

## Redmine - Defect #32382

### Unreliable User mention feature with PostgreSQL

2019-11-01 02:00 - Kenta Kogumasaka

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Issues	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	3.4.11
<b>Resolution:</b>	Duplicate		
<b>Description</b>			
<p>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.</p> <p>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.</p>			
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!			
<b>Related issues:</b>			
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](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](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)	<a href="#">@@ @@</a>	Linked
		<a href="#">@@ @@</a>	NG

		<a href="#">🔗 🔗</a>	
Yamada, Hanako	HYamada (H and Y are uppercases)	@HYamada @hyamada @HYAMADA	NG
John Smith	JSMITH (all are uppercases)	@jsmith @JSMITH @JSMith	NG

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 `ApplicationHelper#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