

Emailing bugs into Bugzilla on Windows using Outlook with email_in.pl

By Waleed Ahmed

Bugzilla has a feature that can allow users to log bugs by emailing them - instead of having to go to the web-interface. There is a perl script, [email_in.pl](#), which can take pre-formatted text file and log it as a bug in the database. Refer to Bugzilla documentation on how the emails need to be formatted.

Most of the instructions on the web are for [setting up the script](#) in Linux using a mail delivery agent called Procmail. However, I was able to setup a proof-of-principles using Outlook on windows. In summary, this procedure saves an incoming email with a specified title as a textfile in a designated folder. A script is scheduled in the task manager which collects these text files and passes them to email_in.pl to process the data. Following are the instructions.

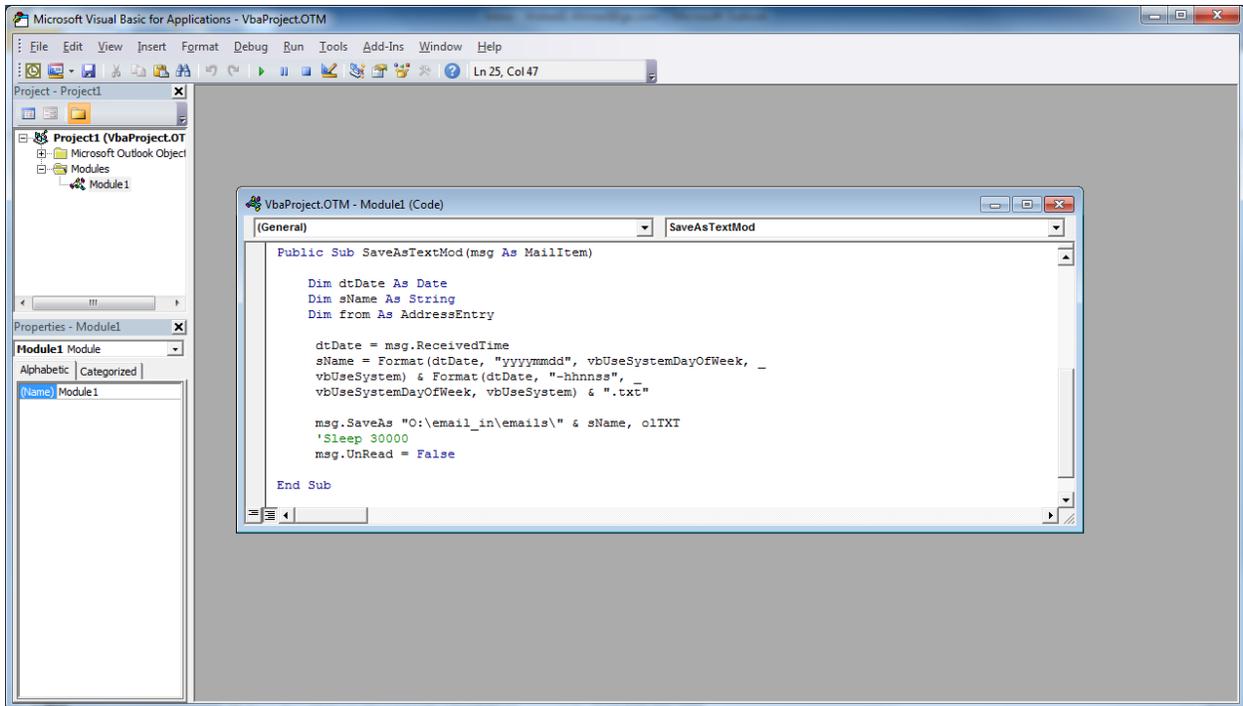
- 1) Open Outlook with the email account to be used by users to email-in bugs into Bugzilla
- 2) Press Alt+F11 to open the VBA Editor
- 3) Write a method to save incoming emails as a .txt File as follows (screen shot below). The following code saves the .txt file in the 'O' drive which is in the Bugzilla server.

```
Public Sub SaveAsTextMod(msg As MailItem)
    Dim dtDate As Date
    Dim sName As String
    Dim from As AddressEntry

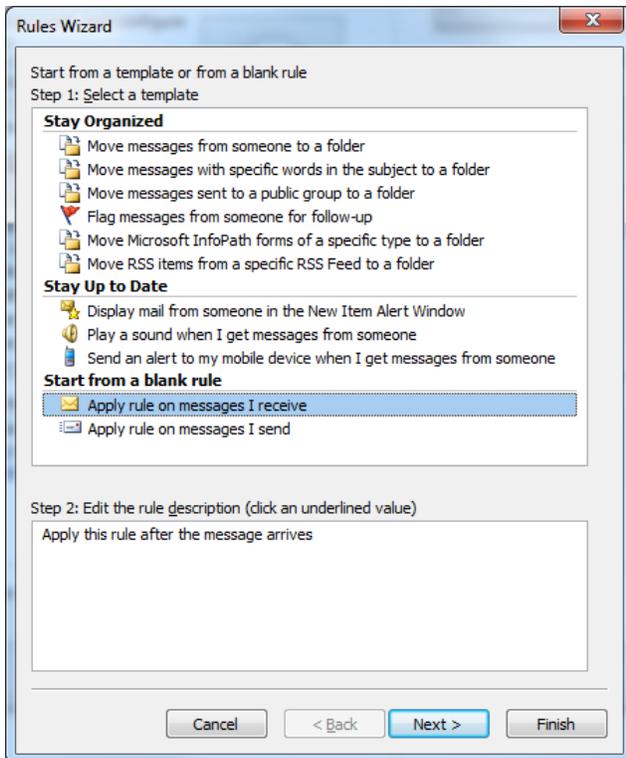
    dtDate = msg.ReceivedTime
    sName = Format(dtDate, "yyyymmdd", vbUseSystemDayOfWeek, _
vbUseSystem) & Format(dtDate, "-hhnnss", _
vbUseSystemDayOfWeek, vbUseSystem) & ".txt"

    msg.SaveAs "O:\email_in\emails\" & sName, olTXT
    msg.UnRead = False

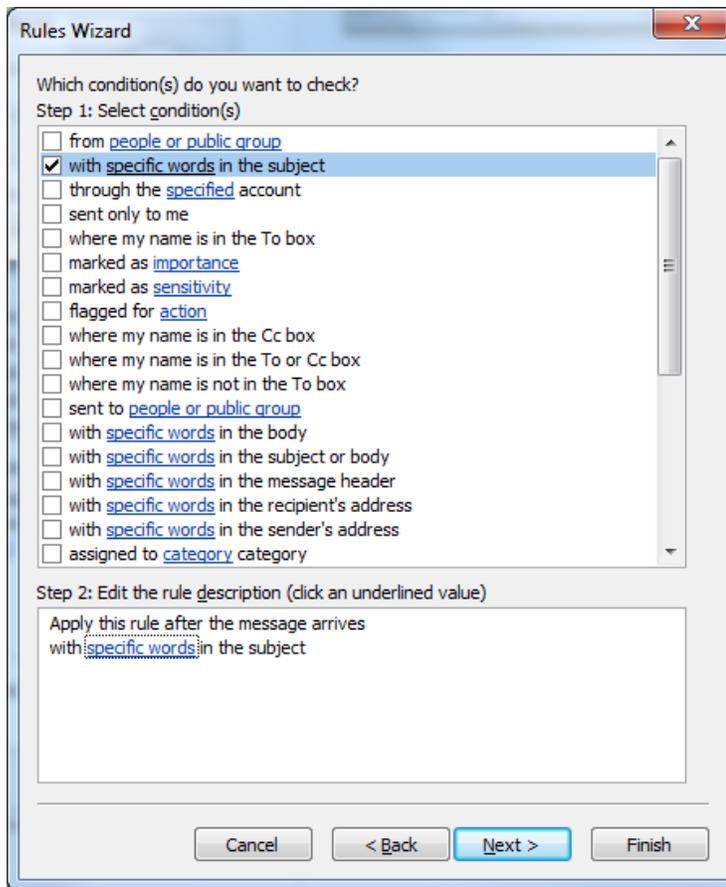
End Sub
```



