

Redmine - Defect #19542

[Email Notifications] Email are not sent according to user settings

2015-04-01 11:12 - nicolas felix

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	3.0.1
Resolution:	Cant reproduce		
Description Hi <i>Redmine</i> team, I just migrated from 2.6.0 to 3.0.1 version, and I am facing to an issue related to <i>email notifications</i> . Indeed, if the following options are set in the user account panel : <ul style="list-style-type: none">notification mode is <i>For any event of the selected projects only</i>.option <i>I don't want to be notified of changes that I make myself</i> is OFF. Users do not receive any notifications. If option <i>I don't want to be notified of changes that I make myself</i> is switched to ON , notifications finally works . FYI, my account - for which notification works - is set differently : <ul style="list-style-type: none">notification mode is <i>For any event of all my projects</i>.option <i>I don't want to be notified of changes that I make myself</i> is OFF. If you need any information, or tests you want me to achieve, let me know ! Best regards, Nicolas			

History

#1 - 2015-04-28 08:40 - Toshi MARUYAMA

- Status changed from New to Needs feedback

Read [Submissions](#).

#2 - 2015-04-28 09:21 - nicolas felix

Environment:

Redmine version	3.0.1.stable
Ruby version	2.0.0-p594 (2014-10-27) [i386-mingw32]
Rails version	4.2.0
Environment	production
Database adapter	Mysql2

SCM:

Subversion	1.8.10
Filesystem	

Redmine plugins:

redmine_improved_searchbox	0.0.3
redmine_theme_changer	0.2.0
redmine_work_time	0.3.0

email configuration :

default:

```
# Outgoing emails configuration (see examples above)
```

```
email_delivery:
  delivery_method: :async_smtp
  async_smtp_settings:
    address: smtp.gmail.com
    port: 587
    domain: smtp.gmail.com
    authentication: :plain
    user_name: XXXXX
    password: *****
    enable_starttls_auto: true
```

There isn't any error thrown into the *production.log* file.

#3 - 2015-04-28 11:17 - Toshi MARUYAMA

- Status changed from Needs feedback to New

I have no idea.

#4 - 2015-05-12 02:05 - Rahul Chawla

Hi ,

```
address: smtp.gmail.com
```

- a) Has notification email ever worked ?
- b) Please verify that the passwords are correct.

Thank you

#5 - 2015-05-12 08:20 - nicolas felix

Hi Rahul

Rahul Chawla wrote:

- a) Has notification email ever worked ?
- b) Please verify that the passwords are correct.

Thank you

Email notification works, as I wrote, *@If option I don't want to be notified of changes that I make myself is switched to ON, notifications finally works.@*

Do you have any idea where I can check if notification is fired ? any logs to look for ? anything else ?

Thanks for you help.

#6 - 2018-11-05 11:04 - nicolas felix

- Status changed from New to Resolved

Upgraded to 3.4.0, *not reproduced* anymore

#7 - 2018-11-05 11:09 - Go MAEDA

- Status changed from Resolved to Closed

- Resolution set to *Cant reproduce*

Thank you for the feedback.