Redmine - Defect #32382

Unreliable User mention feature with PostgreSQL

2019-11-01 02:00 - Kenta Kogumasaka

Status:	Closed	**Start date:**	
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	Issues	**Estimated time:**	0.00 hour
Target version:			
Resolution:	Duplicate	**Affected version:**	3.4.11

Description

Our Redmine system has been migrated to the new instance with PostgreSQL / Ubuntu 18, but we now observe that the User mention feature is unreliable.
The symptom is that accounts consisted of lowercase characters only can be found and mentioned, but ones with uppercase characters only / the combination of uppercase and lowercase cannot be mentioned. Both cases were fine with MySQL before migration.

```
Environment:
  Redmine version                3.4.11.stable
  Ruby version                   2.4.6-p354 (2019-04-01) [x86_64-linux]
  Rails version                  4.2.11.1
  Environment                    production
  Database adapter               PostgreSQL
```

Thank you for your help!

Related issues:

Is duplicate of Redmine - Defect #26892: Link to user in wiki syntax only wor...		**Closed**

History

#1 - 2019-11-01 06:15 - Go MAEDA

The current version of Redmine does not have a mentioning feature. Are you talking about a plugin that provides the feature?

#2 - 2019-11-01 08:22 - Kenta Kogumasaka

Hello Maeda San!

I don't think we've installed any plugin such as https://www.redmine.org/plugins/redmine-mentions. I found #4179#note-41 and #13919#note-37 that you have already been in a loop, and both patches look already implemented for master.
(See https://github.com/redmine/redmine/blob/master/app/helpers/application_helper.rb#L1134)

That's why I thought the feature has been already in production. What do you think?

#3 - 2019-11-06 04:58 - Go MAEDA

Kenta Kogumasaka wrote:

> I don't think we've installed any plugin such as https://www.redmine.org/plugins/redmine-mentions. I found #4179#note-41 and #13919#note-37
> that you have already been in a loop, and both patches look already implemented for master.
> (See https://github.com/redmine/redmine/blob/master/app/helpers/application_helper.rb#L1134)

Thank you for the detailed information. I understood. My understanding is that "mention" means the link to user feature (#4179) and you cannot make a link to a user if you use uppercase characters. Is it correct?

#4 - 2019-11-06 09:09 - Kenta Kogumasaka

Yes, it's more or less correct. Strictly speaking, we cannot make a link to a user account that has uppercase character(s). Here is some examples:

Full name	Redmine Account (case-sensitive)	Try	Result
Yamada, Taro	tyamada (all are lowercases)	口口 口口	Linked
		口口 口口	NG

		山田 花子	NG
Yamada, Hanako	HYamada (H and Y are uppercases)	@HYamada	NG
		@hyamada	
		@HYAMADA	
John Smith	JSMITH (all are uppercases)	@jsmith	NG
		@JSMITH	
		@JSMith	

The accounts that consist of lowercases only can be linked if using @<username> with lowercases.
Thousands of accounts in our Redmine have been imported with LDAP Sync, and I don't feel it would be practical to replace all uppercases to lowercases in the "users" table.

#5 - 2019-11-06 15:04 - Holger Just

Instead of User.visible.where(:login => name, :type => 'User').first, we should probably use User.visible.find_by_login(name) to find the user in ApplictionHelper#parse_redmine_links. Here, we already perform a fallback to a case-insensitive match if necessary.

Let me check if that does it...

#6 - 2019-11-09 17:08 - Kenta Kogumasaka

Danke schön, Holger!

#7 - 2019-11-09 17:40 - Mischa The Evil

- Related to Defect #26892: Link to user in wiki syntax only works when login is written in lower case added

#8 - 2019-11-10 23:29 - Marius BĂLTEANU

- Status changed from New to Needs feedback

test test Kogumasaka, this problem was fixed in Redmine 4.0, please see #26892 for more details.

Not being a very big change, maybe you can apply the fix on your instance.

#9 - 2020-04-14 05:26 - Marius BĂLTEANU

- Related to deleted (Defect #26892: Link to user in wiki syntax only works when login is written in lower case)

#10 - 2020-04-14 05:26 - Marius BĂLTEANU

- Is duplicate of Defect #26892: Link to user in wiki syntax only works when login is written in lower case added

#11 - 2020-04-14 05:27 - Marius BĂLTEANU

- Status changed from Needs feedback to Closed

- Resolution set to Duplicate