Redmine - Defect #31633
Cannot create new issue or change issue status after receiving email for the issue.

2019-06-27 19:17 - Rocky W

Status:	New		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:			**Affected version:**	3.4.11

Description

I have setup the receiving email and Redmine did receive email to process it. But Redmine cannot create the issue for the new or change issue status. the error message is following:

@MailHandler: an unexpected error occurred when receiving email: Missing template mailer/issue_add with {:locale=>[:en], :formats=>[:text], :variants=>[], :handlers=>[:erb, :builder, :raw, :ruby, :rsb]}. Searched in: * "C:/Webserver/redmine-3.4.11/app/views"

MailHandler: an unexpected error occurred when receiving email: Missing template mailer/issue_edit with {:locale=>[:en], :formats=>[:text], :variants=>[], :handlers=>[:erb, :builder, :raw, :ruby, :rsb]}. Searched in: * "C:/Webserver/redmine-3.4.11/app/views"@

I checked the folder C:/Webserver/redmine-3.4.11/app/views/mailer, there are issue_add.html.erb, issue_add.text.erb, issue_edit.html.erb, issue_edit.text.erb.

Environment:
Windows 2012,
MS SQL Server 2016
Ruby 2.3 x64
Redmine 3.4.11

Any idea how to fix it?
Thanks.

Related issues:

Duplicated by Redmine - Defect # 31715: Receiving email and email notification	**Closed**

History

#1 - 2019-06-28 03:51 - Go MAEDA

Do you use any plugins? If so, please try again after uninstalling all plugins.

#2 - 2019-06-28 19:38 - Rocky W

I did not use any plugin.

#3 - 2019-07-01 22:38 - Rocky W

add before the error, the following is sql execution result. I am not sure if it is caused by the wrong configuration.
 [1m [35m (0.0ms) [0m EXEC sp_executesql N'SELECT [email_addresses].[address] FROM [email_addresses] WHERE [email_addresses].[user_id] = @0', N'@0 int', @0 = 14 [["user_id", 14]]
 [1m [36mSetting Load (0.0ms) [0m [1mEXEC sp_executesql N'SELECT [settings].* FROM [settings] WHERE [settings].[name] = @0 ORDER

BY [settings].[id] DESC OFFSET 0 ROWS FETCH NEXT 1 ROWS ONLY', N'@0 nvarchar(255)', @0 = N'bcc_recipients'⬚[0m [["name", "bcc_recipients"]]

Mailer#issue_add: processed outbound mail in 46.9ms
⬚[1m⬚[35mSQL (0.0ms)⬚[0m IF @@TRANCOUNT > 0 ROLLBACK TRANSACTION

#4 - 2019-07-01 22:47 - Rocky W

Rocky W wrote:

the error is happening when executing issue.save! in mail_handling

> *add before the error, the following is sql execution result. I am not sure if it is caused by the wrong configuration.*
> *⬚[1m⬚[35m (0.0ms)⬚[0m EXEC sp_executesql N'SELECT [email_addresses].[address] FROM [email_addresses] WHERE [email_addresses].[user_id] = @0', N'@0 int', @0 = 14 [["user_id", 14]]*
> *⬚[1m⬚[36mSetting Load (0.0ms)⬚[0m ⬚[1mEXEC sp_executesql N'SELECT [settings].* FROM [settings] WHERE [settings].[name] = @0 ORDER BY [settings].[id] DESC OFFSET 0 ROWS FETCH NEXT 1 ROWS ONLY', N'@0 nvarchar(255)', @0 = N'bcc_recipients'⬚[0m [["name", "bcc_recipients"]]*
>
> *Mailer#issue_add: processed outbound mail in 46.9ms*
> *⬚[1m⬚[35mSQL (0.0ms)⬚[0m IF @@TRANCOUNT > 0 ROLLBACK TRANSACTION*

#5 - 2019-07-11 22:52 - Rocky W

I did some test again. If I disable the "Email Notification"-> "Issue Added" , "Issue Updated" in the setting, the incoming email will create the issue or update the issue. If I enable "Issue Added", or "Issue Updated", the incoming email will cause the error. Looks like the issue caused by the notification cannot be generated.

But when I enable "Issue Added", or "Issue Updated", I can create the issue from web page and get the notification.

Do you have the same issue on that? Any idea on that?

#6 - 2019-07-31 10:24 - Go MAEDA
- Duplicated by Defect #31715: Receiving email and email notification added