## Redmine - Defect #38317

# Redmine 5.0 stable Mention User function doesn't send mail notification

2023-03-02 04:31 - Calvin S

Status: New Start date:

Priority: Normal Due date:

Assignee: % Done: 0%

Category: Estimated time: 0.00 hour

Target version:

Resolution: Affected version:

### Description

Redmine Installation Info: Remdmine 5.0.0 Stable

Problem:

when updating description or contents of issue with @ function, users list could be shown correctly, but no mail notification sent to the user. user name format is GivenName.FamilyName

I've searched the history problem related to mention user function, and try with the latest R21665, but still doesn't working.

user account notification setting refer to the attachment problem.JPG

#### History

#### #1 - 2023-07-04 10:50 - Михаил Хмель

+1.

The same problem. Change notifications work correct.

Environment:

Redmine version 5.0.5.stable

Ruby version 3.1.4-p223 (2023-03-30) [x86\_64-linux]

Rails version 6.1.7.2 Environment production Database adapter PostgreSQL

Mailer queue ActiveJob::QueueAdapters::AsyncAdapter

Mailer delivery smtp

#### **Files**

problem.JPG 24.6 KB 2023-03-02 Calvin S

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