

Redmine - Defect #18383

An error occurred while sending mail (undefined method `error' for :log:Symbol)

2014-11-19 12:31 - Michael Kling

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	2.4.3
Resolution:			
Description			
While sending a test mail the following error is displayed as a result in the settings Email notifications tab:			
<pre>An error occurred while sending mail (undefined method `error' for :log:Symbol)</pre>			
Still i receive the test mail.			
I encountered this bug while customers complained about not receiving emails. Using debug log i could get the following informations:			
Stack:			
<pre>NoMethodError (undefined method `error' for :log:Symbol): app/models/mailer.rb:430:in `deliver_mail' app/models/mailer.rb:86:in `block (2 levels) in deliver_issue_edit' app/models/issue.rb:826:in `each_notification' app/models/mailer.rb:85:in `block in deliver_issue_edit' app/models/journal.rb:77:in `block in each_notification' app/models/journal.rb:75:in `each' app/models/journal.rb:75:in `each_notification' app/models/mailer.rb:84:in `deliver_issue_edit' app/models/journal.rb:190:in `send_notification' app/models/journal.rb:54:in `save' app/models/issue.rb:1511:in `create_journal' app/models/issue.rb:165:in `create_or_update' app/controllers/issues_controller.rb:470:in `block in save_issue_with_child_records' app/controllers/issues_controller.rb:458:in `save_issue_with_child_records' app/controllers/issues_controller.rb:184:in `update'</pre>			
That is the super method of the mailer class (ActionMailer::deliver_mail) called at this line.			
In order to get more detailed informations i printed out the mail object given to the method and got this in the log - while updating the issue the customer complained about not receiving an email:			
<pre>Rendered mailer/_issue.html.erb (7.8ms) Rendered mailer/issue_edit.html.erb within layouts/mailer (15.1ms) Try to deliver: #<Mail::Message:60142340, Multipart: true, Headers: <From: m***t@a***o.de>, <To: >, <Cc: >, <Bcc: ["s***h@i***i.com", "a***n@a***o.de", "t***a@a***o.de", "c***i@a***o.de", "M***e@a***o.de", "c***s @s***p.net", "e***a@i***i.com"]>, <Message-ID: <redmine.journal-89253.20141119103615.67eb855ef4d4a d2e@a***o.de>>, <References: <redmine.issue-11121.20141017201624@a***o.de>>, <Subject: [*** Suppor t - Task #11121] create new redmine account for N***r>, <Mime-Version: 1.0>, <Content-Type: multip art/alternative; boundary="--==_mimepart_546c72a06b7e0_1e6c33e4fc412591"; charset=UTF-8>, <X-Redmi ne-Project: i***u>, <X-Redmine-Issue-Id: 11121>, <X-Redmine-Issue-Author: s***h>, <X-Redmine-Issue -Assignee: Michael.Kling>, <X-Redmine-Sender: Michael.Kling>, <X-Mailer: Redmine>, <X-Redmine-Host : r***p.net>, <X-Redmine-Site: Project-Management>, <X-Auto-Response-Suppress: OOF>, <Auto-Submitt ed: auto-generated>, <List-Id: <m***o.de>>> Email delivery error: undefined method `error' for :log:Symbol</pre>			
(i marked internal informations with ***)			

From what i see the mail object looks good.

I tried to look into the actionmailer but my ruby knowledge isn't good enough to go further.
The actionmailer installed is: /vendor/bundle/gems/actionmailer-3.2.17

Environment is:

Environment:

```
Redmine version      2.4.3.stable
Ruby version         1.9.3-p484 (2013-11-22) [x86_64-linux]
Rails version        3.2.17
Environment          production
Database adapter     Mysql2
```

SCM:

```
Git                  1.9.1
Filesystem
```

Redmine plugins:

```
redmine_auto_watchers 0.3.0
redmine_backlogs       v1.0.6
redmine_better_gantt_chart 0.9.0
redmine_dmsf           1.4.7 stable
redmine_git_hosting    0.6.2
redmine_graphs         0.1.0
redmine_hudson         2.1.1
redmine_lightbox       0.0.1
redmine_merge_redmine 0.1.0
redmine_monitoring_controlling 0.1.1
redmine_private_wiki   0.2.2
redmine_spent_time     2.4.0
```

I tried different mail send options:

/config/configuration.yml

default:

```
# Outgoing emails configuration (see examples above)
email_delivery:
  delivery_method: :smtp
  smtp_settings:
    address: 127.0.0.1
    port: 25
    domain: ascendro.de
    authentication: :login
    user_name: "m***t@a***e"
    password: "***"
    openssl_verify_mode: 'none'
```

and

default:

```
# Outgoing emails configuration (see examples above)
email_delivery:
  delivery_method: :sendmail
```

without any change.

As already said, i was able to receive the test mail but it is possible that this error appears while sending the first mail and other people will not receive an email anymore.

History

#1 - 2014-11-19 12:48 - Michael Kling

- Status changed from New to Resolved

Ok resolved it... the error occurred because i did this in /config/environments/production.rb:

```
# Disable delivery errors if you bad email addresses should just be ignored
config.action_mailer.raise_delivery_errors = false
```

```
# No email in production log
# config.action_mailer.logger = nil
config.action_mailer.logger = :log
```

```
config.active_support.deprecation = :log
```

But putting the :log there was wrong. I just should have comment the nil assertion.
Like this:

```
# Disable delivery errors if you bad email addresses should just be ignored
config.action_mailer.raise_delivery_errors = false
```

```
# No email in production log
# config.action_mailer.logger = nil
```

```
config.active_support.deprecation = :log
```

The log then generates this:

```
Rendered mailer/_issue.text.erb (12.6ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (21.2ms)
Rendered mailer/_issue.html.erb (12.5ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (21.1ms)
```

```
Sent email "[*** Support - Task #11121] create new redmine account for N***r" (131ms)
  bcc: s***h@i***i.com, A***n@a***o.de, t***a@a***o.de, c***i@a***o.de, M***e@a***o.de, c***s@s***p.net, e***a
@i***i.com
Redirected to http://m***o.de/issues/11121
```

I'm sorry that i wasted your time, i for sure wasted a lot :/

Still dont know why a customer doesn't receive his emails, i'm assuming the issue is not on redmines side.

#2 - 2014-11-22 10:41 - Jean-Philippe Lang

- Status changed from Resolved to Closed

OK, thanks for the feedback.