

Redmine - Feature #444

submit issue via email

2007-09-21 23:08 - mark lilly

| | | | |
|---|-----------------|------------------------|-------------------|
| Status: | Closed | Start date: | |
| Priority: | Normal | Due date: | |
| Assignee: | | % Done: | 0% |
| Category: | Email receiving | Estimated time: | 0.00 hour |
| Target version: | 0.8 | | |
| Resolution: | Fixed | | |
| Description | | | |
| i don't think this is handled yet, but for our group, we would like to have our user-clients simply email the project and have it show up as an issue. that's very high on my list. | | | |
| then, changes to that issue are automatically mailed back to the person. | | | |
| thanks, | | | |
| m | | | |
| Related issues: | | | |
| Related to Redmine - Feature #568: Let end user customer report Issue | | Closed | |
| Related to Redmine - Patch #1110: Allow email to create issue or add comment | | Closed | 2008-04-25 |
| Related to Redmine - Feature #393: Role that can't assign a ticket | | Closed | |
| Has duplicate Redmine - Feature #491: Email integration more expanded | | Closed | |
| Has duplicate Redmine - Feature #1083: Accept new tickets via email | | Closed | 2008-04-21 |

History

#1 - 2007-10-15 16:15 - Jean-Philippe Lang

Do you have more than 1 project that would receive issues by mail ? If so, what solution do you see in order to know which project an incoming email is related to ?

#2 - 2007-10-15 16:30 - mark lilly

hi Jean-Philippe,
more than one project, yes. each project has a dedicated email box, so no worries about parsing out Subject lines for specific projects.

if they want to send to a single email box, the first step in triage within redmine would be to assign it to the right project.

this way, it keeps the complexity down somewhat.

thanks for following up!
best,
m

#3 - 2007-10-15 21:14 - Jerry Van Galder

Hi there - this feature would be helpful for us as well. Our members submit most of our issues. This includes bugs, feature requests, improvement suggestions and general support issues.

If there was one project called JoeBlow v2.0 - with the following issue types:

Bug
Enhancement
Feature Request
Support

and if our members, from a pull down menu on our site, was able

to select one of those and then add a short description, and have it automatically added to the our JoeBlow v2.0 project, and put in those issue categories when sent would be ideal. The ability to triage them using a priority scale (Critical, Major, Medium, Minor, Disregard, etc...) would be cool for triaging and then can be forwarded to the appropriate person/queue/resource to deal with it.

#4 - 2007-10-15 23:53 - mark lilly

I think this leans towards some sort of a simple API. adding items via a simple form on a website, or submitting via email, you could do a lot of issue creation using different means....

could be very useful.

thanks,
m

#5 - 2007-11-28 15:04 - John Kelly

I don't know about everyone else, but how about the issues recieved by mail go into a "uncategorized" project. Kind of like a placeholder until someone goes in and manually decides what project it belongs to. The other option would be to have the subject line as the project.

On another note, I would love to see this implemented, I love redmine, and this is the only thing that is holding back our company from using it over what we are currently using (which i hate)

Thanks,

John

#6 - 2007-12-05 12:13 - Gerhard Hoogterp

For me this is also an important improvement. As for how to handle this a few things come to mind:

start with putting all the mails in a queue with the possibility to assign them easily to a project

Add an issue number to the subject and check incoming mails for this number to find back the original project

Add a mail header which would do the same as the subject would be the third option.

New issues would have to be handled by a person anyhow, replies to mails, notes etc. could be handled automatically this way.. If not they fall back into the "fallback queue".

#7 - 2007-12-12 14:57 - Jos Yule

I would agree that this kind of ability would be great.

See the Roundup Issue tracker for some excellent ideas on email integration.

<http://roundup.sourceforge.net>

#8 - 2007-12-15 06:57 - chris mcharg

+1 for this feature.

a few opinions:

- would be great to be able to set individual email address for each project, rather than one for all projects.
- new issues submitted by email could first be put into some sort of "unconfirmed issues" queue to let users know that some issue meta info (priority etc) may be missing (this

would let you skip having to make a messy email parser, and just set the subject and description from the email)

- being able to reply to email notifications (which would add notes to the issue) is just as important as being able to create issues via email.
- this functionality should of course be a module that can be enabled/disabled in project settings.

#9 - 2008-01-21 11:54 - Ross Lawley

I think an email address for each project should work:

i.e.

bugs+myProject@redmine.org
bugs+anotherProject@redmine.org

There could also be a default project for the email address if its invalid. Otherwise could return a fail email if the sender email address is on the system.

#10 - 2008-01-22 10:52 - Rocco Stanzione

+1. One way, maybe the best way, to implement this would be to just provide a script that an email could be piped to by e.g. procmail. The script would take the project identifier as an argument and create a ticket with a default tracker (or take tracker as an optional argument, or set up separate email addresses per tracker...)

This would allow for the most flexibility, I think, and the least intrusiveness into the application.

#11 - 2008-01-24 19:49 - J P

+5 on this one... this is an absolute deal breaker for us in this project. Otherwise, Redmine is a perfect fit.

I hope you get this implemented soon.

Thanks for a good (soon to be great) project!

