

Redmine - Defect #31365

Issue subject may be broken if the subject field in the receiving email is split into multiple lines

2019-05-14 05:50 - Go MAEDA

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Jean-Philippe Lang	<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	4.0.4	<b>Affected version:</b>	
<b>Resolution:</b>	Fixed		
<b>Description</b>			
<p>When you create issues via email, the subject of the created issue may be broken if the subject field in the original email is split into multiple lines like the following.</p> <pre>Date: Mon, 13 May 2019 13:39:29 +0900 Message-ID: &lt;CALXUZfgwpW-hizEabSAjjkykQGV6-V6bwKu693Cr7cDH6DR7pQ@mail.gmail.com&gt; Subject: =?utf-8?B?zrHOss6zzrTOtc62zrfOuM65zrrOu868zr3Ovs6/z4DPgc+Cz4PPhM+Fz4bP?= =?utf-8?B?h8+Iz4k=?= From: &lt;foo@example.com&gt; To: &lt;baz@example.com&gt; Content-Type: text/plain  Split bytes subject.  The subject should be decoded like this:  αβγδεζηθικλμνξοπρςστυψχψω  But the subject of the created issue will be the following:  αβγδεζηθικλμνξοπρςστυψ❖❖ψω  This is due to the bug of mail gem (I tested in 2.7.1).  irb(main):001:0&gt; puts Mail.read('/tmp/split-bytes-subject.eml').subject αβγδεζηθικλμνξοπρςστυψ❖❖ψω =&gt; nil  The subject is not split at the boundary between characters but in the middle of bytes that composes a character and mail gem that parses emails does not properly handle such emails. The first line of the decoded subject field is "αβγδεζηθικλμνξοπρςστυφ\xCF" and the second line is "\x87ψω". The character "χ" is consists of two bytes 0xCF and 0x87. These two bytes span two lines. mail gem cannot handle such cases.</pre>			
<b>Related issues:</b>			
Related to Redmine - Defect #31582: Issue subject may be truncated if the sub...			Confirmed

Associated revisions

Revision 18245 - 2019-06-10 13:40 - Jean-Philippe Lang

Issue subject may be broken if the subject field is split into multiple lines (#31365).

Patch by Yuichi HARADA.

Revision 18246 - 2019-06-10 13:41 - Jean-Philippe Lang

Merged r18245 to 4.0-stable (#31365).

Revision 18269 - 2019-06-20 08:57 - Go MAEDA

Reverts r18245 (#31582, #31365).

Issue subjects are truncated in some cases when they are created via email.

Merged r18269 from trunk to 4.0-stable in order to revert r18246 (#31582, #31365).

History

#1 - 2019-05-16 06:50 - Yuichi HARADA

- File 31365\_mail\_gem\_broken\_subject.patch added

The subject seems to be broken because [Mail::SubjectField](#) does not combine multiple lines of subjects into one line.

I created a monkey patch for Mail::SubjectField .

#2 - 2019-05-16 08:03 - Go MAEDA

- Target version set to Candidate for next minor release

#3 - 2019-05-21 05:56 - Go MAEDA

I hope to include the workaround in 4.0.4 or 4.1.0.

Fundamentally, mail gem should be fixed and monkey patching in Redmine is not an ideal solution.

However, I think the workaround is beneficial for users who are affected by this problem. Especially East Asian people such as Japanese, Chinese, and Korean are more affected by the issue because they heavily use multi-byte characters in emails.

#4 - 2019-06-02 02:05 - Go MAEDA

- Target version changed from Candidate for next minor release to 4.0.4

Setting the target version to 4.0.4.

#5 - 2019-06-10 13:41 - Jean-Philippe Lang

- Status changed from New to Closed

- Assignee set to Jean-Philippe Lang

- Resolution set to Fixed

Patch committed, thanks!

#6 - 2019-06-20 08:43 - Go MAEDA

- Related to Defect #31582: Issue subject may be truncated if the subject field in the receiving email is split into multiple lines in singlebytes and multibytes mixed added

Files

split-bytes-subject.eml	332 Bytes	2019-05-14	Go MAEDA
31365_mail_gem_broken_subject.patch	2.38 KB	2019-05-16	Yuichi HARADA