Redmine - Defect #40011

Email receiving problem closed issue is #39931

2024-01-07 21:59 - Vugar Maharramov

Status:	New		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:			**Affected version:**	5.0.1

Description

I'm sorry, but the following problem appeared. Everything is specified correctly in the configuration.yml file, the correct login and password were created specifically for this in the Active Directory (checked). Shown in the UGFzc3dvcmQ6 bug is the Base 64 encrypted word "Password". The fact is that in configuration.yml this parameter is indicated correctly as below (for confidentiality, some data has been changed). There are no screens between the Redmine and Postfix (there are no restrictions here either) servers; they are on the same subnet.

specific configuration options for production environment
that overrides the default ones
production:
email_delivery:
delivery_method: :smtp
smtp_settings:
address: My IP
port: 587
domain: x.com
authentication: :login
user_name: redmine@x.com
password: NAdsfjghsdk
enable_starttls_auto: true
I even wrote these parameters in the configuration.yml file
to view the logs it showed that there were no problems

openssl_verify_mode: none
logger: true

Even on the mail server side, everything is fine in the logs.

Based on the Postfix and Amavis logs you provided, it appears that emails from redmine@x.com are actually being accepted and processed by your mail server.
DKIM Verification: There are records indicating that emails from redmine@x.com pass DKIM (DomainKeys Identified Mail) verification. This is a good sign, since DKIM is an important part of sender authentication.

Amavis Processing: Amavis, a content filtering system for mail servers, processes messages and marks them as "CLEAN". This means that the emails do not contain viruses and are not considered spam.

Transfer to Postfix: Emails are successfully transferred back to Postfix for further processing and delivery.

Letter delivery: There are records of letters being queued for delivery and being successfully delivered. For example, lines with queued as 4SzMqV30PRz8JwW7 and status=sent (delivered via dovecot service) indicate that the delivery process is successful.

But the error still appears.

Please share your knowledge. Maybe I'm doing something wrong?

Redmine

Search:

🛈 An error occurred while sending mail (535 5.7.8 Error: authentication failed: UGFzc3dvcmQ6)

Settings

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Emission email address redmine@x.com

Plain text mail (no HTML) ☐

Show status changes in issue mail ☑
notifications subject

Select actions for which email notifications should be sent.

☑ Issue added
☑ Issue updated
   ☐ Note added
   ☐ Status updated
   ☐ Assignee updated
   ☐ Priority updated
   ☐ Target version updated

```
production:
  email_delivery:
    delivery_method: :smtp
    smtp_settings:
      address: "▆▆▆▆▆▆▆▆▆▆"
      port: 587
      domain: "▆▆▆▆▆▆▆▆"
      authentication: :login
      user_name: "redmine@▆▆▆▆▆▆▆▆"
      password: "▆▆▆▆▆▆"
      enable_starttls_auto: true
      openssl_verify_mode: none
      logger: true
```

Administration

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History

#1 - 2024-01-11 15:21 - Marius BĂLTEANU

Just to be sure that I understand correctly: Email notifications are working now for you, but you still receive the error message in the UI?

#2 - 2024-01-31 10:22 - saahil kambale

hello, The same problem we facing for Redmine setup in Gmail configuration. but we did not face any error over here and did not receive any Gmail on account why?

Files

| clipboard-202401080054-7gvnj.png | 58.5 KB | 2024-01-07 | Vugar Maharramov |
| clipboard-202401080054-l8uer.png | 13.3 KB | 2024-01-07 | Vugar Maharramov |