

## Redmine - Defect #13904

### Redmine does not send e-mails if ssmtp is installed

2013-04-29 12:22 - Perico Os Palotes

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Low	<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>	2.3.0
<b>Resolution:</b>	Wont fix		

**Description**

Hi there.

Looks like redmine 2.3.0 is not able to send e-mails if ssmtp is installed rather than, for instance, postfix.

My settings:

```
/srv/www/redmine/config/configuration.yml
production:
email_delivery:
delivery_method: :sendmail
```

a) With postfix installed -> it works  
b) With ssmtp installed -> it doesn't work

It doesn't prints nothing on /var/log/mail.log.

My guess is that /usr/sbin/sendmail binary installed with ssmtp has different parameters than the one installed by postfix

#### History

##### #1 - 2013-04-29 15:07 - Perico Os Palotes

Software versions:

```
ssmtp - 2.54-7
postfix - 2.9.6-1~12.10.1
```

I'm running Ubuntu 12.10

##### #2 - 2013-07-02 18:56 - Andreas Boesen

I can confirm/reproduce that that in 2.3.1.

Environment:

```
Operating System      Debian Linux 7.1 (wheezy/stable)
Redmine version       2.3.1.stable
Ruby version          1.9.3 (x86_64-linux)
Rails version         3.2.13
Environment           production
Database adapter      PostgreSQL
Redmine plugins:
redmine_ldap_sync     2.0.1.devel.g7566486332
```

config/configuration.yml:

```
production:
  email_delivery:
    delivery_method: :sendmail
```

I can send emails from the commandline ("echo "Subject: test" | sendmail -v [user@domain.tld](mailto:user@domain.tld)"). Postfix is **not** installed but ssmtp is.

```
root@caspar:/var/lib/redmine# echo "Subject: test" | sendmail -v user@domain.tld
[<-] 220 mail.domain.tld ESMTP Postfix
[>-] HELO caspar.server.domain.tld
```

```

[<-] 250 mail.domain.tld
[->] MAIL FROM:<caspar@server.domain.tld>
[<-] 250 2.1.0 Ok
[->] RCPT TO:<user@domain.tld>
[<-] 250 2.1.5 Ok
[->] DATA
[<-] 354 End data with <CR><LF>.<CR><LF>
[->] Received: by caspar.server.domain.tld (sSMTP sendmail emulation); Tue, 02 Jul 2013 18:47:19 +0200
[->] From: "root" <caspar@server.domain.tld>
[->] Date: Tue, 02 Jul 2013 18:47:19 +0200
[->] X-selfnet-root: caspar
[->] Subject: test
[->]
[->] .
[<-] 250 2.0.0 from MTA(smtp:[127.0.0.1]:10025): 250 2.0.0 Ok: queued as 46104180301
[->] QUIT
[<-] 221 2.0.0 Bye

```

Because I got the test email from the commandline I think my /etc/ssmtp/ssmtp.conf should be correct.

### #3 - 2013-07-15 20:56 - Simon Deziel

Perico Os Palotes wrote:

Software versions:

ssmtp - 2.54-7

Looks like a typo since Ubuntu 12.10 ships with 2.64-7.

postfix - 2.9.6-1~12.10.1

I'm running Ubuntu 12.10

I'm also on Ubuntu 12.10 and I have not seen any problem between Redmine and sSMTP. I'm running Redmine version 2.3.2 though.

```

Environment:
  Redmine version      2.3.2.stable
  Ruby version         1.9.3-p194 (2012-04-20) [x86_64-linux]
  Rails version        3.2.13
  Environment          production
  Database adapter     Mysql2
Redmine plugins:
  no plugin installed

```

So, works for me.

### #4 - 2013-09-02 09:26 - Perico Os Palotes

Note: since I'm getting "422. This request was denied because it was considered spam or your IP adress is temporarily blocked." while trying to update the issue, I'll replace, as per <http://www.redmine.org/issues/12495> all links and domains by redime.org.

Updated information:

1. Software versions:

```

Environment:
Operating System      Ubuntu Server 12.10
Redmine version       2.3.2 2013-07-14
Ruby version          ruby 1.8.7 2012-02-08 patchlevel 358 [x86_64-linux]
Rails version         3.2.13
Environment           production
Database adapter      Mysql
ssmtp version         2.64-7

```

2. E-mail settings ssmtp using 3rd party relay, replaced by redmine.org in this snippet

ssmtp 2.64-7

/etc/ssmtp/ssmtp.conf

root=[admin@redmine.org](mailto:admin@redmine.org)

mailhub=smtp.redmine.org:587

UseTLS=YES  
UseSTARTTLS=YES  
AuthMethod=LOGIN

1. 3rd party relay credentials  
AuthUser=\*\*\*\*\*@redmine.org  
AuthPass=\*\*\*\*\*  
hostname=server.redmine.org

3. I can send e-mails through ssmtp:

```
echo "Subject: test" | sendmail -v destination@redmine.org
```

```
[<-] 220 mx.redmine.org ESMTP dr11sm4732360wid.3 - gsmtp
[>-] EHLO server.redmine.org
[<-] 250 ENHANCEDSTATUSCODES
[>-] STARTTLS
[<-] 220 2.0.0 Ready to start TLS
[>-] EHLO server.redmine.org
[<-] 250 ENHANCEDSTATUSCODES
[>-] AUTH LOGIN
[<-] 334 VXNlcm5hbWU6
[>-] amFtZ28ub3JnQGdtYWlsLmNvbQ==
[<-] 334 UGFzc3dvcmQ6
[<-] 235 2.7.0 Accepted
[>-] MAIL FROM:<local\_unix\_user@server.redmine.org>
[<-] 250 2.1.0 OK dr11sm4732360wid.3 - gsmtp
[>-] RCPT TO:<destination@redmine.org>
[<-] 250 2.1.5 OK dr11sm4732360wid.3 - gsmtp
[>-] DATA
[<-] 354 Go ahead dr11sm4732360wid.3 - gsmtp
[>-] Received: by server.redmine.org sSMTP sendmail emulation; Fri, 30 Aug 2013 16:38:08 +0200
[>-] From: "local_unix_user" <local\_unix\_user@server.redmine.org>
[>-] Date: Fri, 30 Aug 2013 16:38:08 +0200
[>-] Subject: test
[>-] .
[<-] 250 2.0.0 OK 1377873491 dr11sm4732360wid.3 - gsmtp
[>-] QUIT
[<-] 221 2.0.0 closing connection dr11sm4732360wid.3 - gsmtp
```

4. I tried to create a user and check "Send account information to the user", and also creating a ticket and adding this new user as a watcher. In both cases looks like redmine never reached ssmtp, since /var/log/mail.log shows no activity.

[Simon Z](#) can you please provide same details of your working environment?

Can somebody else please try to reproduce?

Thanks

#### #5 - 2013-09-21 16:01 - Clemens Rabe

I had the same problem running redmine 2.3.3 on Ubuntu Server 12.04. The problem seems to be the '-t' option given to sendmail. By changing the *configuration.yml* file to

```
production:
  email_delivery:
    delivery_method: :sendmail
    sendmail_settings:
      arguments: '-i'
```

redmine is now able to send messages via ssmtp.

#### #6 - 2024-01-31 13:41 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Wont fix

See the solution in [#note-5](#).