

Redmine - Defect #31519

Redmine 4.0.3 does not send all notification emails ?

2019-06-05 15:55 - Hans Riekehof

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	4.0.3
Resolution:			
Description			
<p>Currently i have a problem with my Redmine docker based installation. I migrated from a turnkey linux appliance to a docker based installation and everything went smoothly. All data and settings migrated.</p> <p>Now i recognized that Redmine is not sending all Emails to all Users which are observers of a ticket. Some emails are send some not.</p> <p>When i send myself test emails via the Adminpage this works perfectly and some users always get all emails but some users not. The email addresses in the accounts are correct.</p> <p>When i look into the container log file, i see the following error messages:</p> <pre>App 26040 output: I, [2019-06-05T08:59:23.832804 #26040] INFO -- : Performed ActionMailer::DeliveryJob (Job ID: ef69e436-d3c3-48b7-8950-579d1715fdf7) from Async(mailers) in 139.54ms</pre> <pre>App 26040 output: E, [2019-06-05T08:59:23.879560 #26040] ERROR -- : Email delivery error: end of file reached</pre> <pre>App 26040 output: I, [2019-06-05T08:59:23.879925 #26040] INFO -- : Performed ActionMailer::DeliveryJob (Job ID: 34073d49-c156-4fd3-8940-59330a7d530b) from Async(mailers) in 244.2ms</pre> <pre>App 26040 output: E, [2019-06-05T08:59:24.009490 #26040] ERROR -- : Email delivery error: end of file reached</pre> <pre>App 26040 output: I, [2019-06-05T08:59:24.009731 #26040] INFO -- : Performed ActionMailer::DeliveryJob (Job ID: 44766a58-9215-407b-9958-9b8ceb80ca77) from Async(mailers) in 232.92ms</pre> <p>I have absolutely no idea what causes this at the moment. We are using an internal Exchange-Server which is maintained by an external IT Service company. They tell me everything on the Exchange-Server looks fine. Certificates are new. And that certain emails never are never received by the Server.</p> <p>So my questions is now if my configuration is correct for exchange:</p> <pre>delivery_method: :smtp smtp_settings: enable_starttls_auto: true address: "ex-1" port: 587 domain: "mydomain.de" # 'your.domain.com' for GoogleApps authentication: :login user_name: "user" password: "password"</pre> <p>I also tried adding the option openssl_verify_mode: none but this also doesn't help. Does anyone have a hint what i can try ?</p>			

History

#1 - 2019-06-19 11:45 - Hans Riekehof

- Status changed from New to Resolved

It was the mail server... My external it service company seems to be unexperienced with exchange configuration

#2 - 2019-06-19 17:45 - Go MAEDA

- Status changed from Resolved to Closed

Thank you for the feedback.