

## Redmine - Defect #31519

### Redmine 4.0.3 does not send all notification emails ?

2019-06-05 15:55 - Hans Riekehof

<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>	4.0.3
<b>Resolution:</b>			

#### Description

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.

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.

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.

When i look into the container log file, i see the following error messages:

```
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
```

```
App 26040 output: E, [2019-06-05T08:59:23.879560 #26040] ERROR -- : Email delivery error: end of file reached
```

```
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
```

```
App 26040 output: E, [2019-06-05T08:59:24.009490 #26040] ERROR -- : Email delivery error: end of file reached
```

```
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
```

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.

So my questions is now if my configuration is correct for exchange:

```
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"
```

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 ?

#### 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.