

Redmine - Defect #19542

[Email Notifications] Email are not sent according to user settings

2015-04-01 11:12 - nicolas felix

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	3.0.1
Resolution:	Cant reproduce		
<p>Description</p> <p>Hi <i>Redmine</i> team,</p> <p>I just migrated from 2.6.0 to 3.0.1 version,</p> <p>and I am facing to an issue related to <i>email notifications</i>.</p> <p>Indeed, if the following options are set in the user account panel :</p> <ul style="list-style-type: none">• notification mode is <i>For any event of the selected projects only</i>.• option <i>I don't want to be notified of changes that I make myself</i> is OFF. <p>Users do not receive any notifications.</p> <p>If option <i>I don't want to be notified of changes that I make myself</i> is switched to ON, notifications finally works.</p> <hr/> <p>FYI, my account - for which notification works - is set differently :</p> <ul style="list-style-type: none">• notification mode is <i>For any event of all my projects</i>.• option <i>I don't want to be notified of changes that I make myself</i> is OFF. <hr/> <p>If you need any information, or tests you want me to achieve, let me know !</p> <p>Best regards,</p> <p>Nicolas</p>			

History

#1 - 2015-04-28 08:40 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Read [Submissions](#).

#2 - 2015-04-28 09:21 - nicolas felix

```
Environment:
  Redmine version      3.0.1.stable
  Ruby version         2.0.0-p594 (2014-10-27) [i386-mingw32]
  Rails version        4.2.0
  Environment          production
  Database adapter     Mysql2
SCM:
  Subversion           1.8.10
  Filesystem
Redmine plugins:
  redmine_improved_searchbox 0.0.3
  redmine_theme_changer      0.2.0
  redmine_work_time          0.3.0
```

email configuration :

```
default:
  # Outgoing emails configuration (see examples above)
```

```
email_delivery:
  delivery_method: :async_smtp
  async_smtp_settings:
    address: smtp.gmail.com
    port: 587
    domain: smtp.gmail.com
    authentication: :plain
    user_name: XXXXX
    password: *****
    enable_starttls_auto: true
```

There isn't any error thrown into the *production.log* file.

#3 - 2015-04-28 11:17 - Toshi MARUYAMA

- Status changed from Needs feedback to New

I have no idea.

#4 - 2015-05-12 02:05 - Rahul Chawla

Hi ,

```
address: smtp.gmail.com
```

- a) Has notification email ever worked ?
- b) Please verify that the passwords are correct.

Thank you

#5 - 2015-05-12 08:20 - nicolas felix

Hi Rahul

Rahul Chawla wrote:

- a) Has notification email ever worked ?
- b) Please verify that the passwords are correct.

Thank you

Email notification works, as I wrote, *@If option I don't want to be notified of changes that I make myself is switched to ON, notifications finally works.@*

Do you have any idea where I can check if notification is fired ? any logs to look for ? anything else ?

Thanks for you help.

#6 - 2018-11-05 11:04 - nicolas felix

- Status changed from New to Resolved

Upgraded to 3.4.0, *not reproduced* anymore

#7 - 2018-11-05 11:09 - Go MAEDA

- Status changed from Resolved to Closed

- Resolution set to *Cant reproduce*

Thank you for the feedback.