redmine.org-copy202205 - Vote #71681

Loss of attachments while fetching emails from IMAP (GMail)

2022/05/09 16:07 - Admin Redmine

:	New	:		2022/05/09
:		:		
:		:		0%
:	Email receiving_29	:		0.00
:	Candidate for next major release_32	:		0.00
Redmineorg_URL:	https://www.redmine.org/issues/10721	status_id:		1
category_id:	29	tracker_id:		1
version_id:	32	plus1:		1
issue_org_id:	10721	affected_version:		
author_id:	4	closed_on:		
assigned_to_id:	0	affected_version_id:		42
comments:	17			

When new issue is created by email fetched from gmail via redmine:email:receive_imap, attachments are ignored.

Steps to reproduce:

send email with attachment to redmine GMail account.

execute rake redmine:email:receive_imap RAILS_ENV=production

go to issue list of the project

Expected: new issue was created with file attached to it. Mail in GMail box was cleared.

In fact: new issue is created but without attachments. Message is left in mailbox.

journals

have the same problem, tell me, please, what's the problem?

see also related issue #11499 (with a patch)

The following patch is working for me on Redmine 2.3.0

This is still needed for 3.2.0.

This is very minor change. Can this be addressed soon?

I'm using 3.2.0

same problem as issue author
"new issue is created but without attachments. Message is marked read and left in mailbox"

applying redmine_attachments_save.diff did not help. should it resolve the problem? is noone else using email attachments?

any suggestions?

thank you in advance

I too am having the same problem on Redmine 3.2.3
IMAP and Gmail

Ticket gets created but attachment is ignored.
The patch does not work either.
Does anyone have a fix on this? Please help...

Thanks & Regards,
Prabhash

Facing the same issue on Redmine 3.3.0.
Facing the same issue. All functions of retrieving mail working, except for attachments. On IMAP / POP3

Could this be a function of the IMAP server?

In which case will try an alternative.

Thanks,
Akhilesh

It works on Redmine 3.3.0, if you run the command via cron

I have the same problem with:

```
    Environment:
    Redmine version          3.3.3.stable
    Ruby version             2.3.1-p112 (2016-04-26) [x86_64-linux-gnu]
    Rails version            4.2.7.1
    Environment              production
    Database adapter         Mysql2
```

Where could I look / dig to find the solution?

brgds

Janeks

Please fix this! My Incomming emails from Evernote contains only inline images (hand writing)

The problem could not be reproduced, but the possible causes are:

The process to add the attachments is performed after @issue#save!@

Attachments are added directly to @issue#attachments@, but originally it must go through @#saved_attachments@ defined in acts_as_attachable.

I created a patch.

I tested 10721-fixed.path in latest 4.2.0, it seems only working for one attachment.
If there are two or more attachments in email, then only the first attachment shown in notification mail.

I guess the reason is new issue email is created when first attachment added and issue saved, after that, remaining attachments added and saved.

We also want to get all attachments from email when any ticket is creating.

Can you guys help us?

+1 (3 years after!)

guys is there any possibility to have this feature?

I think to change the add_attachments method could solve the issue, basically to change << to build, not yet fully tested, but seems working.

```
#      obj.attachments  <<  Attachment.create(:container  =>  obj,
                          #                                         :file  =>  attachment.body.decoded,
                          #                                         :filename  =>  attachment.filename,
                          #                                         :author  =>  user,
                          #                                         :content_type  =>  attachment.mime_type)
obj.attachments.build(:container  =>  obj,
                                          :file  =>  attachment.body.decoded,
                                          :filename  =>  attachment.filename,
                                          :author  =>  user,
                                          :content_type  =>  attachment.mime_type)
```

related_issues

relates,New,11499,Fixed attachments handling when receiving a new issue by mail

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

- *Email receiving_29*

- *Candidate for next major release_32*