

## Redmine - Defect #32729

### Line breaks when creating ticket or comment via Mail

2019-12-30 11:13 - Robert Röttger

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	4.0.4
<b>Resolution:</b>			

#### Description

Hello,

this affects new created issues from mail and tickets comments coming from mail.

when I send a mail like this:

```
hello
my
name
is

test
```

I will get in redmine:

```
<p>hello</p>
<p>my</p>
<p>name</p>
<p>is</p>
<p>&nbsp;</p>
<p>test</p>
```

this looks like this:

```
hello

my

name

is

test
```

this is pretty ugly and space consuming. its like double line breaks. can we not use </br> instead of <p> tags?

the preferred structure could be:

```
<p>hello <br/>my<br/> name<br/> is</p>  
<p>test</p>
```

**you get what i mean? only open a new paragraph when there is an empty line between.**

tested with mails coming from outlook and from web interface mails.

## History

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#1 - 2020-11-29 06:07 - Go MAEDA

- Category set to *Email receiving*