Redmine - Defect #22914

Notification mails not send when editing a ticket

2016-05-27 16:18 - Carsten Schurig

Status: Closed Start date:
Priority: Low Due date:

Assignee: % Done: 0%

Category: Email notifications | Estimated time: 0.00 hour

Target version:

Resolution: Invalid Affected version: 3.2.2

Description

Notification mails are not send when editing a ticket!

Mails are send on

- test email
- · creating a ticket
- · creating a news entry
- · commenting a news entry

I turned on email debug output and when editing a ticket, redmine doesn't even try to send an email (at least there's no output in the log).

I'm currently on 3.2.2 and I think this started after upgrading from 2.6.something (to 3.2).

History

#1 - 2016-05-27 17:06 - Carsten Schurig

Some debugging:

In app/models/journal.rb I changed:

```
def send_notification
  logger.error("NOTIFICATION JOURNAL")
  if notify? && (Setting.notified_events.include?('issue_updated') ||
        (Setting.notified_events.include?('issue_note_added') && notes.present?) ||
        (Setting.notified_events.include?('issue_status_updated') && new_status.present?) ||
        (Setting.notified_events.include?('issue_assigned_to_updated') && detail_for_attribute('assigned_to_id').present?) ||
        (Setting.notified_events.include?('issue_priority_updated') && new_value_for('priority_id').present?)
    )
    Mailer.deliver_issue_edit(self)
    end
end
```

and the expected output is never shown in the log file, thus I assume, send_notification isn't called at all. BTW I did the same in issue.rb and on ticket creation I can see the log entry...

#2 - 2016-05-27 17:17 - Carsten Schurig

- Status changed from New to Resolved

Ok, megafail, the problem was the plugin redmine_mentions!

#3 - 2016-05-27 17:21 - Toshi MARUYAMA

Please see submissions and try without plugins if you use plugins.

#4 - 2016-05-27 17:21 - Toshi MARUYAMA

- Status changed from Resolved to Closed
- Priority changed from Urgent to Low
- Resolution set to Invalid

2025-05-17 1/1