#12 - 2008-02-08 02:17 - Mark Gallop

+1. Having no ticket creation by email (or api) is also deal breaker for my work place. Any idea if this is to be implemented in the short term?

#13 - 2008-02-12 17:41 - Doug Smith

We have implemented Redmine in Development, PM, and QA. We would love to use it in IT however, we don't want to train all users on how to use Redmine and put in tickets. Imagine showing a bunch of executives how to use Redmine. They can barely make their Crackberries work. I hope this is a priority on the implementation list as we really need it.

#14 - 2008-02-18 03:27 - Mark Gallop

As mentioned in [#491](#), this python app looks like would provide some useful ideas for email integration - <http://roundup.sourceforge.net>.

#15 - 2008-03-21 19:38 - Rocco Stanzione

Jean-Philippe, if you can provide some input on how you would like this to work, I'll write a script. Here's what I'm thinking:

- A script that takes Getopt style command line arguments, which would be passed by e.g. procmail.
- Author looks up by name and/or email address in From field. If it's not found, it's anonymous or "Redmine".
- Subject is simply the Subject line.
- Project would be a Getopt argument - MDA would be in charge of setting it, probably by configuring per-project email addresses
- Description would be the body of the email
- Version 0.1 might not do this, but attachments could be handled in the same way
- Also maybe not 0.1, but issue updates (comments only) could be handled by the script, by replying

Am I forgetting anything? Do you think this is a good approach?

#16 - 2008-03-21 20:31 - Jean-Philippe Lang

- Category set to Email notifications

- Target version set to 0.8

Sounds good to me. Let me know when your script is ready !

#17 - 2008-04-28 20:44 - Eric Davis

Issue [#1110](#) has the start of this.

#18 - 2008-04-28 20:57 - Eric Davis

I want to disagree with the getopt style shell script for three major reasons:

1. Each time that script starts up, it will have to start a full Redmine/Rails environment. This is a severe performance hit and has been known take down servers (mine included).
2. This would require changing the MDA and potentially MTA. While not hard, this is another barrier to entry for administrators.
3. Using a script assumes your Redmine server is the same server as your mail server (or a shared filesystem). In many organizations, this will not be true.

Here's my suggestions, some are echoed on [#1110](#):

1. Using cron/scheduled tasks, have a single script batch process emails. This will make sure it's running only once and will let the user schedule it on their own. (Could even hook up a button to run it via the web for users who don't want to have it run automatically)
2. Instead of using a mail filter, why not just use a POP or IMAP mailbox? Everyone has one, they are cheap and easy to setup, and very flexible. Combine this with [#1](#), and we can batch process the entire inbox at once. Ruby's POP and IMAP libraries are pretty easy to use. Each project can have their own IMAP mailbox (or folder).
3. Using a POP or IMAP will make this a non-issue. As long as the Redmine server can reach the email server, it should be able to scale.

That said, I think this feature would be killer and I have several companies very interested in it.

#19 - 2008-04-29 09:11 - Maxim Krušina

Good Idea, I'm waiting ;)

Anyway, it should be good idea to add configurable Status for tickets created by email. I would like to add new Status like "Received by email" and select this status as default for tickets created by email. It will help me as project manager to sort out tickets created by email and to pass the work or discard tickets.

#20 - 2008-05-15 10:48 - Thomas Lecavelier

Added relation to feature request [#393](#), which should be implemented prior mail submission, and impact it.

#21 - 2008-07-01 10:49 - Ewan Makepeace

What I am really looking for is what is offered by <http://www.fogcreek.com/FogBUGZ/> - principally:

- Simple creation of tickets from incoming emails (already discussed at length above).
- Optional Automatic response to the sender using a standard template "Many thanks for your feedback XXXX, this has been assigned issue [#1234](#) and can be tracked [here](#)." type things.
- Automatic update of existing issues with emails to reporter (so that I can cc: redmine with my questions and hopefully the user will do the same and it call gets recorded on the ticket).

Just creating tickets from emails is nice, but unless redmine responds appropriately and allows us to capture some of the follow up discussion we are missing half the point.

Generally I like RedMine better than FogBugz, but they really have the email integration done right!

#22 - 2008-07-01 17:46 - Eric Davis

Ewan Makepeace wrote:

What I am really looking for is what is offered by <http://www.fogcreek.com/FogBUGZ/> - principally:

- Simple creation of tickets from incoming emails (already discussed at length above).
- ..snip..
- Automatic update of existing issues with emails to reporter (so that I can cc: redmine with my questions and hopefully the user will do the same and it call gets recorded on the ticket).

Just creating tickets from emails is nice, but unless redmine responds appropriately and allows us to capture some of the follow up discussion we are missing half the point.

In issue [#1110](#), there is a discussion (and code) that will create tickets and update existing tickets.

- Optional Automatic response to the sender using a standard template "Many thanks for your feedback XXXX, this has been assigned issue [#1234](#) and can be tracked [here](#)." type things.

That is a great idea. It would be best to open a new feature request for it so it isn't lost in this issue

#23 - 2008-11-11 10:43 - Jean-Philippe Lang

- *Status changed from New to Closed*
- *Resolution set to Fixed*

Feature added. See [#1110](#).

#24 - 2009-11-28 13:21 - Jean-Philippe Lang

- *Category changed from Email notifications to Email receiving*