

## Redmine - Defect #18383

### An error occurred while sending mail (undefined method `error' for :log:Symbol)

2014-11-19 12:31 - Michael Kling

<b>Status:</b>	Closed	<b>Start date:</b>	
<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>	2.4.3
<b>Resolution:</b>			

#### Description

While sending a test mail the following error is displayed as a result in the settings Email notifications tab:

```
An error occurred while sending mail (undefined method `error' for :log:Symbol)
```

Still i receive the test mail.

I encountered this bug while customers complained about not receiving emails. Using debug log i could get the following informations:

Stack:

```
NoMethodError (undefined method `error' for :log:Symbol):
  app/models/mailer.rb:430:in `deliver_mail'
  app/models/mailer.rb:86:in `block (2 levels) in deliver_issue_edit'
  app/models/issue.rb:826:in `each_notification'
  app/models/mailer.rb:85:in `block in deliver_issue_edit'
  app/models/journal.rb:77:in `block in each_notification'
  app/models/journal.rb:75:in `each'
  app/models/journal.rb:75:in `each_notification'
  app/models/mailer.rb:84:in `deliver_issue_edit'
  app/models/journal.rb:190:in `send_notification'
  app/models/journal.rb:54:in `save'
  app/models/issue.rb:1511:in `create_journal'
  app/models/issue.rb:165:in `create_or_update'
  app/controllers/issues_controller.rb:470:in `block in save_issue_with_child_records'
  app/controllers/issues_controller.rb:458:in `save_issue_with_child_records'
  app/controllers/issues_controller.rb:184:in `update'
```

That is the super method of the mailer class (ActionMailer::deliver\_mail) called at this line.

In order to get more detailed informations i printed out the mail object given to the method and got this in the log - while updating the issue the customer complained about not receiving an email:

Rendered mailer/\_issue.html.erb (7.8ms)

Rendered mailer/issue\_edit.html.erb within layouts/mailer (15.1ms)

Try to deliver:

```
#<Mail::Message:60142340, Multipart: true, Headers: <From: m****t@a***o.de>, <To: >, <Cc: >, <Bcc: ["s***h@i***i.com",
"a***n@a***o.de", "t***a@a***o.de", "c***i@a***o.de", "M***e@a***o.de", "c***s@s***p.net", "e***a@i***i.com"]>,
<Message-ID: <redmine.journal-89253.20141119103615.67eb855ef4d4ad2e@a***o.de>>, <References:
```

```
<redmine.issue-11121.20141017201624@a***o.de>>, <Subject: [*** Support - Task #11121] create new redmine account for N***r>, <Mime-Version: 1.0>, <Content-Type: multipart/alternative; boundary="--==_mimepart_546c72a06b7e0_1e6c33e4fc412591"; charset=UTF-8>, <X-Redmine-Project: i***u>, <X-Redmine-Issue-Id: 11121>, <X-Redmine-Issue-Author: s***h>, <X-Redmine-Issue-Assignee: Michael.Kling>, <X-Redmine-Sender: Michael.Kling>, <X-Mailer: Redmine>, <X-Redmine-Host: r***p.net>, <X-Redmine-Site: Project-Management>, <X-Auto-Response-Suppress: OOF>, <Auto-Submitted: auto-generated>, <List-Id: <m***o.de>>>
Email delivery error: undefined method `error' for :log:Symbol
```

(i marked internal informations with \*\*\*)

From what i see the mail object looks good.

I tried to look into the actionmailer but my ruby knowledge isn't good enough to go further.

The actionmailer installed is: /vendor/bundle/gems/actionmailer-3.2.17

Environment is:

Environment:

```
Redmine version      2.4.3.stable
Ruby version         1.9.3-p484 (2013-11-22) [x86_64-linux]
Rails version        3.2.17
Environment          production
Database adapter     Mysql2
```

SCM:

```
Git                  1.9.1
```

Filesystem

Redmine plugins:

```
redmine_auto_watchers  0.3.0
redmine_backlogs       v1.0.6
redmine_better_gantt_chart  0.9.0
redmine_dmsf           1.4.7 stable
redmine_git_hosting    0.6.2
redmine_graphs         0.1.0
redmine_hudson         2.1.1
redmine_lightbox       0.0.1
redmine_merge_redmine  0.1.0
redmine_monitoring_controlling 0.1.1
redmine_private_wiki   0.2.2
redmine_spent_time     2.4.0
```

I tried different mail send options:

/config/configuration.yml

default:

```
# Outgoing emails configuration (see examples above)
```

```
email_delivery:
```

```
  delivery_method: :smtp
```

```
  smtp_settings:
```

```
    address: 127.0.0.1
```

```
    port: 25
```

```
    domain: ascendro.de
```

```
authentication: :login
user_name: "m***t@a***e"
password: "****"
openssl_verify_mode: 'none'
```

and

```
default:
# Outgoing emails configuration (see examples above)
email_delivery:
  delivery_method: :sendmail
```

without any change.

As already said, i was able to receive the test mail but it is possible that this error appears while sending the first mail and other people will not receive an email anymore.

## History

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**#1 - 2014-11-19 12:48 - Michael Kling**

- Status changed from New to Resolved

Ok resolved it... the error occurred because i did this in /config/environments/production.rb:

```
# Disable delivery errors if you bad email addresses should just be ignored
config.action_mailer.raise_delivery_errors = false

# No email in production log
# config.action_mailer.logger = nil
config.action_mailer.logger = :log

config.active_support.deprecation = :log
```

But putting the :log there was wrong. I just should have comment the nil assertion.

Like this:

```
# Disable delivery errors if you bad email addresses should just be ignored
config.action_mailer.raise_delivery_errors = false

# No email in production log
# config.action_mailer.logger = nil

config.active_support.deprecation = :log
```

The log then generates this:

Rendered mailer/\_issue.text.erb (12.6ms)

Rendered mailer/issue\_edit.text.erb within layouts/mailer (21.2ms)

Rendered mailer/\_issue.html.erb (12.5ms)

Rendered mailer/issue\_edit.html.erb within layouts/mailer (21.1ms)

Sent email "[\*\*\* Support - Task #11121] create new redmine account for N\*\*\*r" (131ms)

bcc: s\*\*\*h@i\*\*\*i.com, A\*\*\*n@a\*\*\*o.de, t\*\*\*a@a\*\*\*o.de, c\*\*\*i@a\*\*\*o.de, M\*\*\*e@a\*\*\*o.de, c\*\*\*s@s\*\*\*p.net, e\*\*\*a@i\*\*\*i.com

Redirected to [http://m\\*\\*\\*o.de/issues/11121](http://m***o.de/issues/11121)

I'm sorry that i wasted your time, i for sure wasted a lot :/

Still dont know why a customer doesn't receive his emails, i'm assuming the issue is not on redmines side.

**#2 - 2014-11-22 10:41 - Jean-Philippe Lang**

- Status changed from Resolved to Closed

OK, thanks for the feedback.