

## Redmine - Defect #5911

### Problems importing E-Mails if there is an cc

2010-07-20 07:44 - Dirk Gnauck

<b>Status:</b>	Closed	<b>Start date:</b>	2010-07-20
<b>Priority:</b>	High	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	100%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	0.9.3
<b>Resolution:</b>	Invalid		
<b>Description</b> <p>We use Redmine as support-ticket system and project-management system. Therefor we created an e-mail-address our customer are able to create tickets with. We observed two problems:</p> <p>a) If I send an e-mail to redmine and in cc to another person, redmine doesn't import the e-mail. (The same if cc an to is switched)</p> <p>b) Could it be possible that user-e-mails need to be added case-sensitive?</p> <p>One of our customer is not able to write e-mails to our support-email-address. Manßhardt Sonja [<a href="mailto:Sonja.Mansshardt@WeberHaus.de">Sonja.Mansshardt@WeberHaus.de</a>] About 10 colleagues of her don't have any problem.</p> <p>Thanks for your support.</p> <p>Best regards, Dirk Gnauck</p>			

### History

#### #1 - 2010-09-14 08:44 - Dirk Gnauck

- Status changed from New to Resolved
- % Done changed from 0 to 100

We forgott to set no\_permission\_check = 1.  
Now it works fine.

#### #2 - 2010-09-14 09:04 - Felix Schäfer

- Status changed from Resolved to Closed
- Resolution set to Invalid