

Redmine - Defect #41442

E-Mails don't get send to users

2024-10-07 13:48 - Julian Jakobi

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	4.2.1
Resolution:			
Description We have the issue that non of our Users gets a E-Mail anymore if something in their Tickets changed. We did not change anything nor installed a new version.. It just happened from one day to another that no one is getting E-Mails anymore. The standard E-Mail Option in the users menue ist still activ for everyone. This is our environment: Environment: Redmine version 4.2.1.stable Ruby version 2.7.3-p183 (2021-04-05) [x86_64-linux] Rails version 5.2.5 Environment production Database adapter MySQL2 Mailer queue ActiveSupport::QueueAdapters::AsyncAdapter Mailer delivery smtp SCM: Subversion 1.10.4 Mercurial 4.8.2 Bazaar 2.8.0 Git 2.20.1 Filesystem Redmine plugins: redmine_agile 1.6.1 redmine_checklists 3.1.19 redmine_ckeditor 1.2.3 redmine_custom_workflows 1.0.5			

History

#1 - 2024-10-07 15:00 - Holger Just

- Status changed from New to Closed

Please use the forums to ask usage or admin questions.

As for your problem: something must have changed. You need to find out what that was. Likely, this involves your mail server / mail provider for outgoing mail which may have changed something, e.g. authentication requirements. Check your Redmine logs and those of your mail server.