

Ability to set default start/due date via the CLI for issues created by the MailHandler

2022/05/09 19:05 - Admin Redmine

ステータス:	New	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:		作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/33445	status_id:	1
category_id:	29	tracker_id:	2
version_id:	0	plus1:	0
issue_org_id:	33445	affected_version:	
author_id:	187861	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	2		

説明

I am using redmine as a helpdesk in our environment. When people send an email to helpdesk@ourcompany.com they can specify the Start Date: or Due Date: in the body of the email. However I would like to make all emails coming in through this rake task to have a default due date of the day it was entered. I tried adding the following line to my email retrieval script but it does not seem to have any effect.

```
due_date=$(date +%Y-%m-%d)due_date=$(date +%Y-%m-%d)
```

Is redmine not currently capable of this or am I missing something? I have included the whole email retrieval script below:

```
cd /usr/share/redmine-4.0
rake -f /usr/share/redmine-4.0/Rakefile /
redmine:email:receive_imap /
allow_override=all /
project=helpdesk /
unknown_user=accept /
no_permission_check=1 /
tracker="IT Support" /
RAILS_ENV="production" /
move_on_success=submitted /
move_on_failure=failed /
assigned_to=username /
due_date=$(date +%Y-%m-%d) /
host=mail.contoso.com /
username=helpdesk@contoso.com /
password=obscurepassword /
```

journals

Shane Corbin wrote:

Is redmine not currently capable of this or am I missing something? [...]

Setting default start/due dates via the CLI for issues which are created by the MailHandler is currently not (yet) supported. See:

- source:/trunk/lib/tasks/email.rake@19777#L62
- source:/trunk/extra/mail_handler/rdm-mailhandler.rb@19777#L90
- source:/trunk/app/models/mail_handler.rb@19777#L65

Edit by Mischa The Evil: see eg. r14789 for #7346 to see how this could be implemented.

Dears,

thank you for all your work.

I've spent quite a lot of time making this work, looking for errors in logs and my settings and I've just found now, that due_date is not supported..

Could you please try to implement this as it would help a lot... Currently new issues created via emails are without due_date set and can be missed by users..

thank you so much

Kind regards

j.

履歴

#1 - 2022/05/10 17:00 - Admin Redmine

- カテゴリをEmail receiving_29 にセット