

## Redmine - Defect #5163

### Rejection of one recipient by the SMTP server causes whole notification to be dropped

2010-03-24 09:01 - Robert Schneider

|  |                     |                          |                   |
|--|---------------------|--------------------------|-------------------|
| <b>Status:</b>   | Closed              | <b>Start date:</b>       | 2010-03-24        |
| <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> | 0.9.1             |
| <b>Resolution:</b>   | Duplicate           |                          |                   |
| <b>Description</b>   |                     |                          |                   |
| <p>This ticket may replace ticket #5146.</p> <p>I have tickets that do not seem to send mails. I've got a suspicion what the problem could be.</p> <p>If a user has an mail address that does not work (the user was created by an administrator) is it possible that a ticket that involves this user does not send notification mails at all? I could imagine if this user is the first one that should get notified the whole process of notification gets aborted, so other involved users get no notification mails either.</p> <p>I have already commented out the line 'config.action_mailer.logger = nil' in the production.rb file to see some hints in the log. However, I have expected another result. Now I can see some extra lines in the log: 'Sent mail to '. Should follow some mail recipients there? In my case there are no listed. Is this normal?</p> |                     |                          |                   |
| <b>Related issues:</b>   |                     |                          |                   |
| Related to Redmine - Defect # 5146: Email notification not sent for some issues  |                     | <b>Closed</b>            | <b>2010-03-22</b> |
| Related to Redmine - Defect # 8157: Redmine do not send notification emails i...   |                     | <b>Closed</b>            |                   |

## History

### #1 - 2010-07-12 22:47 - Felix Schäfer

- Subject changed from *Email notification not sent for some issues (2)* to *Rejection of one recipient by the SMTP server causes whole notification to be dropped*

IIRC this happens when either ActiveMailer or the SMTP server rejects the notification because of a broken or invalid mail address, the notifications being sent as a BCC to all, it causes the whole notification to be dropped.

### #2 - 2014-11-03 07:22 - Go MAEDA

- Related to Defect #8157: Redmine do not send notification emails if a recipients email address is not valid added

### #3 - 2014-11-03 07:24 - Go MAEDA

- Status changed from *New* to *Closed*

- Resolution set to *Duplicate*

This is discussed in #8157.