

## Redmine - Feature #33445

### Ability to set default start/due date via the CLI for issues created by the MailHandler

2020-05-14 17:40 - Shane Corbin

|  |                 |                        |           |
|--|-----------------|------------------------|-----------|
| <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>Resolution:</b>   |                 |                        |           |
| <b>Description</b>   |                 |                        |           |
| <p>I am using redmine as a helpdesk in our environment. When people send an email to <a href="mailto:helpdesk@ourcompany.com">helpdesk@ourcompany.com</a> they can specify the Start Date: or Due Date: in the body of the email. However I would like to make all emails coming in through this rake task to have a default due date of the day it was entered. I tried adding the following line to my email retrieval script but it does not seem to have any effect.</p> <pre>due_date=\$(date +%Y-%m-%d)due_date=\$(date +%Y-%m-%d)</pre> <p>Is redmine not currently capable of this or am I missing something? I have included the whole email retrieval script below:</p> <pre>cd /usr/share/redmine-4.0 rake -f /usr/share/redmine-4.0/Rakefile \ redmine:email:receive_imap \ allow_override=all \ project=helpdesk \ unknown_user=accept \ no_permission_check=1 \ tracker="IT Support" \ RAILS_ENV="production" \ move_on_success=submitted \ move_on_failure=failed \ assigned_to=username \ due_date=\$(date +%Y-%m-%d) \ host=mail.contoso.com \ username=helpdesk@contoso.com \ password=obscurepassword \</pre> |                 |                        |           |

#### History

##### #1 - 2020-05-15 02:59 - Mischa The Evil

- Subject changed from Ability to set start date via Rake task when turning emails into issues to Ability to set default start/due date via the CLI for issues created by the MailHandler

Shane Corbin wrote:

Is redmine not currently capable of this or am I missing something? [...]

Setting default start/due dates via the CLI for issues which are created by the MailHandler is currently not (yet) supported. See:

- [source:/trunk/lib/tasks/email.rake@19777#L62](#)
- [source:/trunk/extra/mail\\_handler/rdm-mailhandler.rb@19777#L90](#)
- [source:/trunk/app/models/mail\\_handler.rb@19777#L65](#)

Edit by Mischa The Evil: see eg. [r14789](#) for [#7346](#) to see how this could be implemented.

##### #2 - 2021-10-14 17:31 - Jenda Benda

Dears,

thank you for all your work.

I've spent quite a lot of time making this work, looking for errors in logs and my settings and I've just found

d now, that due\_date is not supported...

Could you please try to implement this as it would help a lot... Currently new issues created via emails are without due\_date set and can be missed by users...

thank you so much

Kind regards

j.