

## Redmine - Defect #19542

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

2015-04-01 11:12 - nicolas felix

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<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>	3.0.1
<b>Resolution:</b>	Cant reproduce		
<b>Description</b>			
<p>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>.</p> <p>Indeed, if the following options are set in the user account panel :</p> <ul style="list-style-type: none"><li>• notification mode is <i>For any event of the selected projects only</i>.</li><li>• option <i>I don't want to be notified of changes that I make myself</i> is <b>OFF</b>.</li></ul> <p>Users do not receive any notifications.</p> <p>If option <i>I don't want to be notified of changes that I make myself</i> is switched to <b>ON</b>, notifications finally <b>works</b>.</p> <hr/> <p>FYI, my account - for which notification <b>works</b> - is set differently :</p> <ul style="list-style-type: none"><li>• notification mode is <i>For any event of all my projects</i>.</li><li>• option <i>I don't want to be notified of changes that I make myself</i> is <b>OFF</b>.</li></ul> <hr/> <p>If you need any information, or tests you want me to achieve, let me know !</p> <p>Best regards, Nicolas</p>			

### 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.