

Bugs & Wish list

Mail-In to Forum does not follow thread when original post has moved | Tiki Wiki CMS Groupware :: Development

Mail-In to Forum does not follow thread when original post has moved

Status

 Pending

Subject

Mail-In to Forum does not follow thread when original post has moved

Version

1.9.x

Category

- Error
- Patch

Feature

Forum
Mail-in

Submitted by

walls1500

Volunteered to solve

walls1500

Rating

★★★★★ (0) 

Description

I am using tikiwiki for a project at work, and one of the features we needed was the "mail-in" forum posting. The way we use this is a sales rep will e-mail an issue to a PDL. One of the e-mail addresses in the PDL is the pop account for one of the forums for our site. The site moderator reads the new "post" (e-mail) and decides which forum the discussion belongs in and moves the post to the "correct" forum.

The problem is that once moved, replies via the PDL do not follow the original thread (to the moved forum). The best case is that they end up in the "mail-in" forum location.

Solution

This is what I did to solve the problem for me. You can choose to ignore the issue altogether or solve it a different way. This is my first "bug report" to tikiwiki, so I didn't just want to jump in and plop down a solution for you. Please carefully review it because I'm not 100% sure it was the right fix to make:

In lib/commentlib.php/Comments::process_inbound_file():

```
// Determine if the thread already exists.  
$parentId = $this->getOne(  
"select `threadId` from `tiki_comments` where  
`object`=? and `objectType` = 'forum' and  
`parentId`=0 and `title`=?",  
array($forumId, $title)  
);
```

```
// By default, use the original forumId.
$curForumId = $forumId;
if (!$parentId)
{
// If we didn't find a parent for this item, go see if this title
// exists in any forum.
$parentId = $this->getOne(
"select `object` from `tiki_comments` where
`objectType` = 'forum' and `title`=?",
array($title)
);

if ($parentId)
{
// Found it! Mark the current forumId as the returned value.
$curForumId = $parentId;

// Now find the id of the original post.
$parentId = $this->getOne(
"select `threadId` from `tiki_comments` where
`objectType` = 'forum' and `title`=?",
array($title)
);
}
}
}
```

From this point on in the function, all references to "\$forumId" need to be replaced with "\$curForumId".

Importance

2

Priority

10

Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on show2.tiki.org

Version: trunk ▼

Demonstrate Bug (older Tiki versions)

Ticket ID

894

Created

Wednesday 04 October, 2006 14:23:27 GMT-0000
by Unknown

LastModif

Monday 31 December, 2007 14:49:06 GMT-0000

Comments



Marc Laporte 16 Oct 21 18:34 GMT-0000
(Fast forward 15 years!)

Is this still an issue? If so, is the patch still relevant?

The best would be a merge request here: https://gitlab.com/tikiwiki/tiki/-/merge_requests

Thanks!

Attachments

filename	created	hits	comment	version	filetype
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No attachments for this item

The original document is available at
<https://dev.tiki.org/item894-Mail-In-to-Forum-does-not-follow-thread-when-original-post-has-moved>