

Redmine - Defect #37038

Email notifications error

2022-04-26 22:33 - Lubomír Vrána

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	4.2.5
Resolution:			
Description			
<p>We experience problems with email notifications. Most of the emails arrive normally, but some of them don't. There are various errors in production.log:</p>			
<pre>[ActiveJob] [ActionMailer::DeliveryJob] [9e844fb0-ec90-4d15-9da9-727ce496315f] Email delivery error: 421 4.4.2 bulk.smtp.cz Error: timeout exceeded ... [ActiveJob] [ActionMailer::DeliveryJob] [943897ea-4eaa-4cf3-a5f5-e74fc7655f04] Email delivery error: end of file reached ... [ActiveJob] [ActionMailer::DeliveryJob] [2beb2fdc-44c1-4fb4-8d95-50b5bcbc0788] Email delivery error: execution expired ... [ActiveJob] [ActionMailer::DeliveryJob] [36650f3b-628e-41f0-ae60-eca9ecc3e9f5] Email delivery error: Net::OpenTimeout ... [ActiveJob] [ActionMailer::DeliveryJob] [6262d176-edae-45e3-9621-34df77ee2845] Email delivery error: SSL_connect SYSCALL returned=5 errno=0 state=SSLv3/TLS write client hello</pre>			
<p>These errors repeat from time to time.</p>			
<p>I've tried:</p> <ul style="list-style-type: none">- 3 different SMTP servers, even smtp.mandrillapp.com- ports 465/587/25 <p>No matter what I set, the situation is the same, approximately the same amount of emails don't arrive.</p>			
<p>Something is wrong and I have no idea what to do with it.</p>			
<p>Please don't you have any idea what could I try?</p>			
<p>OS: Debian 11 with all updates</p>			
<p>ruby bin/about:</p>			
<pre>sh: 1: hg: not found sh: 1: cvs: not found sh: 1: bzip2: not found Environment: Redmine version 4.2.5.stable.21531 Ruby version 2.7.4-p191 (2021-07-07) [x86_64-linux-gnu] Rails version 5.2.7 Environment production Database adapter Mysql2 Mailer queue ActiveJob::QueueAdapters::AsyncAdapter Mailer delivery smtp SCM: Subversion 1.14.1 Git 2.30.2 Filesystem</pre>			

```
Redmine plugins:
clipboard_image_paste      1.13
redmine_agile              1.6.2
redmine_checklists        3.1.20
redmine_custom_css        0.1.7
redmine_custom_js         0.1.1
redmine_hide_sidebar      4.0.0
redmine_issue_dynamic_edit 0.7.2
redmine_lightbox2         0.5.1
redmine_per_project_formatting 0.1.0
redmine_theme_changer     0.4.0
redmineup_tags            2.0.11
```

History

#1 - 2022-12-13 10:57 - Dimitar (RedmineUP)

Hi Lubomír,

This is Dimitar from the RedmineUP Support Team.

I see that you have some of our plugins on your list:

```
redmine_agile              1.6.2
redmine_checklists        3.1.20
redmineup_tags            2.0.11
```

So, could you please contact our support team at support@redmineup.com? And our support engineers will help you investigate the situation.

We look forward to hearing from you.

Best Regards,

Dimitar from the RedmineUP Support Team

Lubomír Vrána wrote:

We experience problems with email notifications. Most of the emails arrive normally, but some of them don't. There are various errors in production.log:

[...]

These errors repeat from time to time.

I've tried:

- 3 different SMTP servers, even smtp.mandrillapp.com

- ports 465/587/25

No matter what I set, the situation is the same, approximately the same amount of emails don't arrive.

Something is wrong and I have no idea what to do with it.

Please don't you have any idea what could I try?

OS: Debian 11 with all updates

ruby bin/about:

[...]