

## Redmine - Defect #27691

### Issue created from mail\_handler with description empty from

2017-12-01 13:22 - Julien TEHERY

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	3.2.8
<b>Resolution:</b>	Fixed		

#### Description

Env : redmine 3.2.8 - PRODUCTION

OS: Debian 8.9

Mailhandler: source:tags/3.2.8/extra/mail\_handler/rdm-mailhandler.rb

Migrating our production redmine from 3.2.1 to 3.2.8 , we noticed that some emails with french special characters were creating empty issues.

Here are the details:

- mail is sent to [ticket@ourdomain.com](mailto:ticket@ourdomain.com)
- on mailservers, we use latest version of rdm-mailhandler.rb which forwards email to our redmine in specific projects.
- on redmine server, we see both succeeding emails and some others who are not correctly transformed into issues.

On production.log, we don't see any particular problem

Here is an example of an email becoming an empty issue:

```
Started POST "/mail_handler" for 10.123.1.3 at 2017-12-01 11:49:52 +0100
```

```
Processing by MailHandlerController#index as HTML
```

```
Parameters: {"key"=>"XIQIZmuj8wzsyWBC4ucB", "email"=>"From julinux@mycompany.fr Fri Dec 1 11:49:52
```

```
2017\nReturn-Path: <julinux@mycompany.fr>\nX-Original-To: ticket@mycompany.fr\nDelivered-To:
```

```
ticket@mycompany.fr\nReceived: from localhost (unknown [127.0.0.1])\n\tby mail.mycompany.fr (Postfix::smtpd) with ESMTP
```

```
id 5E1A7559\n\tfor <ticket@mycompany.fr>; Fri, 1 Dec 2017 11:49:52 +0100 (CET)\nDKIM-Signature: v=1; a=rsa-sha256;
```

```
c=simple/simple; d=mycompany.fr;\n\tts=mycompany.fr;
```

```
t=1512125392;\n\ttbh=+cEL8GCaNKPGfAl6U7yCNuKL4UTN2UkhX+jOBsmT7iY=;\n\tth=To:From:Subject:Date:From;\n\ttb=QuPhO2+UuQM
```

```
hO2+UuQM8K5Bc8AMNRXC/bC7pTaXq42ambTz89BZcyzAFKiSZZLdAr99T+o/o\n\t
```

```
thGNDzH26zgG4oxQK3szqxKzsJgsXijhJPftgDECfWlb5HOiCnb77hbYvBJ5dQ1ECz\n\t
```

```
BlyasjpiMHrsALRjNAEettV58VMIDhqQaj8J7rSc=\nDKIM-Signature: v=1; a=rsa-sha256; c=simple/simple;
```

```
d=mycompany.fr;\n\tts=mycompany.fr;
```

```
t=1512125392;\n\ttbh=+cEL8GCaNKPGfAl6U7yCNuKL4UTN2UkhX+jOBsmT7iY=;\n\tth=To:From:Subject:Date:From;\n\ttb=QuPhO2+UuQM
```

```
hO2+UuQM8K5Bc8AMNRXC/bC7pTaXq42ambTz89BZcyzAFKiSZZLdAr99T+o/o\n\t
```

```
thGNDzH26zgG4oxQK3szqxKzsJgsXijhJPftgDECfWlb5HOiCnb77hbYvBJ5dQ1ECz\n\t
```

```
BlyasjpiMHrsALRjNAEettV58VMIDhqQaj8J7rSc=\nX-Virus-Scanned: Debian amavisd-new at
```

```
debian8amd64prodOE\nX-Spam-Flag: NO\nX-Spam-Score: -2.998\nX-Spam-Level:\nX-Spam-Status: No, score=-2.998
```

```
tagged_above=-999 required=5.5\n\ttests=[ALL_TRUSTED=-1, BAYES_00=-1.9, DKIM_SIGNED=0.1,\n\t\tDKIM_VALID=-0.1,
```

```
DKIM_VALID_AU=-0.1, HTML_MESSAGE=0.001,\n\t\tURIBL_BLOCKED=0.001] autolearn=ham
```

```
autolearn_force=no\nReceived: from mail.mycompany.fr ([127.0.0.1])\n\tby localhost (mail.mycompany.fr [127.0.0.1])
```

```
(amavisd-new, port 10024)\n\twith LMTP id c9qer7n5h2LZ for <ticket@mycompany.fr>; Fri, 1 Dec 2017 11:49:51 +0100
```

```
(CET)\nReceived: from [192.168.103.194] (unknown [109.190.128.27])\n\t(using TLSv1.2 with cipher
```

```
ECDHE-RSA-AES128-GCM-SHA256 (128/128 bits))\n\t(No client certificate requested)\n\tby mail.mycompany.fr
```

```
(Postfix::smtpd) with ESMTPSA id 994FA4D1\n\tfor <ticket@mycompany.fr>; Fri, 1 Dec 2017 11:49:51 +0100
```

```
(CET)\nDKIM-Signature: v=1; a=rsa-sha256; c=simple/simple; d=mycompany.fr;\n\tts=mycompany.fr;
```

