

Redmine - Defect #5703

On SMTP failure, an internal error occurs and all changes to an issue are lost

2010-06-17 08:58 - Andrew Schetin

Status:	Closed	Start date:	2010-06-17
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:	4.0.0	Affected version:	
Resolution:	Fixed		

Description

I'm trying to configure SMTP in a fresh Redmine installation, and currently email deliveries fail due to wrong configuration.

But the mere fact of inability to send emails renders the system unusable - no issue can be updated - any modification causes an internal error.

This is a bug - email delivery should be separated from the ticket update process (protected with a kind of try/catch if we're talking in Java/C++ terms).

The error page:

Internal error

An error occurred on the page you were trying to access.

If you continue to experience problems please contact your redMine administrator for assistance.

Back

The problem with SMTP (from production.log):

Processing IssuesController#edit (for 84.94.77.194 at 2010-06-17 06:56:38) [POST]

```
Parameters: {"time_entry"=>{"comments"=>""}, "activity_id"=>""}, "hours"=>""}, "commit"=>"Submit", "action"=>"edit",
"authenticity_token"=>"6Hg80reGYr7v47adr
GBJER4O0m8khp/vOpdVsHekHI=", "id"=>"342", "notes"=>"sdfasdasd", "controller"=>"issues",
"issue"=>{"start_date"=>"2010-06-17", "estimated_hours"=>""}, "lock_
version"=>"0", "priority_id"=>"4", "subject"=>"email test", "fixed_version_id"=>""}, "category_id"=>""}, "description"=>"email test",
"tracker_id"=>"3", "done_
ratio"=>"0", "due_date"=>""}, "assigned_to_id"=>"6", "custom_field_values"=>{"5"=>""}},
"attachments"=>{"1"=>{"description"=>""}}}
```

Net::SMTPSyntaxError (501 Syntax: HELO hostname
):

```
/usr/lib/ruby/1.8/net/smtp.rb:680:in `check_response'  
/usr/lib/ruby/1.8/net/smtp.rb:653:in `getok'  
/usr/lib/ruby/1.8/net/smtp.rb:623:in `helo'  
/usr/lib/ruby/1.8/net/smtp.rb:401:in `do_start'  
/usr/lib/ruby/1.8/net/smtp.rb:378:in `start'  
app/models/mailer.rb:287:in `deliver!'  
app/models/journal_observer.rb:20:in `after_create'  
/usr/lib/ruby/1.8/observer.rb:185:in `notify_observers'  
/usr/lib/ruby/1.8/observer.rb:184:in `each'
```

```
/usr/lib/ruby/1.8/observer.rb:184:in `notify_observers'  
app/models/journal.rb:43:in `save'  
app/models/issue.rb:459:in `create_journal'  
app/controllers/issues_controller.rb:196:in `edit'  
passenger (2.2.11) lib/phusion_passenger/rack/request_handler.rb:92:in `process_request'  
passenger (2.2.11) lib/phusion_passenger/abstract_request_handler.rb:207:in `main_loop'  
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:418:in `start_request_handler'  
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:358:in `handle_spawn_application'  
passenger (2.2.11) lib/phusion_passenger/utils.rb:184:in `safe_fork'  
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:354:in `handle_spawn_application'  
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:352:in `__send__'  
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:352:in `main_loop'  
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:196:in `start_synchronously'  
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:163:in `start'  
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:213:in `start'  
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:262:in `spawn_rails_application'  
passenger (2.2.11) lib/phusion_passenger/abstract_server_collection.rb:126:in `lookup_or_add'  
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:256:in `spawn_rails_application'  
passenger (2.2.11) lib/phusion_passenger/abstract_server_collection.rb:80:in `synchronize'  
passenger (2.2.11) lib/phusion_passenger/abstract_server_collection.rb:79:in `synchronize'  
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:255:in `spawn_rails_application'  
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:154:in `spawn_application'
```

Related issues:

Related to Redmine - Feature # 26791: Send individual notification mails per ...	Closed
Duplicated by Redmine - Defect # 13854: Unable to raise new issue	Closed

History

#1 - 2010-06-17 09:00 - Andrew Schetinin

Information

Redmine 0.9.4.stable (PostgreSQL)
Default administrator account changed True
Attachments directory writable True
Plugin assets directory writable True
RMagick available (optional) True

#2 - 2011-03-24 10:59 - Toshi MARUYAMA

- Category set to Email notifications

#3 - 2017-01-12 01:34 - Go MAEDA

- Related to Defect #13854: Unable to raise new issue added

#4 - 2018-03-31 10:07 - Go MAEDA

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

#5 - 2018-11-30 15:46 - Marius BALTEANU

- Status changed from New to Closed
- Target version set to 4.0.0
- Resolution set to Fixed

In Redmine 4.0, the emails are delivered asynchronously by default using ActiveJob. This should fix this issue.

#6 - 2018-11-30 15:47 - Marius BALTEANU

- Related to deleted (Defect #13854: Unable to raise new issue)

#7 - 2018-11-30 15:47 - Marius BALTEANU

- Duplicated by Defect #13854: Unable to raise new issue added