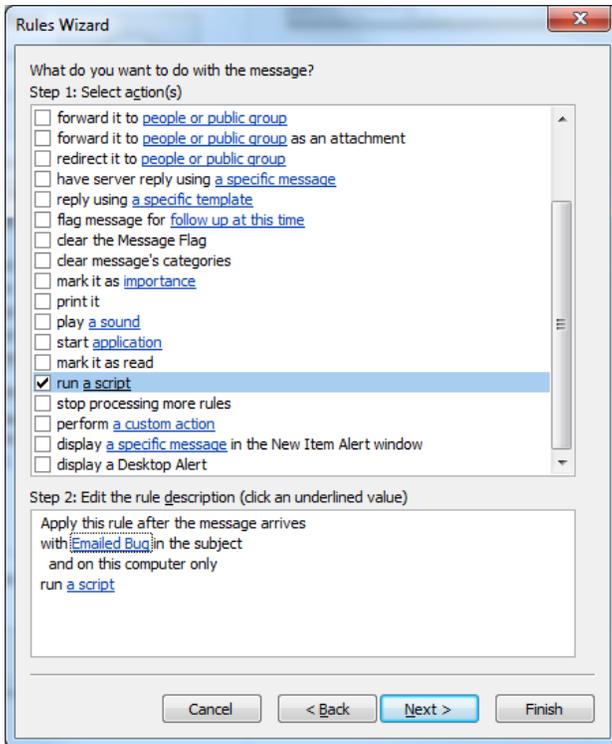
- 4) Save and Close the VBA Editor
- 5) Go to File->Info->Manage Rule & Alerts
- 6) Click New Rule and then 'Apply Rule on Messages I receive':