t=1512125391;\n\thb=+cEL8GCaNKPGfAl6U7yCNuKL4UTN2UkhX+jOBsmT7iY=;\n\th=To:From:Subject:Date:From;\n\tb=TMesqjQtZ7ut1: sqjQtZ7ut1zYR91GtKcyz6GxYHjO7zoV6tKtAIGIT1K7EQICC+LX0NVKGBWkpg\n\t mP4FjKVN+W1ITvgeHxFd1zcHDISeC0WGqHv5S5D94PEdaj8bpbluS0leROPxgo8fhH\n\t IRR0nOqnWXRi15ck3qm7WR61kg/0I02o4MpQSryQ=\nDKIM-Signature: v=1; a=rsa-sha256; c=simple/simple; d=mycompany.fr;\n\ts=mycompany.fr;

t=1512125391;\n\thb=+cEL8GCaNKPGfAl6U7yCNuKL4UTN2UkhX+jOBsmT7iY=;\n\th=To:From:Subject:Date:From;\n\tb=TMesqjQtZ7ut1: sqjQtZ7ut1zYR91GtKcyz6GxYHjO7zoV6tKtAIGIT1K7EQICC+LX0NVKGBWkpg\n\t mP4FjKVN+W1ITvgeHxFd1zcHDISeC0WGqHv5S5D94PEdaj8bpbluS0leROPxgo8fhH\n\t IRR0nOqnWXRi15ck3qm7WR61kg/0I02o4MpQSryQ=\nTo: ticket@mycompany.fr\nFrom: Julien TEHERY <julinux@mycompany.fr>\nSubject: TEST 16\nMessage-ID: <e51fd0a1-b014-ef78-2ff2-4ef38a130388@mycompany.fr>\nDate: Fri, 1 Dec 2017 11:49:51 +0100\nUser-Agent: Mozilla/5.0 (X11; Linux x86\_64; rv:52.0) Gecko/20100101\nThunderbird/52.4.0\nMIME-Version: 1.0\nContent-Type: multipart/alternative;\nboundary="-----4858C4CCDE564230BCC36310"\nContent-Language: fr\n\nThis is a multi-part message in MIME format.\n-----4858C4CCDE564230BCC36310\nContent-Type: text/plain; charset=utf-8; format=flowed\nContent-Transfer-Encoding: 8bit\n\nTEST 16\n\n-- \n\nCordialement,\n\n\nJulien T  h  ry - Ing  nieur Syst  mes et R  seaux\nSoci  t   mycompany - www.mycompany.ff

