

Redmine - Defect #10955

Mail not sending in 2.0.0

2012-05-17 23:33 - Daniel Munn

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	2.0.0
Resolution:	Invalid		
Description			
Evening,			
After testing the installation of Redmine on server it became apparent from the mail queues that redmine seems to be failing to generate emails with a valid To: portion resulting in a number of rejections - this can be seen when using the sendmail configuration.			
From dev logs (configuration was setup on default to ensure same configuration across the board): Started GET "/admin/test_email" for 2.221.67.137 at 2012-05-17 22:16:38 +0100 Processing by AdminController#test_email as HTML [[1m[[36m (0.3ms)^[[0m [[1mSELECT MAX AS max_id FROM `settings` ^[[0m ^[[1m[[35mUser Load (0.2ms)^[[0m SELECT `users`.* FROM `users` WHERE `users`.`type` IN ('User', 'AnonymousUser') AND `users`.`id` = 1 AND (users.status = 1) LIMIT 1 Rendered mailer/test_email.text.erb within layouts/mailer (0.4ms) Rendered mailer/test_email.html.erb within layouts/mailer (0.3ms)			
Sent mail to (577ms) Date: Thu, 17 May 2012 22:16:39 +0100 From: Munnster project tracking <issues@#censored#> Message-ID: <4fb56ab73077d_1b0fb9751d486150@#censored#> Subject: Redmine test Mime-Version: 1.0 Content-Type: multipart/alternative; boundary="---=_mimepart_4fb56ab71c047_1b0fb9751d485841"; charset=UTF-8 Content-Transfer-Encoding: 7bit X-Mailer: Redmine X-Redmine-Host: #censored# X-Redmine-Site: #censored# X-Auto-Response-Suppress: OOF Auto-Submitted: auto-generated List-Id: #censored#			
The same is seen when it distributes based on issue updates etc.			
The running environment: Environment: Redmine version 2.0.0.stable Ruby version 1.9.3 (x86_64-linux) Rails version 3.2.3 Environment production Database adapter Mysql2 Redmine plugins: redmine_mylyn_connector 2.7.7.stable			

History

#1 - 2012-05-18 13:08 - Daniel Munn

After some further investigation, its happening with both BCC and standard mailing configuration when using sendmail - Works fine on SMTP.

#2 - 2012-06-13 17:25 - Jeremy Cowgar

My 2.0.2 installation is not sending email. Looking at the production log I see:

Sent mail to (20328ms)

Email was working fine before I upgraded from 1.1.2. I did migrate my old/config/email.yml to new/config/configuration.yml.

The user that is doing the sending (redmine) also gets messages back from postfix stating that the message could not be delivered because it contains no recipients.

#3 - 2012-06-13 17:47 - Björn Peemöller

I have the same issue, and already posted in on the board at

<http://www.redmine.org/boards/2/topics/30982>

Unfortunately, I have no clue how to further investigate this issue (help appreciated!).

#4 - 2012-06-13 18:11 - Jeremy Cowgar

I got mine working. I did two things:

First, Uncheck the BCC option from Administration > Settings > Email notifications

Second change my config/configuration.yml to read

```
production:
  email_delivery:
    delivery_method: :async_sendmail
    async_sendmail_settings:
      arguments: -i
```

First, the :sendmail delivery method caused a 30 second delay. sendmail at the command line works instantly, so not sure what is going on there. Second, the default arguments to sendmail was -i -t. When -t was in the arguments, my redmine email account (who mails come from) would get messages stating there was no difference between the email addresses supplied on the command line vs. what were found in the email, thus no valid recipients existed and the email simply would not be delivered.

So, with those changes to my configuration, things work now. Unsure of why good old :sendmail w/no config changes worked in 1.1.2, but the above works for me in 2.0.2.

#5 - 2012-06-15 11:57 - Björn Peemöller

Today I had a look at the sendmail log and found out the following:

- I used a non-existing e-mail address for sending e-mails, which is why they were filtered out by our mail system.
- Nevertheless, this worked with Redmine 1.4.1.

For Redmine 2.0.0, the log says:

```
postfix/pickup[11871]: 7F76E8542: uid=... from=<non-existent-address@domain>
postfix/cleanup[15230]: 7F76E8542: message-id=<...>
postfix/qmgr[1451]: 7F76E8542: from=<non-existent-address@domain>, size=959, nrcpt=1 (queue active)
postfix/smtp[15232]: 7F76E8542: to=<my-address>, relay=<my-relay>, delay=1.5, delays=0.16/0/0.02/1.3, dsn=2.0.0, status=sent (250 2.0.0 q5F9g85r024863 Message accepted for delivery)
postfix/qmgr[1451]: 7F76E8542: removed
```

but the mail gets filtered out. If I change the sender's address to a valid one, it works.

In contrast, with Redmine 1.4.1 the log says:

```
postfix/pickup[11871]: F31DD8542: uid=... from=<my-user-name>
postfix/cleanup[15230]: F31DD8542: message-id=<...>
postfix/qmgr[1451]: F31DD8542: from=<my-address>, size=918, nrcpt=1 (queue active)
postfix/smtp[15232]: F31DD8542: to=<my-address>, relay=<my-relay>, delay=1.4, delays=0.18/0/0.02/1.2, dsn=2.0.0, status=sent (250 2.0.0 q5F9hPPA024924 Message accepted for delivery)
postfix/qmgr[1451]: F31DD8542: removed
```

I don't know why Redmine 1.4.1 does not use the sender's address here, but at least I got 2.0.0 working again!

#6 - 2012-10-11 13:21 - Karel Pičman

```
production:
  email_delivery:
    delivery_method: :async_sendmail
    async_sendmail_settings:
      arguments: -i
```

Works fine even with checked BCC option from Administration > Settings > Email notifications.
Thank you very much. I spent a few hours solving this problem with no result. It works fine now.

#7 - 2013-01-09 13:37 - Karel Pičman

It works fine except the rake task redmine:send_reminders that generates empty emails. The final solution was to use sendmail with -i option:

```
production:
  email_delivery:
    delivery_method: :sendmail
    sendmail_settings:
      arguments: -i
```

#8 - 2021-08-01 19:32 - Marius BĂLTEANU

- *Status changed from New to Closed*

- *Resolution set to Invalid*