# Redmine - Feature #35679

## Ignore text email parts only stating that the email should be viewed as HTML

2021-08-03 22:06 - Felix Schäfer

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|---|---|---|---|---|
| **Status:** | New | | **Start date:** | |
| **Priority:** | Normal | | **Due date:** | |
| **Assignee:** | | | **% Done:** | 0% |
| **Category:** | Email receiving | | **Estimated time:** | 0.00 hour |
| **Target version:** | | | | |
| **Resolution:** | | | | |

**Description**

As already discussed in [#30838](#) some emails now contain "Your email client does not support HTML messages." in the text part and the interesting bits in the HTML part. This can be solved with the "prefer HTML" setting introduced in [#30838](#).

We would like to propose a patch to still ignore email text parts stating "Your email client does not support HTML messages." or similar with a blacklist. This way users preferring text parts and/or not aware of the new option do not need to see those parts in Redmine.

**Related issues:**

| | |
|---|---|
| Related to Redmine - Feature #34974: Change the default value for "Preferred ... | **New** |

## History

**#1 - 2021-08-03 22:14 - Felix Schäfer**

*- File 35679-prototype.patch added*

The attached patch is a minimal implementation of a blocklist approach to ignoring text parts that only refer to the HTML part.

The second line in the Regex actually matches texts containing a link to an online version and shows how the regexes can be more complicated that just a "simple" blocklist.

We have also discussed other approaches, for example ignoring the text part if the content of the text part is several times smaller than the text content of the HTML part, this would require some bigger changes to the mail_handler.

Do you think this would be an improvement to Redmine? Should we also try implementing the second proposal or would the Regex-based solution be a good first step?

**#2 - 2021-09-05 07:33 - Go MAEDA**

*- Related to Feature #34974: Change the default value for "Preferred part of multipart (HTML) emails" from "Text" to "HTML" added*

## Files

| | | | |
|---|---|---|---|
| 35679-prototype.patch | 3.48 KB | 2021-08-03 | Felix Schäfer |