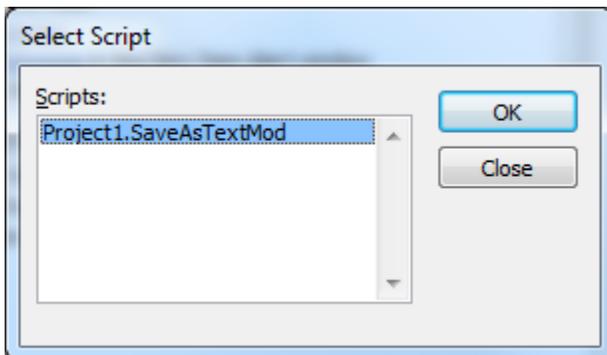
- 7) Check 'With Specific Words in Subject' and click the link on 'Specific Words'



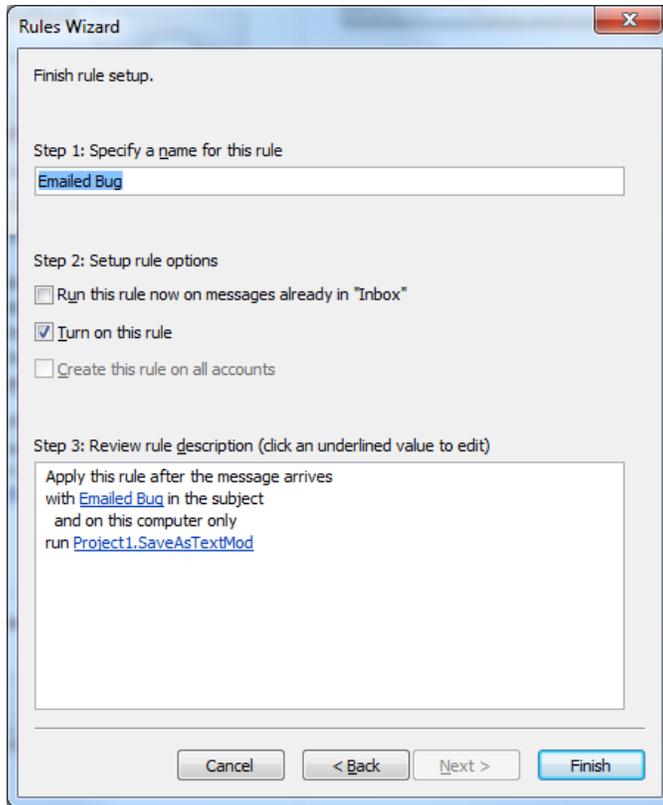
- 8) In the Dialog Box that pops up, type 'Emailed Bug'. This is because users emailing bugs should put this in their subject line; you can change this to whatever you like based on your groups requirement.
- 9) Click Next
- 10) Check 'Run a Script' on the next screen.



11) Once you hit the 'a script' hyperlink a new window will pop-up with the name of the method we created earlier i.e. Project1.SaveAsTextMod. Select this method.



12) Click Next and Finish the Wizard



13) Go the shared folder where the textfiles were being saved by Outlook. In this case, it's O:\Common\Email_in.

14) Create a batch script that will take the text files and pass them to the email_in.pl script. The following script makes a list of all the text files emailed in into a file call input.txt. A for-loop goes through each file and passes it to the email_in.pl script. All the files are then deleted. The code is as follows (copy the code into notepad and save file as *anyname.cmd*):

```
@echo off
cd C:\Common\email_in\emails
setlocal enabledelayedexpansion
dir /b > input.txt

for /f "tokens=*" %%a in (input.txt) do (
if not %%~a == input.txt perl -T O:\path_to_bugzilla\email_in.pl < %%~a
if not %%~a == input.txt echo transferred file "%%~a" into bugzilla
)

del /F /Q *
```

15) Once the script is ready, go to the task manager and schedule a new task which runs the script every 15-minutes or so.