

Redmine - Feature #4318

I can't receive mail notification for news and issue

2009-12-02 09:18 - J.K Wang

Status:	Closed	Start date:	2009-12-02
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:			
Resolution:	Cant reproduce		
Description			
I can't receive mail notification. the following log:			
Processing IssuesController#new (for 192.168.0.66 at 2009-12-02 16:08:10) [POST] 168600 Session ID: a6f463b5c4a3a201ea24f955a70cb861 168601 Parameters: {"project_id"=>"ppms", "commit"=>"â&88;<9b>â»º", "action"=>"new", "controller"=>"issues", "issue"=>{"start_date"=>"2009-12-02", "estimate d_hours"=>"" , "priority_id"=>"4", "subject"=>"æµ<8b>è<95>æ<8f><90>äººé<97>@éç<98>é<82>@ä»¶æ<8f><90>é<86><92>ä<80><82>", "description"=>"æµ<8b>è<95>æ< 8f><90>äººé<97>@éç<98>é<82>@ä»¶æ<8f><90>é<86><92>", "tracker_id"=>"2", "done_ratio"=>"0", "due_date"=>"" , "assigned_to_id"=>"99", "status_id"=>"1"}, "a ttachments"=>{"1"=>{"description"=>"" , "file"=>""}}} 168602 Sent mail to 168603 Redirected to http://192.168.1.11:3000/issues/show/122 168604 Completed in 0.15848 (6 reqs/sec) DB: 0.07384 (46%) 302 Found [http://192.168.1.11/projects/ppms/issues/new] Processing NewsController#new (for 192.168.0.66 at 2009-12-02 16:06:44) [POST] 168569 Session ID: a6f463b5c4a3a201ea24f955a70cb861 168570 Parameters: {"project_id"=>"ppms", "commit"=>"â<88><9b>â»º", "action"=>"new", "controller"=>"news", "news"=>{"title"=>"æµ<8b>è<95>æ<96>ºé<97>»é<82& gt;&@ ä»¶æ<8f><90>é<86><92>ä<80><82>", "description"=>"ht tp:// 192.168.1.11/projects/ppms/news/new", "summary"=>""}} 168571 Sent mail to 168572 Redirected to http://192.168.1.11:3000/projects/ppms/news 168573 Completed in 0.06335 (15 reqs/sec) DB: 0.00738 (11%) 302 Found [http://192.168.1.11/projects/ppms/news/new]			

History

#1 - 2009-12-02 20:02 - Jean-Philippe Lang

Please read [SubmittingBugs](#) and [FAQ](#).

#2 - 2009-12-03 03:24 - Daniel Sintaj

Very nice FAQ entry, indeed.

But what about an option when:

=> If you do recieve the testing email, but notifications from your issues aren't sent at all.

Debug is enabled, but no useful information provided.

I still haven't solved it - <http://www.redmine.org/issues/3989> even though it is marked as "Closed."

#3 - 2009-12-03 03:59 - J.K Wang

```
$sudo ruby script/about
About your application's environment
Ruby version      1.8.6 (i486-linux)
RubyGems version  1.3.5
Rails version     2.1.2
Active Record version 2.1.2
Action Pack version 2.1.2
Active Resource version 2.1.2
```

```
Action Mailer version    2.1.2
Active Support version  2.1.2
Edge Rails revision     unknown
Application root        /mnt/MD1000/sites/redmine
Environment             development
Database adapter        mysql
```

```
$psql --version
psql (PostgreSQL) 8.3.8
```

redmine version 0.8.4

email.yml

```
production:
  delivery_method: :smtp
  smtp_settings:
    address: 192.168.0.254
    port: 25
    domain: mydomain.com
    authentication: :login
    user_name: username
    password: *****
```

database.yml

```
production:
  adapter: postgresql
  database: redmine
  host: localhost
  username: XXX
  password: XXX
  encoding: utf8
```

