Redmine - Defect #32314
Notification for "Only for things I watch or I'm involed in" not works
2019-10-21 19:15 - pasquale [:dedalus]

Status: Closed
Priority: Normal
Assignee: pasquale [:dedalus]
Category: Email notifications
Target version: 
Resolution: Fixed

Description

I have updated my redmine installation from 3.4.2 release to last 4.0.5. After this update, I no longer receive e-mail notification. In my settings, e-mail notification is set to Only for things I watch or I'm involed in, but I receive notifications only if I'm the assignee or the author of the tickets and I no longer receive notifications if I only a watcher (or I'm involved in).

This behavior breaks the previous one that I have observed up to 3.4.2 release.

History

#1 - 2019-10-22 09:06 - pasquale [:dedalus]
I have verified that not works also settings:
- Only for things I watch or I am assigned to;
- Only for things I watch or I am owner of.

The application log not show any error.

#2 - 2019-10-22 09:20 - Marius BALTEANU
Do you use any plugin? Please see [[Submissions]].

#3 - 2019-10-22 09:23 - pasquale [:dedalus]
Marius BALTEANU wrote:

| Do you use any plugin? |

yes, but I have also tried with a fresh installation without plugin. I'm on Bitnami redmine stack.

If I set For any event on all my projects in my setting, all works as expected.

Thanks in advance.

#4 - 2019-10-22 09:27 - pasquale [:dedalus]
Marius BALTEANU wrote:

| Please see [[Submissions]]. |

Redmine version 4.0.5.stable
#5 - 2019-10-22 22:34 - Marius BALTEANU

pasquale [:dedalus] wrote:

Marius BALTEANU wrote:

Do you use any plugin?

yes, but I have also tried with a fresh installation without plugin. I'm on Bitnami redmine stack.

If I set For any event on all my projects in my setting, all works as expected.

Thanks in advance.

Can you try with a non Bitnami Redmine stack? There are no such problems in the 4.0.* releases and the functionality is covered by tests (ex: https://github.com/redmine/redmine/blob/master/test/unit/mailer_test.rb#L399)

#6 - 2019-10-23 13:15 - pasquale [:dedalus]

Marius BALTEANU wrote:

Can you try with a non Bitnami Redmine stack? There are no such problems in the 4.0.* releases and the functionality is covered by tests (ex: https://github.com/redmine/redmine/blob/master/test/unit/mailer_test.rb#L399)

I try asap and report the results here.

#7 - 2019-10-25 08:15 - Marius BALTEANU
- Status changed from New to Needs feedback
- Assignee set to pasquale [:dedalus]

#8 - 2019-10-25 12:29 - pasquale [:dedalus]

Hi Marius, we have make further investigation on my bitnami redmine stack installation. The behavior is very strange: it seem that the issue is related to the number of members of the project.

If I'm a watcher (not assignee or author of the ticket), I receive email notification if the member of the project are <=30.

I have observed that in this magic number limit, are computed also the groups if I set the member of the project via the related groups. For example if I have as members of the projects 24 users in 5 groups (24+5=29), I not receive the email notification. If I have 30 users and 0 groups, I receive the email notification.

I cannot find a related line of code to this magic number in redmine github repository...
Before start testing, we have projects usually with 6 groups and 40/50 members (also locked ones members).

Reading the log I see that the mailer detects that I'm watcher (my user id = 3), but not send me the email after that.

Started POST /redmine/projects/28113ca1-9edbe-4443-a780-f95e0a5375eo/issues for EDITED at 2019-10-25 08:54:19 +0200

Processing by IssuesController#create as HTML

Parameters: ["utf8"=>"utf-8", "authenticity_token"=>"EDITED", "form_update_triggered_by"=>"", "issue"=>{"is_private"=>"0", "tracker_id"=>"1", "subject"=>"test mail", "description"=>"test mail", "status_id"=>"10", "priority_id"=>"3", "assigned_to_id"=>"1", "category_id"=>"", "fixed_version_id"=>"", "parent_issue_id"=>"", "start_date"=>"2019-10-25", "due_date"=>"", "estimated_hours"=>"", "done_ratio"=>"0", "custom_field_values"=>"{"32"=>"0", "30"=>"0", "31"=>"0", "13"=>"0", "24"=>"", "25"=>"0", "10"=>"100", "3"=>"", "6"=>"", "8"=>"", "3"=>"", "27"=>"", "26"=>"", "21"=>""}, "watcher_user_ids"=>"", "was_default_status"=>"10", "commit"=>"Crea", "project_id"=>""]

