openSUSE admin - tickets #11720

broken threading in bugzilla mails ("wrong" domain in Message-ID etc.)

2016-04-25 19:43 - cboltz

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Servers hosted in Provo		**Estimated time:**	0.00 hour
Target version:				

Description

Hello,

I don't look at the bugzilla mails often (because normally I use the web
interface), but when I do, the usual thing happens - something breaks...
;-)

Today I reported bug 977024 - for historical reasons my bookmark for
reporting 42.1 bugs uses bugzilla.novell.com.

The mail about the new bugreport arrived with

Message-ID:

and has this buglink in the body:
http://bugzilla.novell.com/show_bug.cgi?id=977024

Marcus replied (I'd guess via bugzilla.suse.com), and the bugmail has
these headers:

Message-ID:
In-Reply-To:
References:

and these buglinks in the body:
http://bugzilla.suse.com/show_bug.cgi?id=977024
http://bugzilla.suse.com/show_bug.cgi?id=977024#c1

Note that References: and In-Reply-To: contain
"@http.bugzilla.suse.com", while the original bugmail came with a
"@http.bugzilla.novell.com" Message-ID.

There are also @http.bugzilla.opensuse.org Message IDs around when using
bugzilla.opensuse.org, so it seems bugzilla just uses the current
domain.

Would it be possible to have *one* domain used for the Message-ID etc.
headers? I don't really care which one it is, as long as it stays
constant and produces working threads in my mail client ;-)

Regards,

Christian Boltz

Bauchumfang ist ein Admin-Kompetenz-Signal; wer schließlich nicht
mehr turnschuh sondern automatisiert und remote administrieren
kann, muß sich nicht mehr soviel bewegen. [Harald Wagener zu
https://plus.google.com/+KristianKöhntopp/posts/B3hUEmBN5U3]

History

#1 - 2016-04-26 09:43 - Anonymous

- Category set to Servers hosted in Provo

- Assignee set to 160

- Private changed from Yes to No

#2 - 2016-05-02 16:39 - thef1sh

Hello Christian,

I'm the Bugzilla developer for all the Bugzilla instances mentioned above. This issue was introduced once we introduced the multiple URLs, and the URL and headers currently shown in emails represent the URL in which the change was made through. I currently pull the heritage product brands for filtering purposes, so I should be able to utilize that same information to correct both the links and headers.

Progress on this bug will be displayed in the following publicly accessible bug: https://bugzilla.opensuse.org/show_bug.cgi?id=902004

Thank you,
Ryan Wilson
Application Engineer
Micro Focus

#3 - 2017-02-22 17:29 - tampakrap

- Status changed from New to Closed

closing as duplicate of https://bugzilla.opensuse.org/show_bug.cgi?id=902004