Redmine - Defect #16640

Emails are not being sent to recipients for redmine events

2014-04-11 17:39 - Ryan Sparkes

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Cant reproduce		**Affected version:**	2.5.0

Description

We are having issues with Redmine email not being sent.

We have found that a workaround to our issue is to update mailer.rb to explicitly state who the mail is from. For example, we have added the highlighted lines below:

def account_information(user, password)
set_language_if_valid user.language
@user = user
@password = password
@login_url = url_for(:controller => 'account', :action => 'login')
f = "Redmine <#{Setting.mail_from}>"
mail :to => user.mail,
:from => f,
:subject => l(:mail_subject_register, Setting.app_title)
end

We needed to make a similar change in all methods that send out an email. It's not clear to us that this is the correct fix - perhaps there is a setting somewhere that we have missed?

We did not see this problem in redmine 2.3.1, but it appeared after upgrading to 2.5.0.

Environment:	Redmine version	2.5.0.stable
	Ruby version	1.9.3-p231 (2012-05-25) [i386-mingw32]
	Rails version	3.2.17
	Environment	production
	Database adapter	Mysql2

History

#1 - 2014-04-12 12:15 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Cant reproduce

'From' is set.
source:tags/2.5.1/app/models/mailer.rb#L378
Test passes.
source:tags/2.5.1/test/unit/mailer_test.rb#L205

#2 - 2014-04-14 07:40 - Martin Denizet (redmine.org team member)

I suggest you have this problem because your email host doesn't tolerate you to send an email with a "From" address different from the one of the account you are using to send out emails.
The "From" address can be editing in the Redmine settings.