

## Redmine - Defect #33402

### Receive email problem - inserting unwanted p tags

2020-05-05 15:50 - Andrej Simko

<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>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	4.1.1
<b>Resolution:</b>	Invalid		

#### 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 - Gaél 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:
additional           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](mailto: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:

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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.