r <http://www.mycompany.fr>\nT  l Support : 05 49 62 26 07\n\n\n-----4858C4CCDE564230BCC36310\nContent-Type: text/html; charset=utf-8\nContent-Transfer-Encoding: 8bit\n\n<html>\n <head>\n\n <meta http-equiv="content-type" content="text/html; charset=utf-8">\n </head>\n <body text="#000000" bgcolor="#FFFFFF">\n <p>TEST 16<br>\n </p>\n <div class="moz-signature">-- <br>\n Cordialement,<br>\n <br>\n Julien T  h  ry - Ing  nieur Syst  mes et R  seaux<br>>\n Soci  t   mycompany - <a href="http://www.mycompany.fr" title="mycompany" target="\_blank">www.mycompany.fr</a><br>\n T  l Suppoo rt : 05 49 62 26 07<br>\n <br>\n </div>\n </body>\n</html>\n\n-----4858C4CCDE564230BCC36310--\n", "allow\_override"=>"project,tracker,priority,status", "unknown\_user"=>"accept", "default\_group"=>nil, "no\_account\_notice"=>nil, "no\_notification"=>nil, "no\_permission\_check"=>"1", "project\_from\_subaddress"=>nil, "issue"=>{"project"=>"clients-mycompany", "tracker"=>"Support"}}

Rendered queries/\_filters.html.erb (12.5ms)  
Rendered queries/\_columns.html.erb (1.8ms)  
Rendered issues/\_list.html.erb (35.5ms)  
Rendered issues/\_sidebar.html.erb (21.2ms)  
Rendered issues/index.html.erb within layouts/base (81.4ms)  
Completed 200 OK in 566ms (Views: 132.4ms | ActiveRecord: 12.4ms)

So I tried to figure out what was different in the incoming emails, looking at the source of them.

Didn't find anything particular excepted that "good emails" had "Content-Transfer-Encoding: quoted-printable" in their source code.

I don't know if this can be related or not to my problem.

But the fact is we did'nt changed anything regarding mail\_handler or mailserver, and we lost the ability to get emails from everyone.

I must precise that we allready used latest version of mail\_handler (see links above) before upgrading.

Any help would be appreciated !

**Related issues:**

- Related to Redmine - Defect # 29365: MailHandlerTest#test\_add\_issue\_with\_loca... **Closed**
- Related to Redmine - Feature # 29443: Update mail gem (~> 2.7.1) **Closed**

**Associated revisions**

**Revision 17116 - 2017-12-17 07:02 - Toshi MARUYAMA**

Gemfile: relax mail gem version (#27691)

## Revision 17117 - 2017-12-17 07:23 - Toshi MARUYAMA

Merged r17116 from trunk to 3.4-stable (#27691)

Gemfile: relax mail gem version.

## Revision 17118 - 2017-12-17 07:25 - Toshi MARUYAMA

Merged r17116 from trunk to 3.3-stable (#27691)

Gemfile: relax mail gem version.

## Revision 17119 - 2017-12-17 07:26 - Toshi MARUYAMA

Merged r17116 from trunk to 3.2-stable (#27691)

Gemfile: relax mail gem version.

## History

---

### #1 - 2017-12-04 09:51 - Julien TEHERY

Here are some precisions about the incoming emails:

Looking at the source code of the emails, here is what i noticed.

- BAD INCOMING MAIL TURNED INTO EMPTY ISSUE  
Content-Type: text/plain; charset=utf-8; format=flowed  
Content-Transfer-Encoding: 8bit
- GOOD MAIL TURNED INTO FULLFILLED ISSUE  
Content-Type: text/plain; charset=UTF-8  
Content-Transfer-Encoding: quoted-printable

I really don't have any idea why 8bit encoding would cause such a behavior, but the fact is that all bad emails are formatted this way.

### #2 - 2017-12-04 10:45 - Julien TEHERY

Ok, i can confirm this is the cause.

I'm using thunderbird to send emails, and it's configured to transfer mails in 8bits by default.

It has always been the case and worked until the upgrade in 3.2.8.

Now i had to setup thunedrbird to use MIME for outgoing email. With that email arrive with "Content-Transfer-Encoding: quoted-printable" and are well processed by the mail\_handler.

I think it's clearly a bug, because it has always worked through the past. I won't tell my customers to change their MTA configuration to send me emails.

If it can help someone...

encountering same parsing bug with extended utf-8 characters. same discovery as comment 1.

