

## Redmine - Feature #34833

### Allow redmine to provide reply-to email header

2021-03-04 03:42 - Gary Aitken

<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 notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Resolution:</b>	Invalid		

**Description**

Redmine outgoing email does not provide a reply-to header. Many email relays which require a user-id/pw login (e.g. smtp.gmail.com) replace the sender@domain with the user-id of the login account. Consequently, when the receiver replies to the email, it goes to the login user-id and domain, rather than the sender user@domain set by redmine where the issue originated.

This patch provides a check-box in the email-notifications settings which, when set, causes redmine to provide a reply-to header identical to the sender (user@domain). This allows replies to be routed to the redmine instance where they originated, and be incorporated into the issue.

The attached tarball of .diff files is for:  
redmine-4.1.1  
ruby 2.6.6p146 (not relevant)  
Rails 5.2.4.2 (provides base mailer, not especially relevant)  
mysql 5.7 (not relevant)  
plugins: Additional (not relevant)

#### History

##### #1 - 2021-03-06 19:26 - Marius BĂLTEANU

- Status changed from New to Needs feedback

You can set in `_reply: <address>` in `email_delivery` settings from `configuration.yml` ([source:trunk/config/configuration.yml.example#L15](#)). It's not enough?

[https://guides.rubyonrails.org/action\\_mailer\\_basics.html#action-mailer-configuration](https://guides.rubyonrails.org/action_mailer_basics.html#action-mailer-configuration)

##### #2 - 2021-03-07 16:26 - Gary Aitken

Marius BALTEANU wrote:

You can set in `_reply: <address>` in `email_delivery` settings from `configuration.yml` ([source:trunk/config/configuration.yml.example#L15](#)). It's not enough?

Is that actually possible in all cases? I just tried setting `from:`, `reply_to:`, `in_reply:`, and `sender:` for a delivery method of `:sendmail` and got "mapping values are not allowed in this context". So while it may be allowed for a delivery method of `:smtp`, it doesn't appear to be allowed for a delivery method of `:sendmail`.

However, even if it were, that raises the question -- why does redmine provide a way to set the sender in the outgoing email settings, when (if it worked in all cases) presumably that could also be set in `configuration.yml`?

##### #3 - 2021-03-08 23:39 - Marius BĂLTEANU

Gary Aitken wrote:

Is that actually possible in all cases? I just tried setting `from:`, `reply_to:`, `in_reply:`, and `sender:` for a delivery method of `:sendmail` and got "mapping values are not allowed in this context". So while it may be allowed for a delivery method of `:smtp`, it doesn't appear to be allowed for a delivery method of `:sendmail`.

Can you show me how your configuration looks (please anonymise your data)? For example, the following works for me:

```
email_delivery:
  delivery_method: :smtp
  smtp_settings:
```

```
address: "maildev"
port: 25
enable_starttls_auto: false
default_options:
  reply_to: noreply@example.com
```

According to Rails configuration, `default_options` is not a setting related only to smtp delivery method.

However, even if it were, that raises the question -- why does redmine provide a way to set the sender in the outgoing email settings, when (if it worked in all cases) presumably that could also be set in `configuration.yml`?

The setting has 14 years old and unfortunately, I cannot say why was made configurable in the Administration.

#### #4 - 2021-03-09 18:44 - Gary Aitken

Normally, `configuration.yml` looks like this:

```
default:
  email_delivery:
    delivery_method: :sendmail
```

and that's it.

There is no additional smtp configuration.

If I modify it to look like this:

```
default:
  email_delivery:
    delivery_method: :sendmail
    smtp_settings:
      reply_to: user@domain.com
```

and send a test mail, there is no reply-to field in the message which is sent.

In this installation, the mail is sent via the postfix (not sendmail) `/usr/sbin/sendmail` command, which delivers to the local postfix installation, which relays over smtp through a gmail relay using their extra level of authentication. I don't know much about how the postfix sendmail command works, except that you can run it from the command line. In order to get a reply-to header, you have to add it in the output yourself, like so:

```
$ sendmail user@domain.com
Subject: Test from mydomain.com using "sendmail"
Reply-to: foo@mydomain.com
some text
.
```

#### #5 - 2021-03-09 21:36 - Marius BĂLTEANU

This is incorrect:

```
default:
  email_delivery:
    delivery_method: :sendmail
    smtp_settings:
      reply_to: user@domain.com
```

`reply_to` is not an attribute of `smtp_settings`, it is of `default_options`.

Please try with the following:

```
default:
  email_delivery:
    delivery_method: :sendmail
    default_options:
      reply_to: user@domain.com
```

#### #6 - 2021-03-10 20:27 - Gary Aitken

That worked fine.

My apologies for taking up your time.

#### #7 - 2021-03-10 22:35 - Marius BĂLTEANU

- *Tracker changed from Patch to Feature*

- *Status changed from Needs feedback to Closed*

- Resolution set to Invalid

Gary Aitken wrote:

That worked fine.  
My appologies for taking up your time.

Great! I'm closing this.

## Files

---

reply_to.tar	7.5 KB	2021-03-04	Gary Aitken
--------------	--------	------------	-------------