

## Redmine - Defect #6433

### IMAP receiving does not create a new user

2010-09-19 12:11 - Miloš Kozák

<b>Status:</b>	New	<b>Start date:</b>	2010-09-19
<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>		<b>Affected version:</b>	1.0.1
<b>Resolution:</b>			
<b>Description</b>			
<p>Hi,</p> <p>I tried to use <a href="http://redmine.rubyforge.org/svn/tags/1.0.1/lib/tasks/email.rake">http://redmine.rubyforge.org/svn/tags/1.0.1/lib/tasks/email.rake</a> for email downloading and acceptance as a new issue through command:</p> <pre>rake -f /opt/redmine/1.0.1/Rakefile redmine:email:receive_imap host=mail.server username=helpdesk@domain.tld password=XXXXX move_on_success=read move_on_failure=failed unknown_user=create project=test allow_overwrite=project --trace RAILS_ENV=production</pre> <p>But I encountered an issue that the issue ticket is not created when is submitted from foreign email. (But create option stands for creation of the new user?) When I use option <i>unknown_user=accept</i> everything is working properly but there is no information about sender, which I highly need.</p> <p>Or Is there any plugin which deals with it? I tried plugin from trolltech, redmine_helpdesk and few other but any of them didn't work at all.</p> <p>Thank you</p>			

#### History

##### #1 - 2010-10-08 14:46 - Simen Endsjø

I have the exact same problem in 1.0.2  
Nothing is written to procuction.log either.

##### #2 - 2010-10-08 15:35 - Simen Endsjø

I have ldap enabled, and it seems this might be a problem.  
If a user registered in ldap sends an email, the user is created as an internal user - not connected to ldap. Any users outside of ldap doesn't get added.

##### #3 - 2010-10-08 18:08 - Felix Schäfer

unknown\_user=create will create a user based on the incoming email, but the user will only have the *non member* role, which might not be permission enough to create an issue in whatever project you're trying to throw it in. Add something like *no\_permission\_check=true* if you want redmine to not check the permissions of the sender.

##### #4 - 2010-10-09 14:18 - Simen Endsjø

The problem is that unknown\_user=create doesn't create a user at all.  
I've also tried no\_permission\_check, but still no user is created.

##### #5 - 2010-10-09 14:49 - Felix Schäfer

Do you have any user custom fields that are required? I.e. can a user be created by only entering a first, lastname and mail address?

##### #6 - 2010-10-11 09:34 - Simen Endsjø

The required fields are the default ones: login, firstname, lastname, email and password.

##### #7 - 2010-10-11 12:31 - Felix Schäfer

Then I have no idea... Is the system maybe set to require the admin to confirm new registration?

##### #8 - 2010-10-11 13:15 - Simen Endsjø

Nope. I'm pretty sure this has something to do with LDAP authentication.

If an unknown email is picked up AND the email exists in ldap, the user is created.  
The user is then created as an internal user and not linked to ldap at all.

If an unknown email that doesn't exist in ldap is encountered, no user is created. Anonymous ticket creation still works.

#### #9 - 2010-10-11 13:19 - Miloš Kozák

Thank you for your reactions.. But I deal with MySQL, not LDAP. It tried everything described there, but nothing worked.  
I am afraid it is an internal problem. I even tried to set all permissions to all users..

#### #10 - 2010-10-11 13:29 - Simen Endsjø

Ok, I've only tried with MySQL + ldap. As it works when the email exists in ldap, I thought it was only related to ldap.

Is there any way I can enable more logging to try to pinpoint the problem a bit better?

#### #11 - 2010-10-11 13:32 - Miloš Kozák

Ok, it is not related to LDAP only :) I try to run it with mysql.. If there was a clean way how to achieve a more verbose logging, would be great, but I do not know it.

#### #12 - 2010-10-11 14:46 - Felix Schäfer

Try toggling the boolean values of lines 20 and 21 in [source:/trunk/config/environments/production.rb#L20](https://source.trunk/config/environments/production.rb#L20), though I'm not sure how much logging is done in the mail-receiving thing.

#### #13 - 2010-10-11 14:55 - Simen Endsjø

Not quite sure I understand what you mean..

Change

```
config.action_controller.consider_all_requests_local = false
config.action_controller.perform_caching            = true
```

To

```
config.action_controller.consider_all_requests_local = true
config.action_controller.perform_caching            = false
```

#### #14 - 2010-10-11 15:27 - Simen Endsjø

Ok, I tried

```
config.action_controller.consider_all_requests_local = true
config.action_controller.perform_caching            = false
```

and restarted the mongrel instance, but it didn't have any impact.

#### #15 - 2010-10-11 19:32 - Felix Schäfer

Well, then you're probably in development mode already, and I don't think there's more logging you can get.

#### #16 - 2010-10-12 08:32 - Simen Endsjø

This is a very attractive feature for us as we could use Redmine also for customer support.  
Do you have any idea what else I might try to make this work or get some error messages?

#### #17 - 2010-11-05 17:35 - Axel B.

Same here ... we are also using Redmine 1.0.2. Within our Redmine instance user accounts have to be checked manually. But to test the issue mail importer I enabled the option automatic account activation. Unfortunately without positive results...

I also changed the cron script between imap and pop3 interface, but only with the result, that the pop3 task is not that silent, but still not very informative.

```
Connecting to pop3.server.com...
1 email(s) to process...
--> Message <AANLkTimk6sXuH69OjJ+6KokUAhf1-nJlxYLRcBaYfGfO@mail.gmail.com> NOT processed and left on the server
```

Switching the "unknown\_user" option back to "accept", everything works fine - as already mentioned. Additionally I don't understand why a user has to be created at all, to have a sender/ issue creator. Isn't it possible to use the accept mode with the anonymous user and just use the email sender as issue creator name/ label ... whatever?

**#18 - 2010-11-05 20:29 - Terence Mill**

Axel B. wrote:

Additionally I don't understand why a user has to be created at all, to have a sender/ issue creator. Isn't >it possible to use the accept mode with the anonymous user and just use the email sender as issue creator >name/ label ... whatever?

That is exactly what we would need also!

**#19 - 2011-01-10 12:17 - Einārs Broks**

Is there any new solution for this problem? Is something changed in Redmine 1.1.0 ?

**#20 - 2011-01-25 14:15 - Øyvind Sean Kinsey**

The reason why 'create' does not work is that the user model has a limitation on 30 characters for the firstname property. When extracting the name from the email address, redmine might use the 'raw' string, and when this is an ISO-8859 encoded string this might look like '?ISO-8859-1?Q?=D8yvind\_Sean\_Kinsey?=', and as you can see the encoding takes most of the available characters.

I just replaced the default with 'user.firstname = '-' in app/models/mail\_handler.rb:331 and now it works.

But as many others here - no logging whatsoever.

**#21 - 2011-01-25 16:13 - Einārs Broks**

Just tried this last fix, but it is not working for me :( maybe that is because I have LDAP authentication enabled