

Redmine - Defect #14174

email sending problem when update 2.2.3 to 2.3.1 and 2.3.0 to 2.3.1

2013-05-30 12:06 - Anonymous

Status:	Closed	Start date:	
Priority:	Urgent	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	2.3.1
Resolution:	Invalid		
Description			
<p>After update to redmine V2.3.0, I have a problem with sending email to users belong to a project when create new Issue. All user accounts are being set to "Email notifications = For any event on all my projects" but when 1st issue created, all users received email, and 2nd issue created nobody received email, 3rd issue created nobody received email even checking on Spam folder,.... (Each issue was created every 3-5 minutes)</p> <p>I used sendmail function on Centos 5.9, all paths are up to date. All user emails are @gmail.com</p> <p>In version 2.2.3 email sending very good and no problem found. I also did not change anything on settings or something else when updated to 2.3.0 :(</p> <p>So I updated 2.3.0 to 2.3.1 but the problem is not fixed, In 2.3.1 no email was sent when new issue or update created. On setting Administrator, I used "send test email" and Redmine said "sent successfully" but I did not receive any email? On the production log there is no error.</p> <p>Please help me solve this problem.</p>			
Related issues:			
Related to Redmine - Defect #13698: Wrong argument error when sending email ...			Closed

History

#1 - 2013-05-30 15:34 - Bruce Svare

I had an issue with emails when I upgraded to 2.3.0 also.. but a quick search of the forums produced this thread: <http://www.redmine.org/boards/2/topics/37008> which provided the solution for my company.

#2 - 2013-05-30 19:20 - Anonymous

Thanks Bruce Svare for replying to me. But I used sendmail function to send mail, not use smtp. Here is my config on configuration.yml

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

So can I add `enable_starttls_auto: false` below `delivery_method: :sendmail` ?
I also use Redmine at 443 port.

#3 - 2013-05-30 20:35 - Anonymous

The problem solved when I change sendmail to GMAIL by setting below:

```
email_delivery:  
  delivery_method: :smtp  
  smtp_settings:  
    tls: true  
    enable_starttls_auto: true  
    openssl_verify_mode: 'none'  
    address: "smtp.googlemail.com"  
    port: '465'  
    domain: "smtp.googlemail.com"  
    authentication: :plain  
    user_name: "my-email@gmail.com"  
    password: "my-password"
```

#4 - 2013-05-30 20:43 - Anonymous

But it's not a good solution because I only want to use the sendmail function :(

#5 - 2013-06-05 22:30 - Steve Lindenberg

I'd like to second this issue:

- Working with SMTP relay to a shared hosting account
- Test emails declared 'successfully sent'
- never actually sent
- no log errors to be found

I'm running a fresh Redmine install, on a fresh Linux (Mint 12, 64 bit) install.

```
Environment:
Redmine version      2.3.1.devel
Ruby version         1.8.7 (x86_64-linux)
Rails version        3.2.13
Environment          production
Database adapter     MySQL
```

Initially, my previously functional email.yml settings was throwing SSL and nil value errors.

At one point in my debugging, the command line advised me that config/email.yml is deprecated, use config/configuration.yml, so here's my config/configuration.yml

```
production:
email_delivery:
delivery_method: :smtp
smtp_settings:
address: "smtp.1and1.com"
port: 587
domain: "mydomain.tld"
authentication: :plain
user_name: "redmine@mydomain.tld"
password: "password"
enable_starttls_auto: false
openssl_verify_mode: 'none'
```

Frustrated with the whole thing, I grabbed the Bitnami installer, same issue.

In my endless Googling, I found a Rails post explaining backward compatibility in the mailer was probably broken (sorry, lost the link)

At any rate, if anybody has found steps to get this working, I would be pretty excited to hear them.

#6 - 2013-06-05 22:44 - Jean-Philippe Lang

FWIW, redmine.org runs Redmine 2.3 and uses gmail with the following SMTP settings:

```
address: smtp.gmail.com
port: 587
domain: smtp.gmail.com
authentication: :plain
user_name: noreply@redmine.org
password: 'xxxxxxxxxx'
enable_starttls_auto: true
```

#7 - 2013-06-05 23:43 - Steve Lindenberg

Thanks for the quick reply!

I created a new GMail account and used the settings you provided.
They worked, very happy to be back in business!

It would be great to cut out the GMail dependency, but I'll take it at this point.

Thanks again.

#8 - 2013-09-13 15:39 - Jan Niggemann (redmine.org team member)

- Status changed from New to Closed
- Resolution set to Invalid

If I understand correctly this issue has been solved, closing.