

## Redmine - Defect #29094

### Email reply loses indentation in pre-block

2018-06-21 11:55 - Daniel Trstenjak

<b>Status:</b> New	<b>Start date:</b>																										
<b>Priority:</b> Normal	<b>Due date:</b>																										
<b>Assignee:</b>	<b>% Done:</b> 0%																										
<b>Category:</b> Email notifications	<b>Estimated time:</b> 0.00 hour																										
<b>Target version:</b>	<b>Affected version:</b>																										
<b>Resolution:</b>																											
<b>Description</b>																											
<p>Hi,</p> <p>if I'm replying by email to an email notification from a redmine ticket and using a pre-block - to keep the indentation - then the indentation is lost in the redmine ticket.</p> <p>When viewing the ticket in the browser, then redmine seems to detect the pre-block, because the text gets the corresponding border for a pre-block, but the indentation from the email is missing.</p> <p>If I'm replying to a ticket in the browser, then the pre-block works as expected.</p> <p>I also sent the email with the pre-block to my system administrator, to ensure that my system isn't somehow removing the indentation, but my system administrator gets the email in the sent form.</p> <p>Any ideas what could be the issue here or how I could debug it?</p> <p>Greetings, Daniel</p> <p>Environment:</p> <table><tr><td>Redmine version</td><td>3.4.4.stable</td></tr><tr><td>Ruby version</td><td>2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]</td></tr><tr><td>Rails version</td><td>4.2.8</td></tr><tr><td>Environment</td><td>production</td></tr><tr><td>Database adapter</td><td>Mysql2</td></tr></table> <p>SCM:</p> <table><tr><td>Subversion</td><td>1.8.10</td></tr><tr><td>Darcs</td><td>2.8.5</td></tr><tr><td>Cvs</td><td>1.12.13</td></tr><tr><td>Bazaar</td><td>2.7.0</td></tr></table> <p>Filesystem</p> <p>Redmine plugins:</p> <table><tr><td>mega_calendar</td><td>1.7.0</td></tr><tr><td>redmine_cc_addresses</td><td>0.4.0</td></tr><tr><td>redmine_extended_watchers</td><td>1.0.5</td></tr><tr><td>redmine_issue_templates</td><td>0.2.0</td></tr></table>		Redmine version	3.4.4.stable	Ruby version	2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]	Rails version	4.2.8	Environment	production	Database adapter	Mysql2	Subversion	1.8.10	Darcs	2.8.5	Cvs	1.12.13	Bazaar	2.7.0	mega_calendar	1.7.0	redmine_cc_addresses	0.4.0	redmine_extended_watchers	1.0.5	redmine_issue_templates	0.2.0
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### History

#1 - 2018-07-01 02:16 - Go MAEDA

- Category set to *Email notifications*