

Redmine - Defect #31937

HTML-Tags are not interpreted correctly / removed from the Ticket.

2019-08-22 16:24 - Dominik Kro

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	4.0.4
Resolution:	Invalid		
Description			
Environment: Redmine version 4.0.4.stable Ruby version 2.6.3-p62 (2019-04-16) [x86_64-linux] Rails version 5.2.3 Environment production Database adapter PostgreSQL Mailer queue ActiveJob::QueueAdapters::AsyncAdapter Mailer delivery smtp SCM: Git 2.17.1 Filesystem Redmine plugins: redmine_ckeditor 1.2.2 redmine_image_clipboard_paste 3.3.0			
Hi all,			
I've got a problem with my redmine configuration. I'm fetching E-Mails through IMAP and rake. That's working like a charm, but unfortunately the HTML-Tags are not displayed correctly / removed within the ticket. According to the Redmine-Documentation https://www.redmine.org/projects/redmine/wiki/RedmineReceivingEmails			
the mail handler should do that which it dont. I'm using textile as text-editor.			
Could you help me with that?			
Thanks in advance!			
Dominik			

History

#1 - 2019-08-22 16:48 - Sven Vogt

Hi all,

I have the same problem. I'm also working with textile.

Environment:

Redmine version 4.0.4.stable
Ruby version 2.5.5-p157 (2019-03-15) [x64-mingw32]
Rails version 5.2.3
Environment production
Database adapter Mysql2
Mailer queue ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery smtp

3 days ago, it worked correctly. Since that time, I installed the following plugins:

- redmine_ckeditor (was temporarily active for testing in a test-project, but switched then back to textile)
- redmine_issue_dynamic_edit
- redmine_recurring_tasks

- redmine_auto_assign_group
- redmine_per_project_formatting-0.1.0 (which I have meanwhile uninstalled)

Can someone help me?

Thanks, Sven

#2 - 2019-09-01 09:59 - Go MAEDA

Could you test again after uninstalling all plugins?

#3 - 2019-12-19 12:26 - Dominik Kro

- *Status changed from New to Resolved*

Hello again,

Thanks to Go MAEDA, the problem is the redmine_ckeditor plugin.
Uninstalled the plugin now it's working.

Best regards,
Dominik

#4 - 2019-12-19 13:09 - Go MAEDA

- *Status changed from Resolved to Closed*

- *Resolution set to Invalid*

Thank you for your feedback. I am closing this issue.

Files

mailtags.png	10.7 KB	2019-08-22	Dominik Kro
mail_handler_controller.rb	1.43 KB	2019-08-22	Dominik Kro
mail_handler.rb	20.7 KB	2019-08-22	Dominik Kro