

Redmine - Defect #11337

No mail notifications sent after upgrade

2012-07-06 15:05 - Krisztian Kocsis

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	2.0.3
Resolution:	Invalid		
<b>Description</b> After I've upgraded Redmine from 1.4.3 to 2.0.3 it stopped sending mail notifications. The configuration file seems OK (didn't change) but I didn't see anything from the associated email mailbox in /var/log/mail.log. Also there are no more 'Sending email notification to: ...' lines in Redmine's log.  About your application's environment Ruby version 1.8.7 (x86_64-linux) RubyGems version 1.7.2 Rack version 1.4 Rails version 3.2.6 Active Record version 3.2.6 Action Pack version 3.2.6 Active Resource version 3.2.6 Action Mailer version 3.2.6 Active Support version 3.2.6 Middleware Rack::Cache, ActionDispatch::Static, Rack::Lock, #<ActiveSupport::Cache::Strategy::LocalCache::Middleware:0x7f28c791a630>, Rack::Runtime, Rack::MethodOverride, ActionDispatch::RequestId, Rails::Rack::Logger, ActionDispatch::ShowExceptions, ActionDispatch::DebugExceptions, ActionDispatch::RemoteIp, ActionDispatch::Callbacks, ActiveRecord::ConnectionAdapters::ConnectionManagement, ActiveRecord::QueryCache, ActionDispatch::Cookies, ActionDispatch::Session::CookieStore, ActionDispatch::Flash, ActionDispatch::ParamsParser, ActionDispatch::Head, Rack::ConditionalGet, Rack::ETag, ActionDispatch::BestStandardsSupport, OpenIdAuthentication Application root /opt/redmine/optimaster Environment production Database adapter sqlite3 Database schema version 20120422150750  What other information do you need to fix this bug?			

History

#1 - 2012-07-14 16:11 - Etienne Massip

What's your email configuration looks like?

#2 - 2012-07-14 16:11 - Etienne Massip

- Priority changed from High to Normal

#3 - 2012-07-16 07:47 - Krisztian Kocsis

- File configuration.yml added

I've attached my config file.

#4 - 2012-07-16 21:14 - Etienne Massip

Do you have lines in your production.log telling that the application is parsing mailer views (a.k.a. mailer/\*anything\*)?

#5 - 2012-07-17 15:53 - Krisztian Kocsis

Yes, I have the following lines:

```
Rendered mailer/_issue.text.erb (3.3ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (5.3ms)
Rendered mailer/_issue.html.erb (1.2ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (2.7ms)
```

#### #6 - 2012-07-17 16:03 - Etienne Massip

Does it work when you change all `async_smtp_` to `smtp_` (i.e., use synchronous notifications) in your configuration?

#### #7 - 2012-07-17 16:39 - Krisztian Kocsis

Previously it was `smtp_`.  
Tried, did not help.

#### #8 - 2012-07-17 16:46 - Etienne Massip

Does test mail work?

#### #9 - 2012-07-17 17:06 - Krisztian Kocsis

Okay, it is not a bug, it is a misconfiguration.  
Some default ActionMailer config may changed.

I had to set `enable_starttls_auto` to `false` since there was a *hostname does not match CN* problem.

#### #10 - 2012-07-17 17:12 - Etienne Massip

- Status changed from New to Closed
- Resolution set to Invalid

Krisztian Kocsis wrote:

I had to set `enable_starttls_auto` to `false` since there was a *hostname does not match CN* problem.

Where could you see this error message please?

#### #11 - 2012-07-17 17:14 - Krisztian Kocsis

On Settings -> Email notifications page after I tried to send the test email.

#### #12 - 2012-07-17 17:15 - Krisztian Kocsis

There was something else instead of *CN*!

#### #13 - 2012-10-04 19:31 - Fernando Hartmann

Krisztian Kocsis wrote:

There was something else instead of *CN*!

It happened in my 2.0.4 install too, and the error is

```
An error occurred while sending mail (hostname was not match with the server certificate)
```

Yes, my email server has configuration problems, but worked well with Redmine 1.4.4. I needed include `enable_starttls_auto: false` in configuration to work again.

My configuration.yml now is likely

```
production:
  email_delivery:
    delivery_method: :smtp
    smtp_settings:
      address: mail.server
      port: 25
      tls: false
      enable_starttls_auto: false
      domain: server.domain
      authentication: :none
```

Files

configuration.yml	5.63 KB	2012-07-16	Krisztian Kocsis
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