

Save received email as an attachment, not as a comment

2022/05/09 15:37 - Admin Redmine

ステータス:	New	開始日:	2011/05/30
優先度:	通常	期日:	
担当者:		進捗率:	0%
カテゴリ:	Email receiving_29	予定工数:	0.00時間
対象バージョン:		作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/8462	status_id:	1
category_id:	29	tracker_id:	2
version_id:	0	plus1:	2
issue_org_id:	8462	affected_version:	
author_id:	34311	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	6		

説明

The "receive email" feature (<http://www.redmine.org/projects/redmine/wiki/RedmineReceivingEmails>) is really a great thing.

At the moment it is only possible to add received emails as a comment and mail attachments as Redmine attachments. I'd like to have an option that these mails itself are saved as an attachment to the issue, e.g. in .msg or .eml format.

We mostly store email correspondency to the issues, but this results in long scrolling pages.

journals

+1

It is really useful to have mails saved as an attachment. Redmine stripes a lot of information from the mails. So for example if the client marks some parts in the mail with red, this information is lost in the issue.

A solution like in <http://redminecrm.com/projects/helpdesk/pages/> would be very helpful

Hello,

I have tweaked a functionality of redmine so that it will store an email as an attachment if there is a HTML content. I have created patch file (though I am quite new to making patches). It is created for redmine version 2.4.5, but it can easily be customized for any purposes.

This feature request has few things in common with issue: <http://www.redmine.org/issues/16962>

Was looking for this functionality, but didn't want to patch the file.

I've written a plugin that uses the code in Joe's patch, but that also saves the HTML as one attachment, and the full email source as another. If anyone is interested in using it, I've submitted it to the plugin directory: <https://www.redmine.org/plugins/email-attach>

+1 This should be configurable in options.

Many people using Redmine as support system, need exact time email was sent.

Information if there was cc in email headers, etc..

related_issues

relates,New,5994,Creating new issue via email submission strips attached emails

履歴

#1 - 2022/05/10 17:19 - Admin Redmine

- カテゴリを Email receiving_29 にセット