Hi,

my Installation on a CentOS 7 Serve re:

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 ActiveJob::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 Grüßen / With best regards
i.V. Ing. Gerhard Kronstorfer
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 is fine.

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

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:
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.

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#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-ce54be1f7f7644206b5feb493b949c80c8d2d9bf6c61cf078 at mailsac.com
```

(please replace " at " with "@")

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#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