tracelog:

```
Processing IssuesController#new (for 192.168.0.66 at 2009-12-02 16:08:10) [POST]
168600 Session ID: a6f463b5c4a3a201ea24f955a70cb861
168601 Parameters: {"project_id"=>"ppms", "commit"=>"â&88;<9b>â&°", "action"=>"new", "controller"=>"issues", "
issue"=>{"start_date"=>"2009-12-02", "estimate_d_hours"=>""}, "priority_id"=>"4", "subject"=>"æµ<8b>è`<95>æ<8f>
<90>ä°µé<97>@é<98>é<82>@ä¶æ<8f><90>é<86><92>â<80><82>", "description"=>"æµ<8b>è`<95>æ<8f><90>ä°µé<97>@é<98>
>é<82>@ä¶æ<8f><90>é<86><92>", "tracker_id"=>"2", "done_ratio"=>"0", "due_date"=>""}, "assigned_to_id"=>"99", "
status_id"=>"1"}, "attachments"=>{"1"=>{"description"=>""}, "file"=>""}}
168602 Sent mail to
168603 Redirected to http://192.168.1.11:3000/issues/show/122
168604 Completed in 0.15848 (6 reqs/sec) | DB: 0.07384 (46%) | 302 Found [http://192.168.1.11/projects/ppms/is
sues/new]
Processing NewsController#new (for 192.168.0.66 at 2009-12-02 16:06:44) [POST]
168569 Session ID: a6f463b5c4a3a201ea24f955a70cb861
168570 Parameters: {"project_id"=>"ppms", "commit"=>"â&lt;88&gt;&lt;9b&gt;â&°", "action"=>"new", "controller
"=>"news", "news"=>{"title"=>"æµ&lt;8b&gt;è`&lt;95&gt;æ&lt;96&gt;°é&lt;97&gt;»é&lt;82&gt;@ä¶æ&lt;8f&gt;
&lt;90&gt;é&lt;86&gt;&lt;92&gt;â&lt;80&gt;&lt;82&gt;", "description"=>"http://192.168.1.11/projects/pp
ms/news/new", "summary"=>""}}
168571 Sent mail to
168572 Redirected to http://192.168.1.11:3000/projects/ppms/news
168573 Completed in 0.06335 (15 reqs/sec) | DB: 0.00738 (11%) | 302 Found [http://192.168.1.11/projects/ppms/n
ews/new]
```

#4 - 2009-12-03 04:03 - J.K Wang

I try to update redmine to 0.8.7 , but I have the same problem.

#5 - 2009-12-04 10:32 - J.K Wang

- Assignee set to Jean-Philippe Lang

I think this problem is about database. when I use "RAILS_ENV=production rake db:migrate" to create a database I can't receive the mail notification. but if I import data from postgresql to mysql use "DBConvert for MySQL & PostgreSQL" (because the tool is not registered ,only 50 line for each table), I can received the mail notifications.

#6 - 2010-01-29 15:25 - shubham chakraborty

What is the solution to this????
Even i cant receive email notifications?

I switched to redmine because it had better interface and usability.
But without emails, its of no use.

#7 - 2011-03-21 10:06 - Etienne Massip

- Assignee deleted (*Jean-Philippe Lang*)

Quite an old post, did you manage to make it work ?

#8 - 2011-03-29 18:26 - Ho Tak

Etienne Massip wrote:

Quite an old post, did you manage to make it work ?

Hi

I have the same problem, could anyone have a look on it please?

Thanks.

#9 - 2011-03-29 19:22 - Etienne Massip

See [SubmittingBugs](#) and give all asked for informations.

And have a look at the definition of the column mail_notification in the users tabe of the db, should be a varchar(255).

#10 - 2011-03-30 03:54 - Ho Tak

Hi,

I think I have misunderstanding on the mail notification thing, I don't know the submission of code(activity), will not classify as "updated of issue"
I have been so stupid, and sorry for the inconvenience.

Thanks a lot for the quick response and help!

Tak.

#11 - 2019-02-11 01:11 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Cant reproduce