When set to unknown\_user=create we get MailHandler: ignoring email from unknown user []  
Completed 422 Unprocessable Entity in 4ms (ActiveRecord: 0.0ms)

and when set to unknown\_user=accept we get a blank no subject no description email.

example of source of email that causes problem below:

From: REDACTED  
Subject: emdash test  
To: REDACTED  
Message-ID: <eba059c5-7557-9744-61e2-8c52c46cea86@palantetech.coop>  
Date: Tue, 5 Dec 2017 13:33:28 -0500  
User-Agent: Mozilla/5.0 (Windows NT 10.0; WOW64; rv:52.0) Gecko/20100101  
Thunderbird/52.5.0  
MIME-Version: 1.0  
Content-Type: multipart/alternative;  
boundary="-----F142713BE64E3D9019D87845"  
Content-Language: en-US

This is a multi-part message in MIME format.

-----F142713BE64E3D9019D87845

Content-Type: text/plain; charset=utf-8  
Content-Transfer-Encoding: 8bit

â€” â€” â€” â€”

-----F142713BE64E3D9019D87845

Content-Type: text/html; charset=utf-8  
Content-Transfer-Encoding: base64

PGh0bWw+DQogIDxoZWFKPg0KICAgIDxtZXRhIGh0dHAtZXF1aXY9ImNvbnRlbnQtdHlwZSlg  
Y29udGVudD0idGV4dC9odG1sOyBjaGFyc2V0PjV0Zi04Ij4NCiAgPC9oZWFKPg0KICA8Ym9k  
eSB0ZXh0PSlJMDAwMDAwliBiZ2NvbG9yPSlJrkZGRkZGlj4NCiAgICA8cD48c3BhbiBzdHls  
ZT0iY29sb3I6IHJnYig2OCwgNjgsIDY4KTsgZm9udC1mYW1pbHk6ICZxdW90O09wZW4gU2Fu  
cyZxdW90Oywgcy2Fucy1zZXJpZjsgZm9udC1zaXplOiAxMy41cHg7IGZvbnQtc3R5bGU6IG5v  
cm1hbDsgZm9udC12YXJpYW50LWxpZ2F0dXJlczogbm9ybWFsOyBmb250LXZhcmlhbnQtY2Fw  
czogbm9ybWFsOyBmb250LXdlaWdodDogNDAwOyBsZXR0ZXItc3BhY2luZzogbm9ybWFsOyBv  
cnBoYW5zOiAyOyB0ZXh0LWFsaWduOiBzdGFydDsgdGV4dC1pbmRlbnQ6IDBweDsgdGV4dC10  
cmFuc2Zvcn06IG5vbmU7IHdoaxRILXNwYWNiOiwcmUtd3JhcDsgd2lkb3dzOiAyOyB3b3Jk  
LXNwYWNpbmc6IDBweDsgLXdiYmtpdC10ZXh0LXN0cm9rZS13aWR0aDogMHB4OyBiYWNRZ3Jv  
dW5kLWNvbG9yOiByZ2JhKDY4LCA2OCwgNjgsIDAuMDgpOyB0ZXh0LWRIY29yYXRpb24tc3R5  
bGU6IGluaXRpYWw7IHRIeHQZGVjb3JhdGlvbi1jb2xvcjogaW5pdGlhbDsgZGlzcGxheTog  
aW5saW5lICFpbXBvcnRhbnQ7IGZsb2F0OiBub25lOyl+4oCUIDwvc3Bhbj48c3BhbiBzdHls  
ZT0iY29sb3I6IHJnYig2OCwgNjgsIDY4KTsgZm9udC1mYW1pbHk6ICZxdW90O09wZW4gU2Fu  
cyZxdW90Oywgcy2Fucy1zZXJpZjsgZm9udC1zaXplOiAxMy41cHg7IGZvbnQtc3R5bGU6IG5v  
cm1hbDsgZm9udC12YXJpYW50LWxpZ2F0dXJlczogbm9ybWFsOyBmb250LXZhcmlhbnQtY2Fw  
czogbm9ybWFsOyBmb250LXdlaWdodDogNDAwOyBsZXR0ZXItc3BhY2luZzogbm9ybWFsOyBv  
cnBoYW5zOiAyOyB0ZXh0LWFsaWduOiBzdGFydDsgdGV4dC1pbmRlbnQ6IDBweDsgdGV4dC10  
cmFuc2Zvcn06IG5vbmU7IHdoaxRILXNwYWNiOiwcmUtd3JhcDsgd2lkb3dzOiAyOyB3b3Jk

