

Quassel IRC - Bug #1468

bugs.quassel-irc.org activation e-mail caught in spam filter on Gmail

01/20/2018 02:31 PM - acerspyro

Status:	Resolved	Start date:	01/20/2018
Priority:	Normal	Due date:	
Assignee:	Sputnick	% Done:	0%
Category:	General / Unspecified	Estimated time:	0.00 hour
Target version:		OS:	Any
Version:	0.12.4		
Description			
See attached screenshot			
Removing the "your" in front of the e-mail title would probably prevent it from being marked as "spam". A lot of scammers give their e-mails titles like "Your xyz <insert action, in this case, activation>", which is probably why Quassel's activation email is getting caught.			
I also wish to note how tiny the buttons on the bug tracker are, it actually took me a while to find the "open ticket" button.			

History

#1 - 01/31/2018 05:30 AM - genius3000

- Assignee set to Sputnick

I believe Sput looks after the site/email/etc so assigning to him.

Could this even be due to the mail server used not having a valid SPF entry to make Google happy (or similar)?

acerspyro: can you provide the email header from Gmail? Usually they say why they don't like something in there.

#2 - 02/02/2018 12:23 AM - phuzion

I wasn't the one who reported the bug, but here's a slightly redacted email that I received from Redmine here and went to my spam filter. My email is hosted through Google Apps, and gets the same spam filtering as Gmail. This message did go to my spam filter. The only edits I've made are to redact my domain and the password reset token for my account. The rest of the email is unmodified.

As you can see in the headers, it's not an SPF failure.

```
Delivered-To: quassel@REDACTED.com
Received: by 10.200.25.67 with SMTP id g3csp3424730qtk;
    Sun, 28 Jan 2018 21:29:46 -0800 (PST)
X-Google-Smtp-Source: AH8x225jnON7NfLaBQiP85SQszCge/MlJQJYaRaEiLbGfCa9K1stplCUXb/hVVWkCyKlJgzYnRoS
X-Received: by 10.223.162.142 with SMTP id sl4mr17443126wra.175.1517203786919;
    Sun, 28 Jan 2018 21:29:46 -0800 (PST)
ARC-Seal: i=1; a=rsa-sha256; t=1517203786; cv=none;
    d=google.com; s=arc-20160816;
    b=yGHLrjFJegS07iESgO26/PwMz02YaHAwGY+W0MisC9oqbVq8uWjO/pmybtyUQSUCvt
    2xm4gs/HjnruGk37V4B6JkIdn2Qy8N0ULSJ9H6r1BtHmoh8qASJKALvJpbADTcwc7BD
    GKVbE+th7g7HHPF1OZn+jSb8J5d1HUHzfKLxIybK6UYyvy5dWPmL5ByPDFhJHhe2miJR
    xplhRRBI3rK4GwkvQeJ3FPNoIT/8ycbi0ynBHooerQoqvrM/+UEhZhBhJ72FDPYI1ZKG
    PAatK/95Dvkv8bEt1KL4Iv1a3NjTdkrEhiYOKYlKgZ4LqGVMhEEXRic1puGJ01QeYb/f
    hjaQ==
ARC-Message-Signature: i=1; a=rsa-sha256; c=relaxed/relaxed; d=google.com; s=arc-20160816;
    h=list-id:auto-submitted:content-transfer-encoding:mime-version
    :subject:message-id:from:date:arc-authentication-results;
    bh=92cV0GEaz+5nFYjeE/cAXkFoOL0Cw1abXfkWCFHVHdo=;
    b=NnV0mR68s1TnGSz/FYSKWjXL+K/GiygpFQqt06glgeTgSMDkdyiLLlC1UEuAjsUUh
    1y5t+EWI6LJBzZ27FmfBg6WL4eo7hoY7cfW7z7BJBmJl4LGRDHkH9sp4IKjqFmJ0vVHH
    U92ivwUEPrTTFBYZ1d/LBupJizP2gETqVeOc1fxcJdC6EFWEeg613l9Xs8cpCq2kYfzP
    k9Nt53AhfEdOud913lkmNcgPr9C9F1txqf+wpQMEqePKTAXLvus/b49FmFL8H/7gJ3S0
    0SgDSBKuKePyPsSwslqStI08iaendsf/UmaqVHVBG8QkOBXMMixHHizFxtl82vM//Y1Ar
    wCLA==
ARC-Authentication-Results: i=1; mx.google.com;
    spf=pass (google.com: domain of bugs@quassel-irc.org designates 78.46.18.60 as permitted sender) smtp.m
    ailfrom=bugs@quassel-irc.org
Return-Path: <bugs@quassel-irc.org>
Received: from altair.mindpool.net (altair.mindpool.net. [78.46.18.60])
    by mx.google.com with ESMTP id a204si6617087wmf.110.2018.01.28.21.29.46
```

