

Redmine - Defect #34038

Redmine won't send emails in latest version

2020-09-27 17:46 - Ryan Glenn

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	4.1.1
Resolution:	Invalid		
Description			
<p>When I set my configuration.yml file to the following:</p> <pre>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</pre> <p>It does not send any errors and in fact, the delivery job starts but no emails are sent:</p> <pre>Processing by IssuesController#create as HTML Parameters: {"utf8"=>"", "authenticity_token"=>"wptmflYG+egOAgXjAsL24PEMQbmaxE0fjZtccvTAvxsfl27nC+kLyti01wvdrzb6HhHrpFLr5e6mYxRKBi5g==" , "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:0x00000000f43bd68 00 00=#<URI::GID gid://redmine-app/User/5>>, #<GlobalID:0x00000000f43b5e8 00 00=#<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:0x00000000f47f978 00 00=#<URI::GID gid://redmine-app/User/5>>, #<GlobalID:0x00000000f47f1d0 00 00 =#<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</pre>			

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*