

## Redmine - Defect #8532

### e-mail problem: Ruby on rail application could not started

2011-06-05 14:53 - thiru vallvuar

|   |         |                          |            |
|---|---------|--------------------------|------------|
| <b>Status:</b>  | Closed  | <b>Start date:</b>       | 2011-06-05 |
| <b>Priority:</b>  | Normal  | <b>Due date:</b>         |            |
| <b>Assignee:</b>  |         | <b>% Done:</b>           | 0%         |
| <b>Category:</b>  |         | <b>Estimated time:</b>   | 0.00 hour  |
| <b>Target version:</b>  |         | <b>Affected version:</b> |            |
| <b>Resolution:</b>  | Invalid |                          |            |
| <b>Description</b>  |         |                          |            |
| <p>hi,</p> <p>i m using ubuntu 10.04.2 2.6.35-22-generic-pae i686 GNU/Linux ruby:ruby 1.8.7 (2010-06-23 patchlevel 299) [i686-linux] rails:Rails 2.3.5. Redmine Version: 1.0.0-4 installed using apt-get. and i installed libapache2-mod-passenger. ever thing worked fine untill i configured emial. to configure email i copied /usr/share/redmine/config/email.yml.example to /etc/redmine/default/email.yml and edited the values correctly. after restart apache2 it shows Ruby on Rails application could not be started. if i remove the email.yml then it runs smoothly. find the screen shoot attached</p> |         |                          |            |

#### History

##### #1 - 2011-06-06 13:24 - Tom Rochette

Looks like you aren't correctly typing the stuff you put into email.yml, based on the error which is a syntax error one. I'd suggest you attach email.yml here so we can see its actual content if you need further help.

##### #2 - 2011-06-07 09:00 - thiru vallvuar

- File *email.yml* added

- File *redmine\_starttls\_error.png* added

Thanks tom,

now i used the Gmail setting content from example.email.yml now the sites works but still email is not sending. changes i did

- 1.email.yml email is configured to [valluvar@gmail.com](mailto:valluvar@gmail.com)
- 2.I changed the admin user email to [valluvar@gmail.com](mailto:valluvar@gmail.com)
- 3.changed Emission email address to [valluvar@gmail.com](mailto:valluvar@gmail.com)

i used send a test mail option in email notification of setting page and i got the following error.  
An error occurred while sending mail (530 5.7.0 Must issue a STARTTLS command first. f3sm98123pbj.16 )

Attachment  
email.yml  
screen shoot

##### #3 - 2018-09-17 06:35 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Invalid

You can see email configuration example for Gmail on this page: [EmailConfiguration](#)

To enable starttls in Redmine 3.4, add 'enable\_starttls\_auto: true'.

#### Files

|                            |           |            |                |
|----------------------------|-----------|------------|----------------|
| mail_error_1.png           | 171 KB    | 2011-06-05 | thiru vallvuar |
| redmine_error_2.png        | 219 KB    | 2011-06-05 | thiru vallvuar |
| redmin_error_3.png         | 225 KB    | 2011-06-05 | thiru vallvuar |
| email.yml                  | 238 Bytes | 2011-06-07 | thiru vallvuar |
| redmine_starttls_error.png | 195 KB    | 2011-06-07 | thiru vallvuar |