redmineorg-copy202205 - Vote #67998

Issues created by e-mail don't create an on-the-fly user

2022/05/09 14:57 - Admin Redmine

:	New	:	2010/09/01
:		:	
:		:	0%
:	Email receiving_29	:	0.00
:		:	0.00
Redmineorg_URL:	https://www.redmine.org/issues/6266	**status_id:**	1
category_id:	29	**tracker_id:**	2
version_id:	0	**plus1:**	1
issue_org_id:	6266	**affected_version:**	
author_id:	19786	**closed_on:**	
assigned_to_id:	0	**affected_version_id:**	
comments:	6		

With LDAP set up to create on-the-fly users, users that have not yet logged into Redmine are recorded as Anonymous when submitting an issue by e-mail.

It would be good to create a new user based on the e-mail instead, or at least record the e-mail address. Currently there is no contact information recorded unless the user included it in the body of their message.

journals

I think I have created something like this for a client. They are using LDAP as their user database and we've changed the incoming mail handler to support creating users on the fly.

Thanks Eric.

I had a look at the create_user_from_email method in the MailHandler. Seems like it should be possible to add the on-the-fly creation there as well. If I get anything working, I'll post some code here.

Is any work solution for new user creation?

+1, we really would need this for customers which are not registered on the redmine server, but easily sumbit bug reports. We would ar least need to have the email saved in a field in the ticket to feedback if the problem was solved. Better would be if the customer gets an user automatically with default configurable role.

Terence Mill wrote:

> +1, we really would need this for customers.

I'm not sure, but perhaps this function is efficient if not using LDAP. Try the command:

@rake redmine: email: receive_pop3 RAILS_ENV = "production" host = "YourMailHost" port = 110 username = "MailUser" password = "MailPassword" unknown_user = create no_permission_check = 1@

Read this: [[RedmineReceivingEmails|Redmine receiving emails]]

Alexey Marochkin wrote:

Terence Mill wrote:

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Tx. we use ldap, but "unknown" user shall be created as redmine local, to this is quite ok for us. I am sking me how the mandatory user fields useid, surname and name are filled from just the email adress ? There is no explanation how this works.

#1 - 2022/05/10 17:21 - Admin Redmine

- *Email receiving_29*