

Redmine - Defect #11106

Email notification processing is slow - Redmine 1.2.2

2012-06-07 05:50 - Ben Lei

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:			
<b>Description</b> 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.			
<b>Related issues:</b> Related to Redmine - Feature #26791: Send individual notification mails per m... <span>Closed</span>			

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

```
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.

```
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`.

#### #10 - 2017-06-19 18:37 - She Bytes

Ben Lei wrote:

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

```
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
```

Switching from `delivery_method "smtp"` to `"async_smtp"` solved my problem. Thanks!

#### #11 - 2017-07-03 09:52 - Go MAEDA

- *Category set to Email notifications*

#### #12 - 2017-11-04 06:58 - Go MAEDA

- *Status changed from New to Closed*

It seems that using asynchronous delivery solved the problem. Closing.

#### #13 - 2017-11-04 06:59 - Go MAEDA

- *Related to Feature #26791: Send individual notification mails per mail recipient added*

### Files

Redmine_Mail_Slow.jpg	119 KB	2012-06-07	Ben Lei
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