

Redmine - Defect #5784

Mail subject is cutting on MS Exchange 2007, 2010 after 256 character. (RFC2047)

2010-06-30 10:28 - Alexander Britov

Status:	Closed	Start date:	2010-06-30
Priority:	High	Due date:	
Assignee:	Alexander Britov	% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Invalid		
Description			
<p>Redmine - does not follow the RFC2047, as the line should not be longer than 75 character.</p> <p>The following example shows how a large line should be: Content-Type: text/plain; name= "=?iso-2022-jp?B?GyRCJClkJCQmJCgkKiQrJC0kLyQxJDMkNSQ3JDkkOyQ9JD8bKEI=?= =?iso-2022-jp?B?GyRCJEEkRCRGJEgkSiRLJEwkTSROJE8kUiRVJFgkWyReJF8bKEI=?= =?iso-2022-jp?B?GyRCJGAKYSRiJGQkZiRoJGkkaiRrJGwkbSRvJHlkyMxlzlbKEI=?= =?iso-2022-jp?B?GyRCIzMjNCM1IzYjNyM4IzkjMBsoQi50eHQ=?="</p> <p>The following RFC describe how the message header should be for Non-ASCII Text MIME (Multipurpose Internet Mail Extensions) Part Three: Message Header Extensions for Non-ASCII Text http://www.faqs.org/rfcs/rfc2047.html</p> <p>encoded-word = "=?" charset "?" encoding "?" encoded-text "=?"</p> <p>Example for Error.</p> <p>Initial data: - Sender's mail client - from Redmine. !!=> Subject: contains 81 (!!!) character in Russian encoding. This was only the letters without any characters, spaces, digits, etc. - Recipient's mail client: OLK 2007 (12.0.6316.5000) SP1. - Mailbox server: Exchange 2007 SP1 !!=> Field Subject shows CORRECTLY in Outlook 2007. Subject: =?koi8-r?Q?=C6=CC=C4=C4=D0=C1=CF=CC=C4=C1=D7=D0=DB=DD=C5=CB=D6=C4=CD=D9=D7=CF=D0=DA=DD=D5=CB=C4=D9=CC=D9=CC=D7=CF=D0=CC=C1=D0=CF=C4=CC=D7=C1=CF=C4=CC=D9=D7=CF=C1=DB=DD=D5=C1=CF=D7=D9=C4=C1=CC=CF=CB=D5=C3=C4=DB=C1=C4=CC=D0=D2=CC=C1=CF=D0=D5=C3=C4=CB=CF=DB=C9?="</p>			
Related issues:			
Related to Redmine - Defect # 18864: troubles in email notifications (Redmin...			Closed

History

#1 - 2010-06-30 16:27 - Roland Discein

- Status changed from New to Resolved

- You can change this limitation up to 4096 symbols.

On exchange server you should do the following:

1. cd in bin directory of exchange installation path
2. open file EdgeTransport.exe.config with notepad

```
<configuration>
```

```
<runtime>
```

```
<gcServer enabled="true" />
```

```
</runtime>
```

```
<appSettings>
```

```
<add key="AgentLogEnabled" value="true" />
```

```
<add key="ResolverRetryInterval" value="30" />
```

```
.....
```

```
</configuration>
```

3. Add this lines between "<configuration>" and "<runtime>"(don't change the "version" field value):

```
<configSections>
```

```
<section name="CTS" type="Microsoft.Exchange.Data.Internal.CtsConfigurationSection, Microsoft.Exchange.Data.Common, PublicKeyToken=31bf3856ad364e35, version=8.0.681.0, culture=neutral"/>
```

```
</configSections>
```

```
<CTS>
```

```
<MimeLimits>
```

```
<MaximumEncodedWordLength Value="4096"/>
```

```
</MimeLimits>
```

```
</CTS>
```

4. Restart Exchange Transport Service

BTW, this is not redmine's defect, this is feature of exchange. Be careful when submitting bugs.

The same in russian:

Redmine отсылает разные уведомления по почте.

Заголовок Subject в случае наличия не ASCII символов(русских букв) кодируется при отправке в utf-8.

Почтовые клиенты понимают это и отображают по-русски.

Тема обрезается до 255 символов, почтовый клиент не видит "?" в конце строки и не декодирует ее.

- Чтобы увеличить длину заголовков до 4096:

1. Перейдите в каталог bin где у вас установлен Exchange

2. Откройте в блокноте EdgeTransport.exe.config

```
<configuration>
```

```
<runtime>
```

```
<gcServer enabled="true" />
```

```
</runtime>
```

```
<appSettings>
```

```
<add key="AgentLogEnabled" value="true" />
```

```
<add key="ResolverRetryInterval" value="30" />
```

```
.....
```

```
</configuration>
```

3. Добавьте эти строчки между <configuration> и <runtime> (поле "version" менять не надо) :

```
<configSections>
```

```
<section name="CTS" type="Microsoft.Exchange.Data.Internal.CtsConfigurationSection, Microsoft.Exchange.Data.Common, PublicKeyToken=31bf3856ad364e35, version=8.0.681.0, culture=neutral"/>
```

```
</configSections>
```

```
<CTS>
```

```
<MimeLimits>
```

```
<MaximumEncodedWordLength Value="4096"/>
```

```
</MimeLimits>
```

```
</CTS>
```

1. перезапустите службу Exchange Transport Service.

И вообще, это не баг redmine, а фишка exchange.

#2 - 2010-07-01 15:21 - Felix Schäfer

- Status changed from Resolved to Closed

- Resolution set to Invalid

