Redmine - Defect #33402

Receive email problem - inserting unwanted p tags

2020-05-05 15:50 - Andrej Simko

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	4.1.1

Description

I have problem with receiving emails after upgrading to the latest stable version 4.1.1.

Even if I have setup that email should be parsed as plain text, issues are created with the text and there are unwanted <p> </p> tags even if I setup text formatting to none or textile or markup.

This happens after updating to the version 4.1.1 from 3.4.13.

This is my environment:


```
Environment:
  Redmine version                 4.1.1.stable
  Ruby version                    2.5.3-p105 (2018-10-18) [x86_64-linux]
  Rails version                   5.2.4.2
  Environment                     production
  Database adapter                Mysql2
  Mailer queue                    ActiveJob::QueueAdapters::AsyncAdapter
  Mailer delivery                 smtp
SCM:
  Subversion                      1.9.5
  Mercurial                       4.8.2
  Cvs                             1.12.13
  Bazaar                          2.8.0
  Git                             2.20.1
  Filesystem
Redmine plugins:
  issue_color_label               0.1
  localizable                     0.4.0
  redmine_agile                   1.5.3
  redmine_checklists              3.1.16
  redmine_ckeditor                1.2.3
  redmine_contacts                4.3.0
  redmine_contacts_helpdesk       4.1.8
  redmine_contacts_invoices       4.2.3
  redmine_crm_mailchimp           1.0.4
  redmine_custom_js               0.1.0
  redmine_dmsf                     2.4.2
  redmine_finance                 2.1.7
  redmine_per_project_formatting 0.1.0
  redmine_products                2.1.2
  redmine_questions               1.0.2
  redmine_reporter                1.0.3
  redmine_silencer                0.4.1
  redmine_smile_togglesidebar     1.0.7
  redmine_theme_changer           0.4.0
  redmine_zenedit                 1.0.3
```

I receive emails from gmail.

This is a test email:

```
safsad sa

 f

fdsa

a

fdsa

fsd

as
```

This is a issue created:

```
<p>safsad sa</p>

<p> f</p>

<p>fdsa</p>

<p> </p>

<p>a</p>

<p>fdsa</p>

<p>fsd</p>

<p> </p>

<p>as</p>
```

Can somebody help me where could be a problem?

History

#1 - 2020-05-05 15:52 - Andrej Simko

I forgot to mention, that even I have setup email receiving for plain text, if I debug the code, it always handle it with html_body_to_text function in mail_handler.rb ... but I dont know where to look else for now.

#2 - 2020-06-17 10:54 - Gaël CORDON

Hello Андрей Севастьянов

did you manage to figure out what was wrong.
I've got exactly the same issue.

Environment:
Redmine version   4.1.1.stable
Ruby version   2.5.5-p157 (2019-03-15) [x86_64-linux-gnu]
Rails version   5.2.4.2
Environment   production
Database adapter   Mysql2
Mailer queue   ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery   smtp
SCM:
Git   2.20.1
Filesystem
Redmine plugins:
additionals   2.0.23
easy_mindmup   1.0
easy_wbs   1.5
redmine_ckeditor   1.2.3
redmine_contacts   4.3.0
redmine_contacts_helpdesk   4.1.8
redmine_dashboard   2.7.1
redmine_messenger   1.0.6

```

redmine_monitoring_controlling 0.1.1
redmine_my_page            0.1.13

**#3 - 2020-11-28 09:18 - Go MAEDA**

Is the issue reproducible without plugins?

**#4 - 2022-12-13 14:22 - Dimitar (RedmineUP)**

Dear **Andrej**,

This is Dimitar from the **RedmineUP** Support Team.

I see that you have the full-stack bundle of RedmineUP.

**So, could you please contact our support team at** support@redmineup.com**? And our support engineers will help you investigate the situation that you reported.**

We look forward to hearing from you.

Best Regards,
**Dimitar from the RedmineUP Support Team**

Andrej Simko wrote:

> I have problem with receiving emails after upgrading to the latest stable version 4.1.1.
>
> Even if I have setup that email should be parsed as plain text, issues are created with the text and there are unwanted <p> </p> tags even if I setup text formatting to none or textile or markup.
>
> This happens after updating to the version 4.1.1 from 3.4.13.
>
> This is my environment:
> [...]
>
> I receive emails from gmail.
>
> This is a test email:
> [...]
>
> This is a issue created:
> [...]
>
> Can somebody help me where could be a problem?

**#5 - 2024-02-23 18:18 - Akos Szabo**

EDIT:
I had  removed *redmine_ckeditor* and everything works fine!

Hello,

I have the same problem, did you solve it?
Environment:
Environment:
Redmine version             5.0.7.stable
Ruby version                3.0.0-p0 (2020-12-25) [x86_64-linux]
Rails version           6.1.7.6
Environment              production
Database adapter          Mysql2
Mailer queue               ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery        smtp
Redmine settings:
Redmine theme            Default
SCM:
Subversion             1.7.14
Git                 1.8.3.1
Filesystem
Redmine plugins:
redmine_agile          1.6.6
redmine_checklists        3.1.22
redmine_ckeditor         1.2.4
redmine_email_attachments    0.2.0

redmine_people          1.6.5

**#6 - 2024-02-26 21:46 - Holger Just**

*- Status changed from New to Closed*

*- Resolution set to Invalid*

Thanks for the feedback. I'm closing this issue as it was not caused by Redmine.