

Redmine - Defect #31900

Problem with tickets issued by rdm-mailhandler on redmine 4.0.4

2019-08-14 19:18 - Gerhard Kronstorfer

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

Description

Hi,

my Installation on a CentOS 7 Server:

Environment:

Redmine version 4.0.4.stable

Ruby version 2.6.2-p47 (2019-03-13) [x86_64-linux]

Rails version 5.2.3

Environment production

Database adapter MySQL2

Mailer queue ActiveSupport::QueueAdapters::AsyncAdapter

Mailer delivery smtp

SCM:

Git 1.8.3.1

Filesystem

Redmine plugins:

redmine_checklists 3.1.16

redmine_ckeditor 1.2.2

When I send the following Mail to redmine:

```
This is a test
```

```
--
```

```
Mit freundlichen Grüßen / With best regards
```

```
i.V. Ing. Gerhard Kronstorfer
```

```
Abteilungsleiter EDV
```

I get the following ticket (created by rdm-mailhandler):

```
This is a multi-part message in MIME format.
```

```
-----5CDD95DC82FDEC6C69D3183F
```

```
Content-Type: text/plain; charset=utf-8; format=flowed
```

```
Content-Transfer-Encoding: 8bit
```

```
This is a test
```

```
--
```

```
Mit freundlichen Gr????en / With best regards
```

```
i.V. Ing. Gerhard Kronstorfer
```

```
Abteilungsleiter EDV
```

You can see that there are four additional lines at the start of the ticket which shouldn't be there and that there is a problem with the special characters in the signature.

If I send the same message to my old Installation (redmine 3 on Centos 6) everything ist fine.

Related issues:

Related to Redmine - Defect #31549: LF line terminators cause misparse of a m...

Closed

History

#1 - 2019-08-19 05:16 - Go MAEDA

Could you try using the latest rdm-mailhandler.rb?:

https://www.redmine.org/projects/redmine/repository/revisions/18317/entry/trunk/extra/mail_handler/rdm-mailhandler.rb

Perhaps the problem you are experiencing is related to [#31549](#).

#2 - 2019-08-19 11:14 - Gerhard Kronstorfer

The latest version of rdm-mailhandler.rb solves only a part of the problem.

When I send a normal mail (with no picture) the new version works perfect:

Support #4251: Test rdm neu

```
Autor: Gerhard Kronstorfer
Status: neu
Priorität: Normal
Zugewiesen an:
Kategorie:
Zielversion:
Firma:
```

Das ist ein Test.

--

Mit freundlichen Grüßen / With best regards

i.V. Ing. Gerhard Kronstorfer

Abteilungsleiter EDV

When I send a mail with a picture the picture is lost and the rest of the mail produces a ticket with the same problems like with the original rdm-mailhandler.rb:

Support #4252: Test 3

```
Autor: Gerhard Kronstorfer
Status: neu
Priorität: Normal
Zugewiesen an:
Kategorie:
Zielversion:
Firma:
```

This is a multi-part message in MIME format.

-----23FDBBA74BBC8D731ABDF6E4

Content-Type: text/plain; charset=utf-8; format=flowed

Content-Transfer-Encoding: 8bit

Das ist ein Test mit Screenshot:

asdf????????

--

Mit freundlichen Grüßen / With best regards

i.V. Ing. Gerhard Kronstorfer

Abteilungsleiter EDV

Additional Info:

If I grep the mails from the mailserver with

```
rake -f /var/www/redmine/Rakefile redmine:email:receive_imap RAILS_ENV="production" .....
```

All mails are transformed to tickets with no problems.

#3 - 2019-08-19 15:59 - Go MAEDA

Gerhard Kronstorfer wrote:

When I send a mail with a picture the picture is lost and the rest of the mail produces a ticket with the same problems like with the original rdm-mailhandler.rb:

I will try to debug the issue. Could you send an email which can reproduce the problem to the following address?

inbox-ce54bef1f797644206b5feb493b949c80c8d2d9bf6c61cf078 at mailsac.com
(please replace " at " with "@")

#4 - 2019-08-19 18:06 - Gerhard Kronstorfer

I've sent the mail as requested.

#5 - 2019-08-20 10:57 - Go MAEDA

Gerhard Kronstorfer wrote:

I've sent the mail as requested.

Thank you, I have received the email. I will look into this issue.

#6 - 2019-09-04 03:35 - Go MAEDA

- *Resolution set to Cant reproduce*

My coworker looked into this but we could not reproduce the problem. The email you sent to me was correctly parsed after replacing rdm-mailhandler.rb with the latest one.

#7 - 2019-09-04 03:36 - Go MAEDA

- *Related to Defect #31549: LF line terminators cause misparse of a multi-part email when rdm-mailhandler.rb is invoked from /etc/aliases added*