

Redmine enhancements - Feature #34

Setup incoming email to allow for Forum replies, etc.

08/04/2016 02:01 PM - Nitesh Mor

Status: Feedback	Start date: 08/04/2016
Priority: Low	Due date:
Assignee: Nitesh Mor	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	
Description It appears there is a use-case for a more functional email gateway. Here's how to do it in redmine.	
Related issues: Related to GDP - Feature #33: Mailing list for GDP Users New 08/04/2016	

History

#1 - 08/04/2016 02:04 PM - Nitesh Mor

- Related to Feature #33: Mailing list for GDP Users added

#2 - 08/09/2016 03:38 PM - Nitesh Mor

- Priority changed from Normal to Low

#3 - 06/11/2017 07:19 PM - Nitesh Mor

This should work, at least partly for now. There is a big caveat, however: If a user replies to an email notification from a different sender address than what the original email was intended to, this doesn't work. For example, if the notification was sent to xyz@eecs.berkeley, but the user replies from abc@cs.berkeley (because they happen to have a poorly configured email), it does not work... Since redmine has no way of knowing who should be put in the user field.

Please update if this is an acceptable solution.

#4 - 06/23/2017 03:38 PM - Nitesh Mor

- Status changed from New to Feedback

#5 - 06/24/2017 12:53 PM - Eric Allman

I haven't tried this yet, but this will be a test.

On 2017-06-23 15:38 , gdp@berkeley.edu wrote:

#6 - 06/24/2017 12:57 PM - Eric Allman

Seems to work — definitely better than ignoring incoming mail.

If you do get a reply from an unknown user, what does it do? Does the sender at least get a notification, or does the mail just fall down a rabbit hole?

#7 - 06/24/2017 01:11 PM - Nitesh Mor

The latter.

There are three options for email from unknown users: ignore the email altogether (moved to a separate 'failed' folder in the mailbox), post it as an anonymous user (doesn't work in our case, because we don't allow anonymous posting), or create a new user (not really the best option IMO for open systems like ours).

On Sat, Jun 24, 2017 at 12:57 PM, gdp@berkeley.edu wrote:

#8 - 06/24/2017 02:09 PM - Eric Allman

I agree that it is the least bad of those three choices. I wish it had the option to also send a message back to the sender though.