LXNwYWNpbmc6IDBweDsgLXdlYmtpdC10ZXh0LXN0cm9rZS13aWR0aDogMHB4OyBiYWNRZ3Jv  
dW5kLWNvbG9yOiByZ2JhKDy4LCA2OCwgNjgsIDAuMDgpOyB0ZXh0LWRIY29yYXRpb24tc3R5  
bGU6IGluaXRpYWw7IHRleHQtZGVjb3JhdGlvbi1jb2xvcjogaW5pdGlhbDsgZGlzcGxheTog  
aW5saW5lICFpbXBvcnRhbnQ7IGZsb2F0OiBub25lOyl+4oCUIDwvc3Bhb48c3BhbiBzdHls  
ZT0iY29sb3I6IHJnYig2OCwgNjgsIDY4KTsgZm9udC1mYW1pbHk6ICZxdW90O09wZW4gU2Fu  
cyZxdW90Oywg2Fucy1zZXJpZjsgZm9udC1zaXplOiAxMy41cHg7IGZvbnQtc3R5bGU6IG5v  
cm1hbDsgZm9udC12YXJpYW50LWxpZ2F0dXJlczogbm9ybWFsOyBmb250LXZhcmlhbnQtY2Fw  
czogbm9ybWFsOyBmb250LXdlaWdodDogNDAwOyBsZXR0ZXltc3BhY2luZzogbm9ybWFsOyBv  
cnBoYW5zOiAyOyB0ZXh0LWFsaWduOiBzdGFydDsgdGV4dC1pbmRlbnQ6IDBweDsgdGV4dC10  
cmFuc2Zvc6IG5vbmU7IHdoeXRILXNwYWNlOiBwcmUtd3JhcDsgd2lk3dzOiAyOyB3b3Jk  
LXNwYWNpbmc6IDBweDsgLXdlYmtpdC10ZXh0LXN0cm9rZS13aWR0aDogMHB4OyBiYWNRZ3Jv  
dW5kLWNvbG9yOiByZ2JhKDy4LCA2OCwgNjgsIDAuMDgpOyB0ZXh0LWRIY29yYXRpb24tc3R5  
bGU6IGluaXRpYWw7IHRleHQtZGVjb3JhdGlvbi1jb2xvcjogaW5pdGlhbDsgZGlzcGxheTog  
aW5saW5lICFpbXBvcnRhbnQ7IGZsb2F0OiBub25lOyl+4oCUIDwvc3Bhb48c3BhbiBzdHls  
ZT0iY29sb3I6IHJnYig2OCwgNjgsIDY4KTsgZm9udC1mYW1pbHk6ICZxdW90O09wZW4gU2Fu  
cyZxdW90Oywg2Fucy1zZXJpZjsgZm9udC1zaXplOiAxMy41cHg7IGZvbnQtc3R5bGU6IG5v  
cm1hbDsgZm9udC12YXJpYW50LWxpZ2F0dXJlczogbm9ybWFsOyBmb250LXZhcmlhbnQtY2Fw  
czogbm9ybWFsOyBmb250LXdlaWdodDogNDAwOyBsZXR0ZXltc3BhY2luZzogbm9ybWFsOyBv  
cnBoYW5zOiAyOyB0ZXh0LWFsaWduOiBzdGFydDsgdGV4dC1pbmRlbnQ6IDBweDsgdGV4dC10  
cmFuc2Zvc6IG5vbmU7IHdoeXRILXNwYWNlOiBwcmUtd3JhcDsgd2lk3dzOiAyOyB3b3Jk  
LXNwYWNpbmc6IDBweDsgLXdlYmtpdC10ZXh0LXN0cm9rZS13aWR0aDogMHB4OyBiYWNRZ3Jv  
dW5kLWNvbG9yOiByZ2JhKDy4LCA2OCwgNjgsIDAuMDgpOyB0ZXh0LWRIY29yYXRpb24tc3R5  
bGU6IGluaXRpYWw7IHRleHQtZGVjb3JhdGlvbi1jb2xvcjogaW5pdGlhbDsgZGlzcGxheTog  
aW5saW5lICFpbXBvcnRhbnQ7IGZsb2F0OiBub25lOyl+4oCUPC9zcGFuPjwvcD4NCiAgICA8  
cHJlIGNsYXNzPSJtb3otc2lnbmF0dXJlIiBjb2xzPSI3Mil+LS0gDQpKZXNzaWUgUm9zZSBM  
ZWUNCiBhbGFudGUgVGvjaG5vbmU7IHdoeXRILXNwYWNlOiBwcmUtd3JhcDsgd2lk3dzOiAyOyB3b3Jk  
bGluay1mcmVldGV4dClgaHJIZj0iaHR0cDovL3BhbGFudGV0ZWNoLmNvb3AiPmh0dHA6Ly9w  
YWxhbnRldGVjaC5jb29wPC9hPg0KKDg4OCkgNDgxLTM2NTUgeC4gMTA2PC9wcmU+DQogIDwv  
Ym9keT4NCjwvaHRtbD4NCg==  
-----F142713BE64E3D9019D87845--

