# Redmine - Defect #34038

## Redmine won't send emails in latest version

2020-09-27 17:46 - Ryan Glenn

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|---|---|---|---|---|
| **Status:** | Closed | | **Start date:** | |
| **Priority:** | Normal | | **Due date:** | |
| **Assignee:** | | | **% Done:** | 0% |
| **Category:** | Email notifications | | **Estimated time:** | 0.00 hour |
| **Target version:** | | | | |
| **Resolution:** | Invalid | | **Affected version:** | 4.1.1 |

**Description**

When I set my configuration.yml file to the following:
production:
email_delivery:
delivery_method: :smtp
smtp_settings:
enable_starttls_auto: true
tls: true
address: smtp.gmail.com
port: 587
domain: myfakewebsite.com # 'your.domain.com' for GoogleApps
authentication: :plain
user_name: myemail@gmail.com
password: mypassword

It does not send any errors and in fact, the delivery job starts but no emails are sent:

Processing by IssuesController#create as HTML
Parameters: {"utf8"=>"", 
"authenticity_token"=>"wptmfLyG+egOAgXjAsL24PEMQbmaxE0fjZtccvTAvxsfL27nC+kLytii01wvdrzb6HIhHrpFLr5e6mYxRKBi5g==" 
, "form_update_triggered_by"=>"", "issue"=>{"is_private"=>"0", "tracker_id"=>"2", "subject"=>"test", "description"=>"test123", 
"status_id"=>"1", "priority_id"=>"2", "assigned_to_id"=>"", "category_id"=>"", "fixed_version_id"=>"", "parent_issue_id"=>"", 
"start_date"=>"", "due_date"=>"", "estimated_hours"=>"", "done_ratio"=>"0", "custom_field_values"=>{"1"=>""}, 
"watcher_user_ids"=>[""]}, "was_default_status"=>"1", "commit"=>"Create", "project_id"=>"hvs_game"}
Current user: Daniel (id=5)
[ActiveJob] Enqueued ActionMailer::DeliveryJob (Job ID: a984c191-91dd-456f-9538-f001076692cd) to Async(mailers) with 
arguments: "Mailer", "issue_add", "deliver_now", #<GlobalID:0x000000000f43bd68 🔒 🔒=#<URI::GID gid://redmine-app/User/5>>, 
#<GlobalID:0x000000000f43b5e8 🔒 🔒=#<URI::GID gid://redmine-app/Issue/67>>
Redirected to http://192.168.1.54:3000/issues/67
Completed 302 Found in 53ms (ActiveRecord: 18.6ms)
[ActiveJob] [ActionMailer::DeliveryJob] [a984c191-91dd-456f-9538-f001076692cd] Performing ActionMailer::DeliveryJob (Job ID: 
a984c191-91dd-456f-9538-f001076692cd) from Async(mailers) with arguments: "Mailer", "issue_add", "deliver_now", 
#<GlobalID:0x000000000f47f978 🔒 🔒=#<URI::GID gid://redmine-app/User/5>>, #<GlobalID:0x000000000f47f1d0 🔒 🔒 
=#<URI::GID gid://redmine-app/Issue/67>>
Started GET "/issues/67" for 192.168.1.51 at 2020-09-27 11:41:23 -0400
Processing by IssuesController#show as HTML
Parameters: {"id"=>"67"}
Current user: Daniel (id=5)
[ActiveJob] [ActionMailer::DeliveryJob] [a984c191-91dd-456f-9538-f001076692cd]  Rendering mailer/issue_add.text.erb within 
layouts/mailer
[ActiveJob] [ActionMailer::DeliveryJob] [a984c191-91dd-456f-9538-f001076692cd]  Rendered mailer/_issue.text.erb (8.6ms)
[ActiveJob] [ActionMailer::DeliveryJob] [a984c191-91dd-456f-9538-f001076692cd]  Rendered mailer/issue_add.text.erb within 
layouts/mailer (11.4ms)
[ActiveJob] [ActionMailer::DeliveryJob] [a984c191-91dd-456f-9538-f001076692cd]  Rendering mailer/issue_add.html.erb within 
layouts/mailer
[ActiveJob] [ActionMailer::DeliveryJob] [a984c191-91dd-456f-9538-f001076692cd]  Rendered mailer/_issue.html.erb (2.4ms)
[ActiveJob] [ActionMailer::DeliveryJob] [a984c191-91dd-456f-9538-f001076692cd]  Rendered mailer/issue_add.html.erb within 
layouts/mailer (5.9ms)
[ActiveJob] [ActionMailer::DeliveryJob] [a984c191-91dd-456f-9538-f001076692cd] Performed ActionMailer::DeliveryJob (Job ID: 
a984c191-91dd-456f-9538-f001076692cd) from Async(mailers) in 55.88ms

**History**

**#1 - 2020-09-27 17:51 - Ryan Glenn**

[ActiveJob] [ActionMailer::DeliveryJob] [b2c5e16c-a030-49c8-8203-ac1620fe21a7] Error performing ActionMailer::DeliveryJob (Job ID: b2c5e16c-a030-49c8-8203-ac1620fe21a7) from Async(mailers) in 136.39ms: OpenSSL::SSL::SSLError (SSL_connect returned=1 errno=0 state=error: wrong version number):

https://i.imgur.com/6rXCFBA.png

I didn't notice this tick box and when I uncheck it, I now get this error.

**#2 - 2020-09-27 19:17 - Ryan Glenn**

If I turn off SSL and tls then I get this error:
[ActiveJob] [ActionMailer::DeliveryJob] [899b1c6a-3e5a-4b92-b7d6-124ec81e9ef3] Error performing ActionMailer::DeliveryJob (Job ID: 899b1c6a-3e5a-4b92-b7d6-124ec81e9ef3) from Async(mailers) in 21130.18ms: Errno::ETIMEDOUT (A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond. - connect(2) for "smtp.gmail.com" port 25):

**#3 - 2020-09-28 02:29 - Go MAEDA**

I think it is not a bug of Redmine but a configuration issue of your environment.

Could you use forums for questions? Issues are used to report a bug, suggesting a new feature, or submitting a patch. Reading How to request help may be helpful for you.

**#4 - 2020-09-28 13:43 - Ryan Glenn**

I created a forum thread https://www.redmine.org/boards/2/topics/59985

I'm not sure if anyone actively replies to this though.

**#5 - 2020-12-20 12:29 - Go MAEDA**

- *Status changed from New to Closed*

- *Resolution set to Invalid*