redmine:email:receive_imap

Environment:
Redmine version   3.0.0.stable
Ruby version   1.9.3-p286 (2012-10-12) [x86_64-linux]
Rails version   4.2.0
Environment   production
Database adapter   Mysql2

History

#1 - 2016-02-10 09:03 - Toshi MARUYAMA

- Status changed from New to Closed

Please use forum for question.
Your Ruby and Redmine are too old.

#2 - 2016-02-10 10:38 - ashwanth rao

- Status changed from Closed to Reopened

I am using ubuntu 12.04 LTS.i cannot update the ruby further.

#3 - 2016-02-10 11:09 - Toshi MARUYAMA

- Status changed from Reopened to Closed

There are many documents of manual Ruby installation.