

## Redmine - Defect #27242

### issue creation failed if email notification fail

2017-10-20 22:07 - Slim BENHAMMOUDA

<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>	3.3.3
<b>Resolution:</b>	Invalid		
<b>Description</b> Hello, I have a redmine instance installed on a vps: <ul style="list-style-type: none"><li>• redmine 3.3.3</li><li>• mySQL</li><li>• Apache+passenger</li></ul> I created an issue, assigned it to a developer and saved the issue. the page keep loading and I finally received an internal error. I checked the redmine log file (production.log) and I found that there is an issue with mail notification. In fact, my email server was down during my issue creation, so redmine failed to send the email and a rollback occurred on my issue creation!!! Isn't this a strange behaviour, why issue creation should fail if notification email fails. For me, notification should be a separate module from issue tracking module!!! What do you think?  Cheers, Slim			
<b>Related issues:</b> Related to Redmine - Feature #26791: Send individual notification mails per m... <b>Closed</b>			

### History

#### #1 - 2017-10-21 09:19 - Go MAEDA

Probably you can avoid the problem by switching delivery\_method to async\_\*. Please see [EmailConfiguration](#) for the details.

#### #2 - 2017-10-21 09:26 - Go MAEDA

- Related to Feature #26791: Send individual notification mails per mail recipient added

#### #3 - 2017-10-21 09:26 - Go MAEDA

And it will be fixed if [#26791](#) is implemented because emails will always be sent in background.

#### #4 - 2017-10-21 11:53 - Slim BENHAMMOUDA

- Status changed from New to Resolved

Many thanks,  
I'm changing the issue status to resolved.

Cheers,  
Slim

#### #5 - 2017-10-29 05:03 - Go MAEDA

- Status changed from Resolved to Closed  
- Resolution set to Invalid

Thank you for the feedback. Closing.

#### #6 - 2017-11-05 18:05 - Toshi MARUYAMA

- Description updated

