Redmine - Defect #42381

Email not in order & not receiving email

2025-03-10 07:54 - Joseph Liem

Status:	Needs feedback		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:			**Estimated time:**	0.00 hour
Target version:				
Resolution:			**Affected version:**	

Description

1. in this issue page, reply no 7 has later time but in earlier sequence than reply no 10.
  clipboard-202503101350-k1zsu.png
  clipboard-202503101350-26j2k.png

2. there are issue that is not receiving any reply despite we reply from redmine & can see the new message in the email inbox.

History

#1 - 2025-03-20 12:45 - Holger Just

- Status changed from New to Needs feedback

> 1. in this issue page, reply no 7 has later time but in earlier sequence than reply no 10.

Generally, the email receive code in Redmine does not allow to override the date and time stored with a created journal. It is always set to the date and time when the email is processed. If you are seeing different dates there, this may be caused by different time zone settings of the servers / processes which are processing your incoming emails. Without more details, this is however difficult to say. If you jhave moire details which allow us to reproduce this issue, we would be happy to further look into this.

> 2. there are issue that is not receiving any reply despite we reply from redmine & can see the new message in the email inbox.

There are various reasons why an email would not be received / processed. This could include invalid syntax within the mail, invalid recipients, an invalid sender (or missing permissions by the sender), or a matched ignore-rule. The reasons are generally logged in the Redmine log file in logs/production.log. Please have a look there.

Files

clipboard-202503101350-k1zsu.png	4.28 KB	2025-03-10		Joseph Liem
clipboard-202503101350-26j2k.png	5.71 KB	2025-03-10		Joseph Liem