

Redmine - Defect #43179

E-Mail Notification

2025-09-02 09:44 - Thomas Malkus

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	6.0.5
<b>Resolution:</b>			

**Description**

We have a problem with E-Mail Notification after the update from Redmine 5 to Redmine 6. Redmine 6 is new installed with the plugins for Redmine 6 and the database was migrated from Redmine 5.

Within the global setup the mail notification is enabled only for

- new ticket
- changed ticket
- new comment

Most users have disabled email notifications in their own settings. The settings in the database appear to be correct, mail\_notification is set to 'none' for these users. These are the same settings as we use for years with Redmine 5.

Sometimes, without any discernible system, emails are still sent with the subject line "Note for" to people who have nothing to do with the ticket, they are only project members.

Example:

User A has got a mail and send it to Redmine's IMAP folder on the mail server. Redmine creates a ticket from this mail and sets the user to the sender of this mail. That's correct so far.

Now User A changes the ticket in Redmine and add a comment. After this User B, who has nothing to do with this ticket, he is not the sender and also no watcher, gets a mail about the note changes of the ticket. Sometimes the same for User C, User D - all with mail\_notification set to 'none'.

This doesn't always happen and not for all users, but I can't see any pattern to it.

Is there a way to enable debug logs? I can't see anything in production.log.

Regards,  
Tom