

Redmine - Defect #5703

On SMTP failure, an internal error occurs and all changes to an issue are lost

2010-06-17 08:58 - Andrew Schetinin

Status:	Closed	Start date:	2010-06-17
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:	4.0.0	Affected version:	
Resolution:	Fixed		
Description			
<p>I'm trying to configure SMTP in a fresh Redmine installation, and currently email deliveries fail due to wrong configuration.</p> <p>But the mere fact of inability to send emails renders the system unusable - no issue can be updated - any modification causes an internal error.</p> <p>This is a bug - email delivery should be separated from the ticket update process (protected with a kind of try/catch if we're talking in Java/C++ terms).</p> <p>The error page:</p> <p>Internal error</p> <p>An error occurred on the page you were trying to access. If you continue to experience problems please contact your redMine administrator for assistance.</p> <p>Back</p> <p>The problem with SMTP (from production.log):</p> <pre>Processing IssuesController#edit (for 84.94.77.194 at 2010-06-17 06:56:38) [POST] Parameters: {"time_entry"=>{"comments"=>""}, "activity_id"=>""}, "hours"=>""}, "commit"=>"Submit", "action"=>"edit", "authenticity_token"=>"6Hg80reGYr7v47adr GBJER4O0m8khpI/vOpdVsHekHI=", "id"=>"342", "notes"=>"sadfadsasd", "controller"=>"issues", "issue"=>{"start_date"=>"2010-06-17", "estimated_hours"=>""}, "lock_ version"=>"0", "priority_id"=>"4", "subject"=>"email test", "fixed_version_id"=>""}, "category_id"=>""}, "description"=>"email test", "tracker_id"=>"3", "done_ ratio"=>"0", "due_date"=>""}, "assigned_to_id"=>"6", "custom_field_values"=>{"5"=>""}}, "attachments"=>{"1"=>{"description"=>""}}}</pre> <p>Net::SMTPSyntaxError (501 Syntax: HELO hostname) /usr/lib/ruby/1.8/net/smtp.rb:680:in `check_response' /usr/lib/ruby/1.8/net/smtp.rb:653:in `getok' /usr/lib/ruby/1.8/net/smtp.rb:623:in `helo' /usr/lib/ruby/1.8/net/smtp.rb:401:in `do_start' /usr/lib/ruby/1.8/net/smtp.rb:378:in `start' app/models/mailer.rb:287:in `deliver!' app/models/journal_observer.rb:20:in `after_create' /usr/lib/ruby/1.8/observer.rb:185:in `notify_observers' /usr/lib/ruby/1.8/observer.rb:184:in `each'</p>			

```
/usr/lib/ruby/1.8/observer.rb:184:in `notify_observers'  
app/models/journal.rb:43:in `save'  
app/models/issue.rb:459:in `create_journal'  
app/controllers/issues_controller.rb:196:in `edit'  
passenger (2.2.11) lib/phusion_passenger/rack/request_handler.rb:92:in `process_request'  
passenger (2.2.11) lib/phusion_passenger/abstract_request_handler.rb:207:in `main_loop'  
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:418:in `start_request_handler'  
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:358:in `handle_spawn_application'  
passenger (2.2.11) lib/phusion_passenger/utils.rb:184:in `safe_fork'  
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:354:in `handle_spawn_application'  
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:352:in `__send__'  
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:352:in `main_loop'  
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:196:in `start_synchronously'  
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:163:in `start'  
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:213:in `start'  
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:262:in `spawn_rails_application'  
passenger (2.2.11) lib/phusion_passenger/abstract_server_collection.rb:126:in `lookup_or_add'  
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:256:in `spawn_rails_application'  
passenger (2.2.11) lib/phusion_passenger/abstract_server_collection.rb:80:in `synchronize'  
passenger (2.2.11) lib/phusion_passenger/abstract_server_collection.rb:79:in `synchronize'  
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:255:in `spawn_rails_application'  
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:154:in `spawn_application'
```

Related issues:

Related to Redmine - Feature # 26791: Send individual notification mails per ...	Closed
Duplicated by Redmine - Defect # 13854: Unable to raise new issue	Closed

History

#1 - 2010-06-17 09:00 - Andrew Schetinin

Information

Redmine 0.9.4.stable (PostgreSQL)
Default administrator account changed True
Attachments directory writable True
Plugin assets directory writable True
RMagick available (optional) True

#2 - 2011-03-24 10:59 - Toshi MARUYAMA

- Category set to Email notifications

#3 - 2017-01-12 01:34 - Go MAEDA

- Related to Defect #13854: Unable to raise new issue added

#4 - 2018-03-31 10:07 - Go MAEDA

- Related to Feature #26791: Send individual notification mails per mail recipient added

#5 - 2018-11-30 15:46 - Marius BALTEANU

- Status changed from New to Closed
- Target version set to 4.0.0
- Resolution set to Fixed

In Redmine 4.0, the emails are delivered asynchronously by default using ActiveJob. This should fix this issue.

#6 - 2018-11-30 15:47 - Marius BALTEANU

- Related to deleted (Defect #13854: Unable to raise new issue)

#7 - 2018-11-30 15:47 - Marius BALTEANU

- Duplicated by Defect #13854: Unable to raise new issue added