current redmine version:

Environment:

Redmine version	3.4.3.stable
Ruby version	2.2.5-p319 (2016-04-26) [x86_64-linux]
Rails version	4.2.8
Environment	production
Database adapter	Mysql2

SCM:

Bazaar	2.7.0
Git	2.1.4
Filesystem	
GitRemote	2.1.4

Redmine plugins:

clipboard_image_paste	1.12
redmine_git_remote	0.0.1
redmine_local_avatars	1.0.3
redmine_mattermost	0.6
redmine_stealth	0.6.0
redmine_wiki_extensions	0.8.1

MTA has same version of ruby

#### #4 - 2017-12-06 21:24 - Jessie Lee

```
ran irb rdm-mailhandler.rb
```

```
  handler = RedmineMailHandler.new
```

```
  #<RedmineMailHandler:0x000000010b9c48 @issue_attributes={"project"=>"catch", "tracker"=>"support"}, @verbose=true,  
  @url="REDACTED", @key="REDACTED">
```

```
  exit(handler.submit(STDIN.read))
```

```
Posting to https://REDACTED/mail_handler...
```

```
Response received: 422
```

```
Request was denied by your Redmine server. Possible reasons: email is sent from an invalid email address or is missing some information.
```

#### #5 - 2017-12-11 10:34 - Michael Schaefer

In can confirm the issue in 3.4.3.stable. The issue didn't occur in 3.4.1. After updating to 3.4.3 I'm experiencing the same issue as mentioned by Jessie Lee.

I ran a few quick test and for the exact same E-Mail I get an

```
MailHandler: ignoring email from unknown user []
```

if

```
Content-Transfer-Encoding: 8bit
```

while

```
Content-Transfer-Encoding: 7bit
```

or

```
Content-Transfer-Encoding: quoted-printable
```

works as expected an opens a ticket for the correct user. However I seems to depend on the content itself. Not all message with the 8bit encoding get bounced.

Environment:

```
Redmine version      3.4.3.stable  
Ruby version         2.3.1-p112 (2016-04-26) [x86_64-freebsd10.3]  
Rails version        4.2.8  
Environment          production  
Database adapter     Mysql2
```

SCM:

```
Git                  2.14.1  
Filesystem
```

Redmine plugins:

```
redmine_checklists      3.1.10
redmine_default_custom_query 1.3.0
redmine_ldap_sync       2.0.9.devel
```

**#6 - 2017-12-11 11:05 - Michael Schaefer**

I have to correct myself. It seems that also for 7bit encoding I can trigger the bug. If for instance sending a mail which contains a German Umlaut äüö...

