

## Redmine - Defect #40163

### smtp gmail configuration is not working for redmine set up

2024-01-31 10:04 - saahil kambale

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	
<b>Resolution:</b>	Invalid		
<b>Description</b>			
we have the below configuration on Redmine setup:-			
Environment:			
Redmine version	5.1.1.stable		
Ruby version	3.0.2-p107 (2021-07-07) [x86_64-linux-gnu]		
Rails version	6.1.7.6		
Environment	production		
Database adapter	Mysql2		
Mailer queue	ActiveJob::QueueAdapters::AsyncAdapter		
Mailer delivery	smtp		
Redmine settings:			
Redmine theme	Default		
SCM:			
Git	2.34.1		
Filesystem			
Redmine plugins:			
no plugin installed	#####		
production:			
email_delivery:			
delivery_method: smtp			
smtp_settings:			
enable_starttls_auto: true			
address: "smtp.gmail.com"			
port: 587			
domain: "smtp.gmail.com" # or your domain			
authentication: plain			
user_name: "*****" # replace with your Gmail email address			
password: "*****" # replace with your Gmail password or app-specific password			
If you are experiencing issues where Redmine shows that emails are sent to other Gmail addresses but the emails are not visible in the recipient's Gmail account,			

## History

### #1 - 2024-01-31 10:06 - saahil kambale

below, we attached a screenshot for your Reference.

Everything is working well except when I try to add the email for Redmine, can anyone please send a link or a guide on how to set up the email we are using Office 365 to be used as a relay not a shared mailbox but a regular mailbox.

Thank you

### #2 - 2024-01-31 13:20 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Invalid

Please use [forums](#) for asking questions. The Issues page is for reporting bugs, suggesting new features, or submitting patches. It may be helpful for you to read the [How to request help](#).

**#3 - 2024-01-31 13:27 - saahil kambale**

I don't understand what you are trying to say. our redmine is not set for SMTP Gmail or office365 setup what would we do

**#4 - 2024-01-31 13:47 - Go MAEDA**

For questions on how to set up and how to use Redmine, please use the forum.

<https://www.redmine.org/projects/redmine/boards>

**Files**

---

Screenshot from 2024-01-31 14-28-23.png	106 KB	2024-01-31	saahil kambale
Screenshot from 2024-01-31 14-30-41.png	83.2 KB	2024-01-31	saahil kambale