

Redmine - Defect #22914

Notification mails not send when editing a ticket

2016-05-27 16:18 - Carsten Schurig

Status:	Closed	Start date:	
Priority:	Low	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	3.2.2
Resolution:	Invalid		
Description			
Notification mails are not send when editing a ticket!			
Mails are send on			
<ul style="list-style-type: none">• test email• creating a ticket• creating a news entry• commenting a news entry			
I turned on email debug output and when editing a ticket, redmine doesn't even try to send an email (at least there's no output in the log).			
I'm currently on 3.2.2 and I think this started after upgrading from 2.6.something (to 3.2).			

History

#1 - 2016-05-27 17:06 - Carsten Schurig

Some debugging:

In app/models/journal.rb I changed:

```
def send_notification
  logger.error("NOTIFICATION JOURNAL")
  if notify? && (Setting.notified_events.include?('issue_updated') ||
    (Setting.notified_events.include?('issue_note_added') && notes.present?) ||
    (Setting.notified_events.include?('issue_status_updated') && new_status.present?) ||
    (Setting.notified_events.include?('issue_assigned_to_updated') && detail_for_attribute('assigned_to_id')
  ).present?) ||
    (Setting.notified_events.include?('issue_priority_updated') && new_value_for('priority_id').present?)
  )
  Mailer.deliver_issue_edit(self)
end
end
```

and the expected output is never shown in the log file, thus I assume, send_notification isn't called at all. BTW I did the same in issue.rb and on ticket creation I can see the log entry...

#2 - 2016-05-27 17:17 - Carsten Schurig

- Status changed from New to Resolved

Ok, **megafail**, the problem was the plugin redmine_mentions!

#3 - 2016-05-27 17:21 - Toshi MARUYAMA

Please see [submissions](#) and try without plugins if you use plugins.

#4 - 2016-05-27 17:21 - Toshi MARUYAMA

- Status changed from Resolved to Closed

- Priority changed from Urgent to Low

- Resolution set to Invalid