**#7 - 2017-12-17 06:33 - Toshi MARUYAMA**

- Description updated

**#8 - 2017-12-17 06:42 - Toshi MARUYAMA**

- Status changed from New to Needs feedback

Julien TEHERY wrote:

| *Migrating our production redmine from 3.2.1 to 3.2.8 , we noticed that some emails with french sepcial characters were creating empty issues.*

Try downgrading mail gem.

```
diff --git a/Gemfile b/Gemfile
--- a/Gemfile
+++ b/Gemfile
@@ -20,7 +20,7 @@ gem "actionpack-xml_parser"
gem "roadie-rails", "~> 1.1.1"
gem "roadie", "~> 3.2.1"
gem "mimemagic"
-gem "mail", "~> 2.6.6"
+gem "mail", "= 2.6.4"

gem "nokogiri", (RUBY_VERSION >= "2.1" ? "~> 1.7.2" : "~> 1.6.8")
gem "i18n", "~> 0.7.0"
```

**#9 - 2017-12-17 06:49 - Toshi MARUYAMA**

Sorry, version:3.2.8 Gemfile does not have mail gem entry.

Try this.

```
diff --git a/Gemfile b/Gemfile
--- a/Gemfile
+++ b/Gemfile
@@ -17,6 +17,7 @@ gem "actionpack-xml_parser"
gem "roadie-rails", "~> 1.1.1"
gem "roadie", "~> 3.2.1"
gem "mimemagic"
```

```
+gem "mail", "= 2.6.4"
```

```
gem "nokogiri", (RUBY_VERSION >= "2.1" ? "~> 1.7.2" : "~> 1.6.8")  
gem "i18n", "~> 0.7.0"
```

**#10 - 2017-12-17 06:50 - Jessie Lee**

can confirm that downgrading to 2.6.4 mail gem worked for me.

cheers

**#11 - 2017-12-17 06:52 - Toshi MARUYAMA**

- Subject changed from Issue created from mail\_handler with description empty from to Issue created from mail\_handler with description empty from

**#12 - 2017-12-17 06:58 - Toshi MARUYAMA**

I think you would better report to mail gem team.

<https://github.com/mikel/mail/issues>

**#13 - 2017-12-19 11:55 - Michael Schaefer**

binding mail gem to 2.6.4 (was 2.7.0. in my rvm env) solved it for 3.4.3 as well.

**#14 - 2017-12-19 12:33 - Go MAEDA**

- Priority changed from High to Normal

- Target version set to 3.2.9

**#15 - 2017-12-19 14:43 - Toshi MARUYAMA**

- Target version deleted (3.2.9)

I have removed target version because it seems mail gem 2.6.5 and 2.6.6 have Ruby 2.4.0 compatibility and security fix.

<https://github.com/mikel/mail/blob/2.6.6/CHANGELOG.rdoc#version-266---2017-06-09-jeremy-daer-jeremydaergmailcom>

**#16 - 2017-12-19 14:53 - Toshi MARUYAMA**

Julien TEHERY wrote:

*Here are some precisions about the incoming emails:*

*Looking at the source code of the emails, here is what i noticed.*

- BAD INCOMING MAIL TURNED INTO EMPTY ISSUE

*Content-Type: text/plain; charset=utf-8; format=flowed*

*Content-Transfer-Encoding: 8bit*

- GOOD MAIL TURNED INTO FULLFILLED ISSUE

*Content-Type: text/plain; charset=UTF-8*



Content-Transfer-Encoding: quoted-printable

I really don't have any idea why 8bit encoding would cause such a behavior, but the fact is that all bad emails are formatted this way.

