

## Redmine - Defect #3681

### Email issue creation has wrong Tracker and Priority

2009-07-27 19:14 - S Banerian

<b>Status:</b>	Closed	<b>Start date:</b>	2009-07-27
<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>	
<b>Resolution:</b>	Invalid		
<b>Description</b>			
<p>Issue creation by email happens, but Tracker and Priority are set to values different from those specified by email. A (custom) tracker was INSERTed rather than the tracker desired.</p>			
<p>System: Debian, 'lenny' (stable) redmine 0.8-stable, R2824 rails 2.1.2 rubygems 1.3.4</p>			
<p>Production log entry suggests correct parsing of email (portions obfuscated intentionally):</p>			
<p>Processing MailHandlerController#index (for 128.111.222.333 at 2009-07-25 14:55:29) [POST] Session ID: 768360bac6062204aa9b8e991b67850a Parameters: {"action"=&gt;"index", "allow_override"=&gt;"", "controller"=&gt;"mail_handler", "key"=&gt;"CfgYKSHTETJAzMz3mj11", "email"=&gt;"From cccc@rrrr.zzzz.net Sat Jul 25 15:30:59 2009\nDate: Sat, 25 Jul 2009 15:30:59 -0700\nFrom: cccc@rrrr.zzzz.net\nTo: cccc\nSubject: test200907251\n\nthere is a real bug somewhere in redmine\n\nProject: zctest\nTracker: Bug\nPriority: Urgent\nStatus: New\n"} Completed in 0.14746 (6 reqs/sec)   Rendering: 0.00027 (0%)   DB: 0.03264 (22%)   201 Created [ <a href="https://rrrr.zzzz.net/mail_handler">https://rrrr.zzzz.net/mail_handler</a>]</p>			
<p>Mysql Logs suggest that the tracker id is getting SELECTED incorrectly:</p>			
<pre>SELECT `trackers`.id FROM `trackers` INNER JOIN `projects_trackers` ON `trackers`.id = `projects_trackers`.tracker_id WHERE (`trackers`.id = 4) AND (`projects_trackers`.project_id = 8) ORDER BY trackers.position LIMIT 1;</pre>			
<p>in this case, trackers.id should be 1 not 4</p>			
<p>Somehow, also, priority_id is set to 'Normal' rather than 'Urgent' but i've not been able to discover where that is being selected.</p>			

## History

### #1 - 2009-07-29 08:18 - Jean-Philippe Lang

Give steps to reproduce please.

### #2 - 2009-08-22 00:49 - S Banerian

steps to reproduce:

- (1) installed system: debian, lenny 5.0.2
- (2) redmine version as given previously
- (3) email-to-redmine gateway worked 'as advertised'
- (4) added a new tracker, set it as default
- (5) all new issues sent by email are set to the default

(6) add a different tracker, set that as default

(7) any new issue now being added as this new default tracker regardless of email contents.

### #3 - 2009-11-11 23:08 - Jean-Philippe Lang

- Status changed from New to Closed

- Resolution set to Invalid

You need to allow override for that.  
Override is not allowed in your exemple:

```
Parameters: {"action"=>"index", "allow_override"=>"", ...
```

#### **#4 - 2009-11-28 13:17 - Jean-Philippe Lang**

- *Category changed from Email notifications to Email receiving*