

Redmine - Defect #31957

ActionMailer need to limit how many maximum connections it opens

2019-08-27 10:44 - strhuan blomquist

Status:	New	Start date:															
Priority:	Normal	Due date:															
Assignee:		% Done:	0%														
Category:	Email notifications	Estimated time:	0.00 hour														
Target version:		Affected version:	4.0.2														
Description																	
<p>Microsoft office 365 smtp server has made some changes that will cause this error message</p> <p>Email delivery error: 432 4.3.2 STOREDRV.ClientSubmit; sender thread limit exceeded basically</p> <p>New throttling limit for concurrent connections that submit messages</p> <p>The service has various limits to prevent abuse and to ensure fair use. An additional limit is being added. Under the new limit, up to three concurrent connections are allowed to send email messages at the same time. If an application tries to send more than three messages at the same time by using multiple connections, each connection will receive the following error message:</p> <p>432 4.3.2 STOREDRV.ClientSubmit; sender thread limit exceeded</p> <p>https://docs.microsoft.com/en-us/exchange/troubleshoot/send-emails/smtp-submission-improvements</p> <p>other projects have worked around it by introducing a maxConnections: 3 limitation to there mailers</p> <p>ex</p> <p>https://support.sisense.com/hc/en-us/community/posts/360029660673--Custom-SMTP-Email-Server-Solution-for-Outlook365-error-432-4-3-2-STOREDRV-ClientSubmit-sender-thread-limit-exceeded-</p> <p>my setup</p> <p>Environment:</p> <table><tr><td>Redmine version</td><td>4.0.2.stable</td></tr><tr><td>Ruby version</td><td>2.6.1-p33 (2019-01-30) [x86_64-linux]</td></tr><tr><td>Rails version</td><td>5.2.2</td></tr><tr><td>Environment</td><td>production</td></tr><tr><td>Database adapter</td><td>Mysql2</td></tr><tr><td>Mailer queue</td><td>ActiveJob::QueueAdapters::AsyncAdapter</td></tr><tr><td>Mailer delivery</td><td>smtp</td></tr></table>				Redmine version	4.0.2.stable	Ruby version	2.6.1-p33 (2019-01-30) [x86_64-linux]	Rails version	5.2.2	Environment	production	Database adapter	Mysql2	Mailer queue	ActiveJob::QueueAdapters::AsyncAdapter	Mailer delivery	smtp
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History

#1 - 2019-08-27 11:13 - Go MAEDA

Could you try again after adding the following lines to config/additional_environment.rb?

```
config.active_job.queue_adapter =
  ActiveJob::QueueAdapters::AsyncAdapter.new \
    max_threads: 3
```

#2 - 2019-08-27 13:57 - strhuan blomquist

Thanks for the quick response.
so far this seems to have fixed it will keep track during the day.

#3 - 2019-08-28 09:52 - strhuan blomquist

The problem seems fixed so far. So there a way in the future to only make this affect the mailer. I guess this is now a global settings to any class that wants to use the ActiveJob::QueueAdapters::AsyncAdapter.

#4 - 2021-10-25 17:32 - David Doležal

Hi,
I found the same problem in new install of Redmine with Office 365 SMTP... Does Go MAEDA's solution help?

#5 - 2024-01-09 17:45 - Christian Haeberli

The same issue still occurs with version 5.1.1.

MAEDA's solution still works with this version.

It would be very helpful to mention this config/workaround on the EmailConfiguration Wiki:
<https://www.redmine.org/projects/redmine/wiki/emailconfiguration>

#6 - 2024-12-31 10:33 - Le Thanh Viet

Thanks you !
which config file I have to change if I use sidekiq as mailer queue ?
I'm using Redmine 6.0.2