Redmine - Defect #24647

[Email notification] error 550 5.2.1 Mailbox cannot be accessed (Office365)

2016-12-19 16:14 - Alex Doe

Status:	Closed		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email notifications		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Invalid		**Affected version:**	3.2.1

Description

Hi everyone !

First I'm new into Ruby/rails world and Redmine.
I'm trying to deploy Redmine on my personnal network for my projects. I need email notifications with my office365 account so I tried the configuration wich is write in the "Howto" and faced this error : "550 5.2.1 Mailbox cannot be accessed". With Gmail it works correctly but not with office365.
Yes I googlelize it and used all solutions that I found with the same error every time since 3 days..

My redmine informations:

```
Environment:
  Redmine version                3.2.1.stable
  Ruby version                   2.3.1-p112 (2016-04-26) [x86_64-linux-gnu]
  Rails version                  4.2.6
  Environment                    production
  Database adapter               Mysql2
SCM:
  Filesystem
Redmine plugins:
  no plugin installed
```

And my configuration.yml:

```
default:
  email_delivery:
    delivery_method: :smtp
    smtp_settings:
      enable_starttls_auto: true
      address: "smtp.office365.com"
      port: 587
      domain: "xxxxxxxx"
      authentication: :login
      user_name: "my_adress@xxxxx.com"
      password: "xxxxx"
```

I dont want replace office365 by Gmail ;)

Thanks in advance !

Best regards,

Alex

History

#1 - 2016-12-20 23:28 - Jean-Philippe Lang

- Status changed from New to Closed

- Resolution set to Invalid

Sorry no support request in the issue tracker, thanks.