

Ignore out-of-office incoming emails

2022/05/09 16:06 - Admin Redmine

ステータス:	Closed	開始日:	2022/05/09
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:	1.4.0_40	作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/10607	status_id:	5
category_id:	29	tracker_id:	2
version_id:	40	plus1:	0
issue_org_id:	10607	affected_version:	
author_id:	4	closed_on:	
assigned_to_id:	1	affected_version_id:	
comments:	11		

説明

Hi,

There doesnt seem to be the functionality to ignore or disregard emails that contain specific strings.

It would be useful! Whenever someone is out of office and an issue raised by them is actioned in their absence, the system generates an email updating them about the progress of their issue. The subsequent out of office email that gets generated as a result of this email is not ignored by redmine and a new issue is created each time.

This can cause an annoying administration overhead!

journals

Maybe we could make the MailHandler ignore emails with a @X-Auto-Response-Suppress:OOF header@?

Committed in r9358.

Merged in r9376.

Thanks for the speedy resolution. When will this be available for download? or can I manually patch my current 1.3.1 version?

version:1.4.0 will be released very soon.

Upon further investigation, looking for the header "X-Auto-Response-Suppress" will not be sufficient in our particular scenario.

Our out-of-office generator (for MailEnable) is including a "Auto-Submitted: auto-replied" header.

Example Message Header:

To: james@domain.co.uk
Precedence: bulk
Date: Fri, 13 Apr 2012 10:48:20 +0100
From: "Joe Bloggs" joe.bloggs@domain.co.uk
Subject: Out of Office
Return-Path: <>
Auto-Submitted: auto-replied
User-Agent: OoOME/0.1.6
MIME-Version: 1.0
Content-Type: multipart/related;

boundary="====_NextPart_000_DBD1_01CD1350.F195CC10"
X-ME-Bayesian: 0.000000

see

<http://www.iana.org/assignments/auto-submitted-keywords/auto-submitted-keywords.xml>
for more information.

**Thanks for the feedback, this is fixed in r9390. Emails with @Auto-Submitted:
auto-replied@ header are now ignored as well.**

Our company is using Lotus Notes 8.5.1, don't know which version our Domino server are.
Upon inspection, our system uses "Auto-submitted: auto-generated".

I suggest to automatically exclude "auto-generated" as well.

related_issues

relates,Closed,11338,Exclude emails with auto-submitted => auto-generated
relates,Closed,15999,Ignoring out of office emails

履歴

#1 - 2022/05/10 17:16 - Admin Redmine

- カテゴリ を Email receiving_29 にセット

- 対象バージョンを 1.4.0_40 にセット