

Redmine - Defect #9476

Redmine silently fail to create an issue from a mail with a line that contains 3 simple quotes

2011-10-26 10:32 - Jonathan Pasquier

Status:	Closed	Start date:	2011-10-26
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	1.2.1
Resolution:	Cant reproduce		

Description

When we send a mail that contains a line with 3 simple quotes in its body, it silently fails to create an issue.

Steps to reproduce:

- Configure your Redmine instance to accept mails
- Send a mail with 'test'test' in the body

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Log:

```
Processing MailHandlerController#index (for 10.1.20.150 at 2011-10-20 10:55:36) [POST]
  Parameters: {"no_permission_check"=>"1", "unknown_user"=>"create", "allow_override"=>"project,tracker,priority,status", "issue"=>{"project"=>"general", "tracker"=>"tasques"}, "key"=>"xxxxxxxxxxxx", "email"=>"test'test"}

TMail::SyntaxError (wrong mail header: '"test'test"'):
  app/models/mail_handler.rb:40:in `receive'
  app/controllers/mail_handler_controller.rb:29:in `index'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/rack/request_handler.rb:92:in `process_request'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_request_handler.rb:207:in `main_loop'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/railz/application_spawner.rb:418:in `start_request_handler'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/railz/application_spawner.rb:358:in `handle_spawn_application'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/utils.rb:184:in `safe_fork'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/railz/application_spawner.rb:354:in `handle_spawn_application'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server.rb:352:in `__send__'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server.rb:352:in `main_loop'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server.rb:196:in `start_synchronously'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server.rb:163:in `start'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/railz/application_spawner.rb:213:in `start'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/spawn_manager.rb:262:in `spawn_rails_application'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server_collection.rb:126:in `lookup_or_add'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/spawn_manager.rb:256:in `spawn_rails_application'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server_collection.rb:80:in `synchronize'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server_collection.rb:79:in `synchronize'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/spawn_manager.rb:255:in `spawn_rails_application'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/spawn_manager.rb:154:in `spawn_app`
```

```
lication'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/spawn_manager.rb:287:in `handle_spawn_application'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server.rb:352:in `__send__'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server.rb:352:in `main_loop'
  /var/lib/gems/1.8/gems/passenger-2.2.11/lib/phusion_passenger/abstract_server.rb:196:in `start_synchronously'
```

Rendering /home/www/redmine/public/500.html (500 Internal Server Error)

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Information about our Redmine instance:

About your application's environment

Ruby version	1.8.7 (i486-linux)
RubyGems version	1.7.0
Rack version	1.1
Rails version	2.3.11
Active Record version	2.3.11
Active Resource version	2.3.11
Action Mailer version	2.3.11
Active Support version	2.3.11
Application root	/home/www/redmine
Environment	production
Database adapter	mysql
Database schema version	20110511000000

About your Redmine plugins

Stuff To Do Plugin	0.4.0
Contact form	0.0.1
Timesheet Plugin	0.6.0
Tab Plugin	0.3.1

## History

### #1 - 2011-10-26 11:41 - Alex Shulgin

That has nothing to do with the quotes. You're not sending a valid email (with envelope) to the mail handler.

How exactly do you post the request? Do you use rdm-mailhandler.rb supplied with redmine?

### #2 - 2011-10-26 12:11 - Jonathan Pasquier

We send mails from Thunderbird or Outlook 2010.

Mails are processed by the rdm-mailhandler.rb script, and everything works fine most of the time.

I was also puzzled by the log entry: with other mails, I see the whole mail, with headers and everything.

Mails are forwarded from Postfix through a local alias as described in the documentation:

```
foo: "|/path/to/rdm-mailhandler.rb --url http://redmine.domain --key secret --project foo"
```

Here is the postfix log:

```
Oct 26 10:22:16 our-server-name postfix/local[29197]: 593A212042B: to=<redmine@localhost>, orig_to=<redmine@xx.x.net>, relay=local, delay=119, delays=118/0.02/0/0.18, dsn=4.3.0, status=deferred (temporary failure. Command output: Failed to contact your Redmine server (500)).
```

Any idea?

### #3 - 2019-02-09 07:51 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Cant reproduce

You can find from the stack trace that the exception is raised in TMail gem. However, TMail was replaced with Mail in Rails 3.0. This means that TMail

is not used by Redmine 2.0 and later.

<https://github.com/rails/rails/commit/71ffa760701d2240ece5f17b75df316611ecb3d0>

Please reopen this issue if you are still experiencing the same problem in the latest version of Redmine.