

Redmine - Feature #31107

How to disable email subject processing

2019-03-27 15:14 - Daniel Arnost

| | | | |
|---|-----------------|------------------------|-----------|
| Status: | Resolved | Start date: | |
| Priority: | Normal | Due date: | |
| Assignee: | | % Done: | 0% |
| Category: | Email receiving | Estimated time: | 0.00 hour |
| Target version: | | | |
| Resolution: | | | |
| Description | | | |
| <p>Hello!</p> <p>We run redmine 2.4.2 and use rdm-mailhandler. It works well until new email arrives with subject containing "[#123]". This string mostly does not belong to redmine issue - it is from another ticket system and we need always to create new issue from that email. Unfortunately, as is written, the email is processed as a reply for [#123]. And if redmine can not find existing issue #123, email is returned and no new issue is created.</p> <p>Is any chance to disable this email subject processing for selected project/mail-handler?</p> <p>Thanks, dan</p> | | | |

History

#1 - 2019-03-27 15:49 - Go MAEDA

There is no option to disable the feature that adds replies in the mail handler, but maybe you can remove the feature by changing the code as follows.

```
diff --git a/app/models/mail_handler.rb b/app/models/mail_handler.rb
index 52faef135..f721a2314 100755
--- a/app/models/mail_handler.rb
+++ b/app/models/mail_handler.rb
@@ -168,10 +168,6 @@ class MailHandler < ActionMailer::Base
   else
     # ignoring it
   end
-  elsif m = subject.match(ISSUE_REPLY_SUBJECT_RE)
-    receive_issue_reply(m[1].to_i)
-  elsif m = subject.match(MESSAGE_REPLY_SUBJECT_RE)
-    receive_message_reply(m[1].to_i)
   else
     dispatch_to_default
   end
end
```

#2 - 2019-03-27 16:31 - Daniel Arnost

- Status changed from New to Resolved

Ok, I will try it. Thanks and regards.

#3 - 2019-09-18 15:05 - Christof Egner

Hello,

I would suggest the following changes to the code in order to make redmine ignore alien issue id:

```
172c172,178
<     receive_issue_reply(m[1].to_i)
---
>     issue = Issue.find_by_id(m[1].to_i)
>     if issue
>       receive_issue_reply(issue.id)
>     else
>       logger.error "MailHandler: Invalid issue id ##{m[1].to_i}; dispatch_to_default" if logger
>       dispatch_to_default
>     end
```