Could you give us or mail gem team good and bad mail examples? - source:tags/3.4.3/test/fixtures/mail\_handler  
- <https://github.com/mikel/mail/tree/2.6.6/spec/fixtures/emails>

**#17 - 2018-08-13 02:16 - Go MAEDA**

- Related to Defect #29365: MailHandlerTest#test\_add\_issue\_with\_localized\_attributes fails with mail gem 2.7.0 added

**#18 - 2018-08-26 02:13 - Go MAEDA**

- Target version set to Candidate for next minor release

**#19 - 2018-08-27 13:57 - Go MAEDA**

- Blocks Feature #29443: Update mail gem (~> 2.7.1) added

**#20 - 2018-10-15 05:27 - Go MAEDA**

- Status changed from Needs feedback to Confirmed

The team in my company investigated this issue and found that the problem occurs when the following conditions are met:

- mail 2.7.0 is installed (no problem with 2.6.x or 2.7.1)
- Line terminators of the message are LF (according to [RFC 5322](#), those must be CRLF)
- Encoding of the body is UTF-8 and the body contains Unicode characters

They will soon post a test that illustrates the problem.

**#21 - 2018-10-15 09:21 - Yuichi HARADA**

- File 27691-test.patch added

Go MAEDA wrote:

- mail 2.7.0 is installed (no problem with 2.6.x or 2.7.1)
- Line terminators of the message are LF (according to [RFC 5322](#), those must be CRLF)
- Encoding of the body is UTF-8 and the body contains Unicode characters

I created a test code.

- This is a test code for detecting a problem.
- mail 2.7.0 fails, however mail 2.7.1 succeeds.
- With this test code, you can confirm that this problem is solved by updating to mail 2.7.1.

**#22 - 2018-10-15 10:55 - Go MAEDA**

- Status changed from Confirmed to Closed
- Target version deleted (Candidate for next minor release)
- Resolution set to Fixed

As I wrote in #27691#note-20, the cause of this problem is mail gem 2.7.0.

With the test written by Yuichi HARADA, we can confirm that the problem is peculiar to mail gem 2.7.0. We have updated the mail gem to 2.7.1 (#29443) and the problem will never occur.

**mail gem 2.7.1 (PASS):**

```
$ ruby test/unit/mail_handler_test.rb -n test_add_issue_with_utf8_body_and_if_line_terminator
Run options: -n test_add_issue_with_utf8_body_and_if_line_terminator --seed 34645
```

```
# Running:
```

```
.
```

```
Finished in 3.034103s, 0.3296 runs/s, 0.9888 assertions/s.
1 runs, 3 assertions, 0 failures, 0 errors, 0 skips
```

**mail gem 2.7.0 (FAIL):**

```
$ ruby test/unit/mail_handler_test.rb -n test_add_issue_with_utf8_body_and_if_line_terminator
Run options: -n test_add_issue_with_utf8_body_and_if_line_terminator --seed 6489
```

```
# Running:
```

```
F
```

```
Failure:
```

```
MailHandlerTest#test_add_issue_with_utf8_body_and_if_line_terminator [test/unit/mail_handler_test.rb:1175]:
Expected false to be truthy.
```

```
bin/rails test test/unit/mail_handler_test.rb:1167
```

```
Finished in 1.992780s, 0.5018 runs/s, 0.5018 assertions/s.
1 runs, 1 assertions, 1 failures, 0 errors, 0 skips
```

**mail gem 2.6.6 (PASS):**

```
$ ruby test/unit/mail_handler_test.rb -n test_add_issue_with_utf8_body_and_if_line_terminator
Run options: -n test_add_issue_with_utf8_body_and_if_line_terminator --seed 7210
```

```
# Running:
```

```
.
```

```
Finished in 2.368979s, 0.4221 runs/s, 1.2664 assertions/s.
1 runs, 3 assertions, 0 failures, 0 errors, 0 skips
```

#23 - 2018-10-15 10:55 - Go MAEDA

- Blocks deleted (Feature #29443: Update mail gem (~> 2.7.1))

#24 - 2018-10-15 10:55 - Go MAEDA

- Related to Feature #29443: Update mail gem (~> 2.7.1) added

## Files

---

27691-test.patch	1.68 KB	2018-10-15	Yuichi HARADA
------------------	---------	------------	---------------