Redmine - Defect #11106
Email notification processing is slow - Redmine 1.2.2
2012-06-07 05:50 - Ben Lei

Status: New
Priority: Normal
Assignee: 
Category: 
Target version: 
Resolution: 

Description
1. I have try to update a issue that have 200 members
2. All members have setup the Email notifications to "For any event on my projects"
3. When I updated the issue, it need a lot of time to view.
4. When I use the "Private" button on "New issue", and choose 5 watcher only, it still slow.
5. I have try to config "Asynchronous Email Delivery", but the problem still exit.
6. See the attachment, for cost time record.

Please help me the problem, Thanks.

History
#1 - 2012-06-07 10:17 - Etienne Massip
You should consider using async option in notification settings.
Else, the page is rendered only once all the notifications emails have been sent.

#2 - 2012-06-07 11:43 - Ben Lei
Hello:
I have config the "configuration.yml", as below, but it also slow.

production:
delivery_method: async_sendmail

#3 - 2012-06-07 11:49 - Etienne Massip
Less?

#4 - 2012-06-07 11:51 - Ben Lei
The cost time almost the same before.

#5 - 2012-06-11 05:37 - Ben Lei
Dears
Thanks your reply.
How may I confirm the async_sendmail is work?

#6 - 2012-06-11 08:01 - Ben Lei

This is my configuration on /usr/redmine-1.2.2/config/configuration.yml

```yaml
production:
  delivery_method: :async_smtp
  smtp_settings:
    tls: true
    address: "xxx.com.tw"
    port: 587
    authentication: :plain
    domain: 'xxx.com.tw'
    user_name: xxx
    password: xxx
```

#7 - 2012-06-11 08:57 - Ben Lei

Dears:

I also try to use gmail, but the cost time was 29XXXms, still have long time.

```yaml
production:
  email_delivery:
    delivery_method: :async_smtp
    smtp_settings:
      tls: true
      enable_starttls_auto: true
      address: "smtp.gmail.com"
      port: '587'
      domain: "smtp.gmail.com"
      authentication: :plain
      user_name: "xxx@gmail.com"
      password: "xxx"
```

#8 - 2012-06-13 04:49 - Ben Lei

Another Question:

4. The same environment, when I use the "Private" button on "New issue", and choose 5 watcher only. Why the CPU usage is full use between 30 sec. If the system was waiting mail server response, What does the CPU work?

#9 - 2012-07-10 15:57 - Adam Bellaire

I'd just like to add that I was having a similar problem with async_smtp, causing 500 internal server error and consuming 100% cpu for around 30 seconds. I was using async_smtp against our local SMTP server, both with and without TLS. I was not able to resolve the issue, and had to switch to using async_sendmail (which fortunately was a valid option for me), and everything is fine.

This really seems like an implementation problem with async_smtp.