

Redmine - Defect #2316

Problem tags with email issues.

2008-12-11 21:18 - Marcello Henrique

Status:	Closed	Start date:	2008-12-11
Priority:	Normal	Due date:	
Assignee:	Jean-Philippe Lang	% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Fixed		
Description			
I have problem with create issues over email, Priority, Tracker, Category don't work! I think problem is filter tags, I'm using:			
Project: teste			
Subject: Suporte ao usuário			
Priority: Urgente			
Status: Novo			
Tracker: Suporte			
Category: engenharia			
Any sugestions?			
Database: mysql-client-5.0, 5.0.32-7etch8			
Language: ruby, 1.8.2-1			
Framework: rails, 2.1.2			
SCM: svn, version 1.4.2 (r22196)			
\$ ruby script/about			
About your application's environment			
Ruby version 1.8.5 (x86_64-linux)			
RubyGems version 1.3.1			
Rails version 2.1.2			
Active Record version 2.1.2			
Action Pack version 2.1.2			
Active Resource version 2.1.2			
Action Mailer version 2.1.2			
Active Support version 2.1.2			
Application root /home/redmine/redmine-0.8			
Environment development			
Database adapter mysql			

History

#1 - 2008-12-12 21:09 - Marcello Henrique

And Redmine 0.8.0.stable.1611

#2 - 2008-12-14 16:57 - Jean-Philippe Lang

Please describe how you receive the email in Redmine.

#3 - 2008-12-15 20:59 - Marcello Henrique

Jean-Philippe Lang wrote:

Please describe how you receive the email in Redmine.

Using [RedmineReceivingEmails](#) my config in postfix (/etc/alias) is:

redmine: "/home/redmine/redmine-0.8/extra/mail_handler/rdm-mailhandler.rb -v --url <http://redmine.cercomp.ufg.br> --key keygenerate"

keygenerate* => Go to Application settings -> Incoming emails, check Enable WS for incoming emails and enter or generate a secret key.

You need some more information?

#4 - 2008-12-15 21:13 - Jean-Philippe Lang

- Status changed from New to Closed

- Resolution set to Invalid

The doc says:

```
-o, --allow-override=ATTRS    allow email content to override attributes
                              specified by previous options
                              ATTRS is a comma separated list of attributes
```

So you need to add --allow_override=tracker,priority,category option.

#5 - 2008-12-15 22:01 - Marcello Henrique

Ok, use now:

```
redmine: "/home/redmine/redmine-0.8/extra/mail_handler/rdm-mailhandler.rb -v --url http://redmine.cercomp.ufg.br
--allow-override=Tracker,Category,Priority --key ****"
```

and my email:

Project: teste
Subject: Criando Ticket via email.
Status: Novo
Tracker: Suporte
Priority: Alto
Category: Projeto
Description: Teste criando ticket via email. :-)

But don't work, work only Status: Novo.

#6 - 2008-12-16 20:58 - Marcello Henrique

- Status changed from Closed to Reopened

#7 - 2008-12-16 22:05 - Jean-Philippe Lang

Please, make it a bit easier for me to see what is going wrong
I can't solve this problem if I'm not able to reproduce it.

And Redmine 0.8.0.stable.1611

0.8 doesn't exist at [r1611](#)

Project: teste
Status: Novo
Tracker: Suporte
Priority: Alto
Category: Projeto

Should I guess that you have a tracker named "Suporte", a priority named "Alto" and so on...?
And what is this list? the email body?

But don't work, work only Status: Novo.

What does "don't work" mean exactly? issue is not created?

#8 - 2008-12-16 22:42 - Marcello Henrique

Jean-Philippe Lang wrote:

Please, make it a bit easier for me to see what is going wrong
I can't solve this problem if I'm not able to reproduce it.

And Redmine 0.8.0.stable.1611

0.8 doesn't exist at [r1611](#)

I updated Redmine 0.8.0.stable.2132 (MySQL)

Project: teste
Status: Novo
Tracker: Suporte
Priority: Alto
Category: Projeto

Should I guess that you have a tracker named "Suporte", a priority named "Alto" and so on...?
And what is this list? the email body?

I have:

```
mysql> select * from trackers;
```

id	name	is_in_chlog	position	is_in_roadmap
1	Problema	1	1	0
2	Implementação	1	2	1
3	Suporte	0	3	0

But don't work, work only Status: Novo.

What does "don't work" mean exactly? issue is not created?

Issue is create but don't replace (or set) Tracker, Priority and Category.

Sorry, my bad information, have patience with me.

#9 - 2009-03-17 11:28 - karthikeyan rangaswamy

I am using This functionality issue creation By Email.

I am Passing the following text in the email body

project:myprojectname
status:mystatusname
tracker:mytrackername
priority:mypriorityname

I am executing the following rake task

```
rake redmine:email:receive_imap RAILS_ENV="production" host=myhostname port=myportnumber ssl=1 username=myemailaddress  
password=myspassword project=charityportal1 tracker=Tasks status=Open Priority=Critical allow_override=project,status,tracker,priority
```

The Issue is getting created on the following project with the values i have passed

But The Problem is that the whole email body is getting stored as email description

So What i mean to say is I dont want status,project,tracker,priority parameters to be stored as issue description.only the other things needs to stored as issue description

So My question is how can i filter all those things and store the issue description alone

#10 - 2009-03-27 21:22 - James Holle

karthikeyan rangaswamy wrote:

So My question is how can i filter all those things and store the issue description alone

Bump.

I would also like to be able to specify the "Description" attribute instead of the whole email getting dumped into it. Plus, I wish I could populate other issue attributes like "Start" or "Due Date" from the creation email.

#11 - 2009-11-28 13:20 - Jean-Philippe Lang

- Category changed from Email notifications to Email receiving

#12 - 2010-02-11 20:38 - Jean-Philippe Lang

- Status changed from Reopened to Closed
- Resolution changed from Invalid to Fixed

Keywords are now filtered and should not appear in issue description.

#13 - 2011-08-17 12:12 - Nourdine Nourdine

- File Screenshot.png added
- Status changed from Closed to Reopened
- Assignee set to Jean-Philippe Lang

I have tested the email receiving but priority and tracker i found it on description fields:

Project: test
Tracker: Bug
Status: New
Priority: Urgent
Assignee: nourdine nourdine
Start date: 2011-08-18
Due date: 2011-08-18
Estimated time: 1
% Done : 50
test: This my Custom Test

#14 - 2013-09-01 23:44 - Jan Niggemann (redmine.org team member)

- Status changed from Reopened to Closed

Registered on: 2011-08-16
Last connection: 2011-08-16

Last reporter never logged in again, closing

#15 - 2015-04-28 08:19 - Charles So

I'm on Redmine 3.0.1.

I too am seeing tracker and priority not being updated after Redmine server received the email.

The server will update Status and Assignee.

MTA has ...unknown_user=ignore allow_override=tracker,priority,status,assignee in aliases.

Nothing in production.log

#16 - 2015-04-28 08:53 - Toshi MARUYAMA

You should use user language or default language.
[source:tags/3.0.2/app/models/mail_handler.rb#L336](https://source.rubygems.org/versions/3.0.2/app/models/mail_handler.rb#L336)

Files

Screenshot.png	112 KB	2011-08-17	Nourdine Nourdine
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