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!
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:

<table>
<thead>
<tr>
<th>Full name</th>
<th>Redmine Account (case-sensitive)</th>
<th>Try</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yamada, Taro</td>
<td>iyamada</td>
<td>@tyamada</td>
<td>Linked</td>
</tr>
<tr>
<td></td>
<td>(all are lowercases)</td>
<td>@TYamada</td>
<td>NG</td>
</tr>
<tr>
<td></td>
<td></td>
<td>@TYAMADA</td>
<td></td>
</tr>
<tr>
<td>Yamada, Hanako</td>
<td>HYamada</td>
<td>@HYamada</td>
<td>NG</td>
</tr>
<tr>
<td></td>
<td>(H and Y are uppercases)</td>
<td>@hyamada</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>@HYAMADA</td>
<td></td>
</tr>
<tr>
<td>John Smith</td>
<td>JSMITH</td>
<td>@jsmith</td>
<td>NG</td>
</tr>
<tr>
<td></td>
<td>(all are uppercases)</td>
<td>@JSMITH</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>@JSMith</td>
<td></td>
</tr>
</tbody>
</table>

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 BALTEANU

- Status changed from New to Needs feedback

@Kenta 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 BALTEANU
- 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 BALTEANU
- Duplicates 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 BALTEANU
- Status changed from Needs feedback to Closed
- Resolution set to Duplicate