

Redmine - Defect #11337

No mail notifications sent after upgrade

2012-07-06 15:05 - Krisztian Kocsis

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	2.0.3
Resolution:	Invalid		
Description			
<p>After I've upgraded Redmine from 1.4.3 to 2.0.3 it stopped sending mail notifications. The configuration file seems OK (didn't change) but I didn't see anything from the associated email mailbox in /var/log/mail.log. Also there are no more 'Sending email notification to: ...' lines in Redmine's log.</p> <p>About your application's environment</p> <p>Ruby version 1.8.7 (x86_64-linux)</p> <p>RubyGems version 1.7.2</p> <p>Rack version 1.4</p> <p>Rails version 3.2.6</p> <p>Active Record version 3.2.6</p> <p>Action Pack version 3.2.6</p> <p>Active Resource version 3.2.6</p> <p>Action Mailer version 3.2.6</p> <p>Active Support version 3.2.6</p> <p>Middleware Rack::Cache, ActionDispatch::Static, Rack::Lock, #<ActiveSupport::Cache::Strategy::LocalCache::Middleware:0x7f28c791a630>, Rack::Runtime, Rack::MethodOverride, ActionDispatch::RequestId, Rails::Rack::Logger, ActionDispatch::ShowExceptions, ActionDispatch::DebugExceptions, ActionDispatch::RemoteIp, ActionDispatch::Callbacks, ActiveRecord::ConnectionAdapters::ConnectionManagement, ActiveRecord::QueryCache, ActionDispatch::Cookies, ActionDispatch::Session::CookieStore, ActionDispatch::Flash, ActionDispatch::ParamsParser, ActionDispatch::Head, Rack::ConditionalGet, Rack::ETag, ActionDispatch::BestStandardsSupport, OpenIdAuthentication</p> <p>Application root /opt/redmine/optimaster</p> <p>Environment production</p> <p>Database adapter sqlite3</p> <p>Database schema version 20120422150750</p> <p>What other information do you need to fix this bug?</p>			

History

#1 - 2012-07-14 16:11 - Etienne Massip

What's your email configuration looks like?

#2 - 2012-07-14 16:11 - Etienne Massip

- Priority changed from High to Normal

#3 - 2012-07-16 07:47 - Krisztian Kocsis

- File configuration.yml added

I've attached my config file.

#4 - 2012-07-16 21:14 - Etienne Massip

Do you have lines in your production.log telling that the application is parsing mailer views (a.k.a. mailer/*anything*)?

#5 - 2012-07-17 15:53 - Krisztian Kocsis

Yes, I have the following lines:

```
Rendered mailer/_issue.text.erb (3.3ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (5.3ms)
Rendered mailer/_issue.html.erb (1.2ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (2.7ms)
```

#6 - 2012-07-17 16:03 - Etienne Massip

Does it work when you change all `async_smtp_` to `smtp_` (i.e., use synchronous notifications) in your configuration?

#7 - 2012-07-17 16:39 - Krisztian Kocsis

Previously it was `smtp_`.
Tried, did not help.

#8 - 2012-07-17 16:46 - Etienne Massip

Does test mail work?

#9 - 2012-07-17 17:06 - Krisztian Kocsis

Okay, it is not a bug, it is a misconfiguration.
Some default ActionMailer config may changed.

I had to set `enable_starttls_auto` to `false` since there was a *hostname does not match CN* problem.

#10 - 2012-07-17 17:12 - Etienne Massip

- Status changed from New to Closed
- Resolution set to Invalid

Krisztian Kocsis wrote:

I had to set `enable_starttls_auto` to `false` since there was a *hostname does not match CN* problem.

Where could you see this error message please?

#11 - 2012-07-17 17:14 - Krisztian Kocsis

On Settings -> Email notifications page after I tried to send the test email.

#12 - 2012-07-17 17:15 - Krisztian Kocsis

There was something else instead of *CN*!

#13 - 2012-10-04 19:31 - Fernando Hartmann

Krisztian Kocsis wrote:

There was something else instead of *CN*!

It happened in my 2.0.4 install too, and the error is

```
An error occurred while sending mail (hostname was not match with the server certificate)
```

Yes, my email server has configuration problems, but worked well with Redmine 1.4.4. I needed include `enable_starttls_auto: false` in configuration to work again.

My configuration.yml now is likely

```
production:
  email_delivery:
    delivery_method: :smtp
    smtp_settings:
      address: mail.server
      port: 25
      tls: false
      enable_starttls_auto: false
      domain: server.domain
      authentication: :none
```

Files

configuration.yml	5.63 KB	2012-07-16	Krisztian Kocsis
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