for <quassel@REDACTED.com>;
Sun, 28 Jan 2018 21:29:46 -0800 (PST)
Received-SPF: pass (google.com: domain of bugs@quassel-irc.org designates 78.46.18.60 as permitted sender) client-ip=78.46.18.60;
Authentication-Results: mx.google.com;
spf=pass (google.com: domain of bugs@quassel-irc.org designates 78.46.18.60 as permitted sender) smtp.mailfrom=bugs@quassel-irc.org
Received: from quassel-irc.org (sirius.mindpool.net [78.46.18.61]) by altair.mindpool.net (Postfix) with ESMTP SA id 9F2F917455D for <quassel@REDACTED.com>; Mon, 29 Jan 2018 06:29:25 +0100 (CET)
Date: Mon, 29 Jan 2018 06:29:29 +0100
From: bugs@quassel-irc.org
Message-ID: <5a6eb1393f402_5b43eddeb082833@sirius.mail>
Subject: Your Quassel IRC Issue Tracker password
Mime-Version: 1.0
Content-Type: text/plain; charset=UTF-8
Content-Transfer-Encoding: 7bit
X-Mailer: Redmine
X-Redmine-Host: bugs.quassel-irc.org
X-Redmine-Site: Quassel IRC Issue Tracker
X-Auto-Response-Suppress: All
Auto-Submitted: auto-generated
List-Id: <bugs.quassel-irc.org>
X-mindpool-MailScanner-Information: Automated spam and virus checker for mindpool GbR
X-mindpool-MailScanner-ID: 9F2F917455D.A7F9B
X-mindpool-MailScanner: Found to be clean
X-mindpool-MailScanner-SpamCheck: not spam, SpamAssassin (not cached, score=-1.879, required 5, ALL_TRUSTED -1.00, BAYES_00 -1.90, MISSING_HEADERS 1.02)
X-mindpool-MailScanner-From: bugs@quassel-irc.org
X-Spam-Status: No

To change your password, click on the following link:
http://bugs.quassel-irc.org/account/lost_password?token=REDACTED

Login: phuzion

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You have received this notification because you have either subscribed to it, or are involved in it.
To change your notification preferences, please click here: <http://bugs.quassel-irc.org> and navigate to My Account on the top right.

#3 - 02/14/2018 01:31 AM - acerspyro

Here's a redacted version of the headers for the e-mail that got detected as spam:

