# Redmine - Feature #9196

## Improve logging in MailHandler when user creation fails

2011-09-06 20:51 - Alex Shulgin

| | | | | |
|---|---|---|---|---|
| **Status:** | Closed | | **Start date:** | 2011-09-06 |
| **Priority:** | Normal | | **Due date:** | |
| **Assignee:** | Jean-Philippe Lang | | **% Done:** | 0% |
| **Category:** | Email receiving | | **Estimated time:** | 0.00 hour |
| **Target version:** | 1.3.0 | | | |
| **Resolution:** | Fixed | | | |

| Description |
|---|
| The patch adds logging to MailHandler.create_user_from_email to report the reason if a user model cannot be created. <br><br> A "popular" reason appears to be that first/lastname limit is hit, so this also adds code to enforce the limits. |

## History

**#1 - 2011-10-07 14:47 - Terence Mill**

+1

**#2 - 2011-11-16 12:35 - Roland Discein**

+1

**#3 - 2011-11-27 16:33 - Jean-Philippe Lang**

*- Tracker changed from Patch to Feature*

*- Subject changed from Improve logging in MailHandler to Improve logging in MailHandler when user creation fails*

*- Status changed from New to Closed*

*- Assignee set to Jean-Philippe Lang*

*- Target version set to 1.3.0*

*- Resolution set to Fixed*

r7952 improves user creation and log messages.

Note that it doesn't truncate email since it would result in an invalid email format (tld missing). We could change to a random email address in this case but I don't think it makes sense. If the user creation still fails, wouldn't it be better to use the anonymous user instead of ignoring the incoming email?

**#4 - 2011-11-27 17:16 - Roland Discein**

Nop, IMHO, it wouldn't be better. in my case, I ignore addr.name because of many users with quoted printable base64 encoded "From:" field, which redmine can't decode to a valid firstname/lastname and also increased limits to 100 chars in user DB and model.

**#5 - 2011-11-27 18:05 - Alex Shulgin**

Jean-Philippe Lang wrote:

> r7952 improves user creation and log messages.
>
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Makes sense to me.

## Files

| | | | |
|---|---|---|---|
| 0001-Add-logging-to-create_user_from_email.-Force-limits-.patch | 2.55 KB | 2011-09-06 | Alex Shulgin |