

Redmine - Defect #25473

"Message XYZ can not be processed" is the only error message logged when an incoming email fails to scrape due to confusion over the associated issue id

2017-03-30 01:08 - Library Systems Dept

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

Description

First of all, thanks for Redmine. It's been infinitely helpful as a replacement ticketing system for an older desktop application based system we used years ago. Additionally, the integrated wiki support is one of many reasons it is so popular with our team.

Problem

An email was sent in with a pattern like this:

```
[CCDC #123456] RE: 2017 Renewal
```

and Redmine proceeded to scrape it. It evidently found the #123456 pattern and based on this log message:

```
^[[1m^[[36mIssue Load (0.6ms)^[[0m ^[[1mSELECT `issues`.* FROM `issues` WHERE `issues`.`id` = 104351 LIMIT 1^[[0m
```

the scraping process attempted to match the new email against an existing ticket. There isn't a ticket number 104351 in our system, so presumably the attempt to find and eventually update the existing ticket failed and the scraping process abandoned the attempt. This resulted in the email being moved to the folder we specified for rejected emails.

When we checked the development.log file (we have our RAILS_ENV set to development when the scraping script runs), this was the only related error message that we found:

```
Message XYZ can not be processed
```

Our Redmine installation details

```
redmine@server01:/opt/redmine$ bin/about
```

```
/var/lib/gems/2.3.0/gems/htmlentities-4.3.1/lib/htmlentities/mappings/expanded.rb:465: warning: key "inodot" is duplicated and overwritten on line 466
```

```
sh: 1: darcs: not found
sh: 1: hg: not found
sh: 1: cvs: not found
sh: 1: bzip: not found
sh: 1: git: not found
Environment:
  Redmine version      3.3.2.stable.16201
  Ruby version         2.3.1-p112 (2016-04-26) [x86_64-linux-gnu]
  Rails version        4.2.7.1
  Environment          production
  Database adapter     Mysql2
SCM:
  Subversion           1.9.3
  Filesystem
Redmine plugins:
  no plugin installed
```

Please let me know if you need any more information.

Requests

- Can the verbosity of the error message be increased? It would be great if it mentioned something regarding being unable to find an existing ticket to update.
- Can we disable or override the behavior when a match isn't found? It may be useful to allow a new ticket to be created (what we wanted here) if Redmine cannot locate an existing ticket.

History

#1 - 2017-07-27 14:04 - Barry Flanagan

I also have this issue when an email is forwarded which had already gone through an RT system. Mail is simply bounced.