

Redmine - Feature #28388

RFE: System-configurable options to control email rejection criteria

2018-03-20 23:03 - Library Systems Dept

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

Description

Some common causes for emails to be rejected by the scraping process:

- from emission address
- characters outside of the utf8 character set ([#21398](#))
- from email addresses associated with a locked account
- subject lines that appear to match issue responses ([#25473](#))

Most of these are understandable, but it would be useful to have the option to override the rejection behavior and allow a new issue to be created from the email. This could either be a setting available within the Admin panel UI or at the file-system level in a configuration file. This is particularly useful where Redmine is used as a Help Desk platform where it may be important to relax specific criteria for accepting email (e.g., accept an email from a locked account, but from "anonymous").

Thank you for your consideration.