

## Redmine - Defect #4139

### Emails from no-reply redmine's address hell cycle

2009-10-30 04:18 - Roland Discein

<b>Status:</b>	Closed	<b>Start date:</b>	2009-10-30
<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>	0.9.0	<b>Affected version:</b>	
<b>Resolution:</b>	Fixed		
<b>Description</b>			
<p>Hello, coders!</p> <p>I wish to share with u the bug i've found.</p> <p>Please correct me if I wrong, but it seems since unknown_user feature was added, there are possible troubles with spam email letters may occur.</p> <p>Desire such installation:</p> <p>We have system-wide email for responding "<a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a>";</p> <p>We have several projects, "A", "B", and "C";</p> <p>With our redmine we parsing different email addresses for adding issues to projects with unknown_user=create and specific project= options enabled, including redmine email address, for example, <a href="mailto:projectb@mycompany.com">projectb@mycompany.com</a>, <a href="mailto:projectc@mycompany.com">projectc@mycompany.com</a>, <a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a>;</p> <p>Once upon a day, we receive a spam letter where the sender equals recipient and unfortunately equals one of our emails..</p> <p>For example, letter from <a href="mailto:projectc@mycompany.com">projectc@mycompany.com</a> to <a href="mailto:projectc@mycompany.com">projectc@mycompany.com</a> .</p> <p>Then, application does the following:</p> <p>creating user named <a href="mailto:projectc@mycompany.com">projectc@mycompany.com</a> according to spam letter;</p> <p>sending letter 1 (with projectc's password) from <a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a> to <a href="mailto:projectc@mycompany.com">projectc@mycompany.com</a>;</p> <p>creating issue 1 (with spam body) in project C;</p> <p>sending letter 2++ (about issue 1 created) from <a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a> to <a href="mailto:projectc@mycompany.com">projectc@mycompany.com</a>, which in cycle becomes new followups of issue 1;</p> <p>creating issue 2 (with projectc's credentials) in project C;</p> <p>sending letter 3++ (about issue 2 created) from <a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a> to <a href="mailto:projectc@mycompany.com">projectc@mycompany.com</a>; which in cycle becomes new followups of issue 2;</p> <p>creating user named <a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a> according to Letter 1;</p> <p>sending letter 4 (with myredmine's password) from <a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a> to <a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a>;</p> <p>creating issue 3 (with myredmine's credentials) in project A;</p> <p>sending letter 5++ (about issue 3 created) from <a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a> to <a href="mailto:myredmine@mycompany.com">myredmine@mycompany.com</a>; which in cycle becomes new followups of issue 3...</p> <p>Maybe this sequence is wrong, but algorithim is clear and from one hell letter (or because of lack of brains) we have 3 infinitely growing issues, which wasting rails time and eating disk space.</p>			
<p>Only one solution I've found quickly - to add users with system and projects emails and uncheck all notification options for them.</p> <p>Maybe the community offers another solution to prevent such email cycling.</p> <p>Any suggestions?</p>			

#### Associated revisions

**Revision 3022 - 2009-11-08 14:51 - Jean-Philippe Lang**

Ignore emails received from the application emission address to avoid hell cycles (#4139).

#### History

**#1 - 2009-11-08 14:51 - Jean-Philippe Lang**

- *Status changed from New to Resolved*
- *Target version set to 0.8.7*
- *Resolution set to Fixed*

Emails received from the application emission address are now ignored ([r3022](#)).  
In your example, it will stop after creating issue 1.

Maybe we could also ignore emails where 'From' and 'To' addresses are the same. It would prevent the issue 1 to be created.

**#2 - 2009-11-11 10:57 - Roland Discein**

Yep, thank you for appropriate changes ))

**#3 - 2009-11-14 18:43 - Eric Davis**

- *Status changed from Resolved to Closed*
- *Target version changed from 0.8.7 to 0.9.0*

I think this should be pushed to 0.9. From what it looks like the 0.8 branch doesn't have the unknown users option in it's mailhandler (from [r2789](#)). If I'm wrong, feel free to reset this back to 0.8.7.

**#4 - 2009-11-28 13:16 - Jean-Philippe Lang**

- *Category changed from Email notifications to Email receiving*

**#5 - 2011-10-25 13:05 - Ira Phelan**

SPAM