Current user: fabio (id=1)

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 46277ca8-57a0-4908-a36e-bf7096e13211) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012de8e570 @uri=#<URI::GID gid://redmine-app/User/1>>,
#<GlobalID:0x00000000012d8da80 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 31e43f63-d1db-44d1-8ec2-732ded7b209a) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012d67538 @uri=#<URI::GID gid://redmine-app/User/4>>,
#<GlobalID:0x00000000012d66278 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: a804a64-408f-4252-9c2c-8d13a975edc2) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012d43340 @uri=#<URI::GID gid://redmine-app/User/7>>,
#<GlobalID:0x00000000012d42300 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 583bace0-30e7-4b79-8f89-72263fc81527) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012d28040 @uri=#<URI::GID gid://redmine-app/User/16>>,
#<GlobalID:0x00000000012d03830 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 2135b1ea-73c3-42b9-9e2f-d3f6765bb59c) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012ce9750 @uri=#<URI::GID gid://redmine-app/User/20>>,
#<GlobalID:0x00000000012cebbf8 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: aea9641-92d3-47ef-9239-9b9cc415b3be) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012c5ac30 @uri=#<URI::GID gid://redmine-app/User/22>>,
#<GlobalID:0x00000000012cc9630 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 886d174f-1276-46e2-90ac-d58f93e2a23d) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012c9a0b0 @uri=#<URI::GID gid://redmine-app/User/23>>,
#<GlobalID:0x00000000012c99a20 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: e35a61de-d94f-4a8e-a368-5e6a4c35683e) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012c89d50 @uri=#<URI::GID gid://redmine-app/User/26>>,
#<GlobalID:0x00000000012c89418 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 57333403-3fcf-4968-8297-3e1db1b3d8c) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012c5ee20 @uri=#<URI::GID gid://redmine-app/User/39>>,
#<GlobalID:0x00000000012c5df68 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 1274a7be-893e-42a9-2bd2-29686fa638e) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012c479c8 @uri=#<URI::GID gid://redmine-app/User/40>>,
#<GlobalID:0x00000000012c47068 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 3032de8f-488f-455e-98ce-2de41b95074) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012c0568 @uri=#<URI::GID gid://redmine-app/User/57>>,
#<GlobalID:0x00000000012c05168 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 7251d23c-0dd4-43c3-a28e-96a1ea96942d) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012bee610 @uri=#<URI::GID gid://redmine-app/User/81>>,
#<GlobalID:0x00000000012bee7d8 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 6eb3bcb-7440-4ac7-78d1-5f15b46899ee) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012bee88 @uri=#<URI::GID gid://redmine-app/User/87>>,
#<GlobalID:0x00000000012bee668 @uri=#<URI::GID gid://redmine-app/Issue/15110>>

[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: 95e3cb0-4c2d-4c92-b7d2-d0d848ce97f2) to Async(mailers) with arguments: "Mailer",

"issue_add", "deliver_now", #<GlobalID:0x00000000012bed80 @uri=#<URI::GID gid://redmine-app/User/3>>,
#<GlobalID:0x00000000012bbe510 @uri=#<URI::GID gid://redmine-app/Issue/15110>>
I have updated the previous message, because, after further investigation it seem that the magic number is 30.

To restore the notification function, I have deleted all members in my project and then re-added them. When I deleted members from project I have seen that some users are in multiple groups and also added alone with a role of one of the Group already added. For example, I have seen the user A that is in developer Group. When I have deleted the developer Group, I have again an occurrence of A as developer (this because in the past, I have added before A as developer and only after I have created a Group of developer with A that I have added to project).

#10 - 2019-11-21 17:08 - pasquale [:dedalus]

- File production.log added

Attached a new attachment:production.log where you can see user with id =90 (gid://redmine-app/User/90 and Job ID: 068cd293-3ef7-4356-b8da-361312220354) is enqueued to ActionMailer::DeliveryJob but not processed by ActionMailer::DeliveryJob. User with id=90 not receive notifications.

user with id =3 (gid://redmine-app/User/3 and Job ID: a0fcbcfb-60b5-44c9-92a5-d9099046bea3) receive notifications.