Delivered-To: REDACTED@REDACTED
Received: by 10.103.76.219 with SMTP id h88csp2052012vsg;
Sun, 14 Jan 2018 16:33:08 -0800 (PST)
X-Google-Smtp-Source: ACJfBovIA3cYbNQ3xH/mr747JMt/wWynUC4nPwVkbSv4xgvTnuHk2U3Q27xx1LjuSt6ItxAHtFZP
X-Received: by 10.223.197.146 with SMTP id m18mr26113926wrg.115.1515976388928;
Sun, 14 Jan 2018 16:33:08 -0800 (PST)
ARC-Seal: i=1; a=rsa-sha256; t=1515976388; cv=none;
d=google.com; s=arc-20160816;
b=Z60lgiviYKpPkpTHJzV0IAMt+ALBz0MfxfkGrxClaeM+xVwPqftxygQDpw2a9sW9au
ft+9j04xk9ujxUToxL/A69tyhgltV6NA2Q4tG70UT3nfjSx3eWPYgI3NZWQdUpfIlaOe
40ifpzUoUzy3OE5U0WwvIXoGPImpOKUB1jPlubik4PcJzQyKWYaaST2PtnEIUKs70oVt
oMkhpTbuiMY7QL4TqPEmTYnH9hOaHKYR1WdwlAyQFKKJY8RdY/vHeCJZ+VDdwoE02luz
I15JEyFNVOs90nv2Z6VwTX8YbkQKudMh9xgKoxXMVCFDSIuwglZkRMptfsYQezWJfptO
wiPg==
ARC-Message-Signature: i=1; a=rsa-sha256; c=relaxed/relaxed; d=google.com; s=arc-20160816;
h=list-id:auto-submitted:content-transfer-encoding:mime-version
:subject:message-id:from:date:arc-authentication-results;
bh=AoSAldBvYZ6pRpHpe585MDJF1bKVqBxvrrv1l+nC6dA=;
b=kTNeZG8nOjjllxL/gI6h5znua+PrJ4yIq8t8dwWt3KznDaojtn+gONTlBQyKVZz/5
epORZjJ/xhTkqrg6wSCxYs8B6fsNWSfm5nhrzCwRHE3J4xushDCwzGcgqhZY8jExg/a1
0Md/0EBX5IFy9f+hjRVD6WdpuabT0pnmGRZvkYb23WM6SH9K1Iwi3HYyCdpcGJRpkgsV
d0Y9qrcc8+aEo98IbfVs4HBmXDbf3LsdRw5RSmAlZ7T8u6kDqGqprQaPoQ8csIG44z5y
1E8zCtI5kSz0jsnamYw3ov4FbwfwYKIoSbgfQXXIBL4mYH/yYgHvcft2Fl/vG3WP1xaC
VLTQ==
ARC-Authentication-Results: i=1; mx.google.com;
spf=pass (google.com: domain of bugs@quassel-irc.org designates 78.46.18.60 as permitted sender) smtp.mailfrom=bugs@quassel-irc.org
Return-Path: <bugs@quassel-irc.org>
Received: from altair.mindpool.net (altair.mindpool.net. [78.46.18.60])
by mx.google.com with ESMTP id k124si5775533wmb.56.2018.01.14.16.33.08
for <REDACTED@REDACTED>;

Sun, 14 Jan 2018 16:33:08 -0800 (PST)
Received-SPF: pass (google.com: domain of bugs@quassel-irc.org designates 78.46.18.60 as permitted sender) client-ip=78.46.18.60;
Authentication-Results: mx.google.com;
spf=pass (google.com: domain of bugs@quassel-irc.org designates 78.46.18.60 as permitted sender) smtp.mailfrom=bugs@quassel-irc.org
Received: from quassel-irc.org (sirius.mindpool.net [78.46.18.61]) by altair.mindpool.net (Postfix) with ESMTP SA id C5C7216E9BD for <REDACTED@REDACTED>; Mon, 15 Jan 2018 01:32:46 +0100 (CET)
Date: Mon, 15 Jan 2018 01:32:50 +0100
From: bugs@quassel-irc.org
Message-ID: <5a5bf6b26d1c8_65b048fa58730c9@sirius.mail>
Subject: Your Quassel IRC Issue Tracker account activation
Mime-Version: 1.0
Content-Type: text/plain; charset=UTF-8
Content-Transfer-Encoding: 7bit
X-Mailer: Redmine
X-Redmine-Host: bugs.quassel-irc.org
X-Redmine-Site: Quassel IRC Issue Tracker
X-Auto-Response-Suppress: All
Auto-Submitted: auto-generated
List-Id: <bugs.quassel-irc.org>
X-mindpool-MailScanner-Information: Automated spam and virus checker for mindpool GbR
X-mindpool-MailScanner-ID: C5C7216E9BD.ABBD6
X-mindpool-MailScanner: Found to be clean
X-mindpool-MailScanner-SpamCheck: not spam, SpamAssassin (not cached, score=-1.879, required 5, ALL_TRUSTED -1.00, BAYES_00 -1.90, MISSING_HEADERS 1.02)
X-mindpool-MailScanner-From: bugs@quassel-irc.org
X-Spam-Status: No

To activate your account, click on the following link:
<http://bugs.quassel-irc.org/account/activate?token=REDACTED>

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You have received this notification because you have either subscribed to it, or are involved in it. To change your notification preferences, please click here: <http://bugs.quassel-irc.org> and navigate to My Account on the top right.

#4 - 06/15/2021 01:06 AM - phuzion

- Status changed from New to Resolved

I have just tested this on the same domain as before, still hosted on Google Apps, and the email went straight to my inbox.

I think we can call this resolved for now. If not, we'll reopen it.

Files

Activation email.png	53.7 KB	01/20/2018	acerspyro
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