#11 - 2020-01-01 09:00 - pasquale [:dedalus]

I'm experiencing the same issue also in 4.1 release. There is an option to set a verbose log to see why some email is enqueued but not sended?

Happy new year!

#12 - 2020-01-03 10:25 - pasquale [:dedalus]

Hi.

I can confirm that my issue is a regression probably caused by #26791. I have make a workaround replacing deliverLater with deliver in app/models/mailer.rb

I have degraded performance when save a ticket but all notifications are sended!

#13 - 2020-01-04 09:58 - pasquale [:dedalus]

The subject of this ticket should be changed because the notification not works at all and not only when Only for things I watch or I'm involed in is set.

I'm not a ruby developer or a ruby expert, but it seem that my scenario is the same described here: usually every ticket involve 20 emails notifications to send. After redmine 4.1.0 upgrade, (randomly) only 5-13 are sended but never all 20. It seems that the queue at some point is cancelled and the sending is not completed.

As I have write before, now I use deliver_now (I have replaced deliver because is deprecated) instead of deliverLater: the performance isn't acceptable because to save a single ticket need around 40" (to send 20 email and save changes).

#14 - 2020-01-04 11:04 - Marius BALTEANU

Sorry for my silence on this issue, I'll try to reproduce the problem based on your last notes.

#15 - 2020-01-04 12:06 - Mischa The Evil

I presume you're using an in-memory queue which might be an issue here.
FWIW: Jean-Philippe Lang wrote in news#119:

Email delivery now relies on Rails ActiveJob. Emails are sent asynchronously by default. But you should consider configuring a persistent backend for ActiveJob since the default uses an in-memory queue that is not well suited for production environments:
https://guides.rubyonrails.org/v5.2/active_job_basics.html#job-execution

#16 - 2020-01-04 12:58 - Marius BALTEANU

I've tested now on my local environment and all 28 expected mails are enqueued and performed using the default AsyncAdapter. My test was quite simple, I've added 24 new users as watchers to an issue and I added a note (according to note#13, the problem is not longer related to the groups).

Mischa The Evil wrote:

I presume you're using an in-memory queue which might be an issue here.

Yes, this is my assumption as well, but I'm curious why the queue is canceled after some emails are sent. Anyway, I would recommend to configure sidekiq or another queuing backend (https://edgeguides.rubyonrails.org/active_job_basics.html#starting-the-backend) and if the issue still persists, we continue from there.

#17 - 2020-01-04 13:10 - pasquale [:dedalus]

Mischa The Evil wrote:

I presume you're using an in-memory queue which might be an issue here.

FWIW: Jean-Philippe Lang wrote in news#119:

Email delivery now relies on Rails ActiveJob. Emails are sent asynchronously by default. But you should consider configuring a persistent backend for ActiveJob since the default uses an in-memory queue that is not well suited for production environments:
https://guides.rubyonrails.org/v5.2/active_job_basics.html#job-execution

yep, I have totally missed this advice. I try with sidekiq as Marius comment and return here ASAP. One question: because redmine is intended for production purpose, should be the case to provide a bundle sidekiq or similar with a minimal configuration? Thanks

#18 - 2020-01-04 13:22 - Marius BALTEANU

pasquale [:dedalus] wrote:

yep, I have totally missed this advice. I try with sidekiq as Marius comment and return here ASAP.

Great, waiting for your results.

One question: because redmine is intended for production purpose, should be the case to provide a bundle sidekiq or similar with a minimal configuration? Thanks
Good idea. I think we can improve at least the documentation.

#19 - 2020-01-09 10:05 - pasquale [:dedalus]

Marius BALTEANU wrote:

pasquale [:dedalus] wrote:

  yep, I have totally missed this advice. I try with sidekiq as Marius comment and return here ASAP.

  Great, waiting for your results.

Using Sidekiq all works fine.
Thanks, this issue can be closed as resolved.

#20 - 2020-01-09 12:30 - Marius BALTEANU
- Status changed from Needs feedback to Closed
- Resolution set to Fixed

pasquale [:dedalus] wrote:

  Marius BALTEANU wrote:

  pasquale [:dedalus] wrote:

    yep, I have totally missed this advice. I try with sidekiq as Marius comment and return here ASAP.

    Great, waiting for your results.

    Using Sidekiq all works fine.
    Thanks, this issue can be closed as resolved.

Great!

Files

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<tr>
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<td>production.log</td>
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