

Redmine - Defect #25203

Email delivery error: end of file reached while sending reminder

2017-02-27 07:08 - Waqar Javaid

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	3.3.1
Resolution:			

Description

I face no issue in email notification whele creation/updation tracker.
The face email notification when i send bulk email using reminder

i also face this error on 3.1.1 version

here is log:

```
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (31.3ms)
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (31.2ms)
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (15.6ms)
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (15.6ms)
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (15.6ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (15.6ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (15.6ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (15.6ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (15.6ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (15.6ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
```

Rendered mailer/reminder.html.erb within layouts/mailer (15.7ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/reminder.text.erb within layouts/mailer (0.0ms)
Rendered mailer/reminder.html.erb within layouts/mailer (15.6ms)
Email delivery error: end of file reached

My reminder Command

```
bundle exec rake project="weekly-action-items" redmine:send_reminders tracker="7" days=400 RAILS_ENV="production"
```

History

#1 - 2017-03-03 09:08 - Waqar Javaid

Some body please reply

#2 - 2017-03-03 10:45 - Go MAEDA

Are there any errors in MTA's log?

#3 - 2017-03-06 12:38 - Waqar Javaid

Go MAEDA wrote:

```
Are there any errors in MTA's log?
```

Where i can find MTA's Log file.

#4 - 2017-03-06 12:43 - Waqar Javaid

Issue also occur when i bulk edit on Redmine

```
Rendered mailer/_issue.text.erb (15.6ms)  
Rendered mailer/issue_edit.text.erb within layouts/mailer (15.6ms)  
Rendered mailer/_issue.html.erb (0.0ms)
```

Rendered mailer/issue_edit.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/_issue.text.erb (15.6ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (15.6ms)
Rendered mailer/_issue.html.erb (0.0ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/_issue.text.erb (0.0ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (0.0ms)
Rendered mailer/_issue.html.erb (0.0ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (15.6ms)
Email delivery error: end of file reached
Rendered mailer/_issue.text.erb (0.0ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (15.6ms)
Rendered mailer/_issue.html.erb (0.0ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/_issue.text.erb (0.0ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (0.0ms)
Rendered mailer/_issue.html.erb (15.6ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (15.6ms)
Email delivery error: end of file reached
Rendered mailer/_issue.text.erb (15.6ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (15.6ms)
Rendered mailer/_issue.html.erb (0.0ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached
Rendered mailer/_issue.text.erb (15.6ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (15.6ms)
Rendered mailer/_issue.html.erb (0.0ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (0.0ms)
Email delivery error: end of file reached

#5 - 2017-03-14 18:21 - Waqar Javaid

Go MAEDA wrote:

Are there any errors in MTA's log?

I am using redmine on windows so there is no MTA's logs.

#6 - 2017-04-27 07:25 - Michal Kalwig

In my case, only for **some projects**, notifications are not sent. I receive the following error:

Email delivery error: 550 5.7.1 Unable to relay

Has somebody similar problem? No more details is given by Redmine logs.

#7 - 2017-06-26 09:52 - Mike de Waard

We are having the same issue with Redmine 3.3.0 on Windows Server 2012.

Single ticket updates work fine with email notifications, however when a bulk edit action is done the user receives a 500 internal server error. The log then shows the following:

```
Sent email "[our project name - Todo #8104] (Closed) ticket description" (310ms)
bcc: one@emailadress.com
Rendered mailer/_issue.text.erb (5.9ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (7.8ms)
Rendered mailer/_issue.html.erb (2.0ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (4.0ms)

Sent email "[our project name - Todo #8200] (Closed) ticket description" (243ms)
bcc: one@emailadress.com
Completed 500 Internal Server Error in 2438ms (ActiveRecord: 184.9ms)

EOFError (end of file reached):
app/models/mailer.rb:502:in `deliver_mail'
config/initializers/10-patches.rb:163:in `deliver'
app/models/mailer.rb:98:in `block (2 levels) in deliver_issue_edit'
app/models/issue.rb:982:in `block in each_notification'
app/models/issue.rb:981:in `each'
app/models/issue.rb:981:in `each_notification'
app/models/mailer.rb:97:in `block in deliver_issue_edit'
app/models/journal.rb:90:in `block in each_notification'
app/models/journal.rb:88:in `each'
app/models/journal.rb:88:in `each_notification'
app/models/mailer.rb:96:in `deliver_issue_edit'
app/models/journal.rb:302:in `send_notification'
app/models/journal.rb:67:in `save'
app/models/issue.rb:1678:in `create_journal'
app/models/issue.rb:210:in `create_or_update'
app/controllers/issues_controller.rb:299:in `block in bulk_update'
app/controllers/issues_controller.rb:285:in `each'
app/controllers/issues_controller.rb:285:in `bulk_update'
lib/redmine/sudo_mode.rb:63:in `sudo_mode'Sent email "[our project name - Todo #8088] (Closed) another ticket name" (299ms)
bcc: one@emailadress.com
Rendered mailer/_issue.text.erb (4.8ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (6.8ms)
Rendered mailer/_issue.html.erb (2.0ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (2.9ms)
```

If we close the ticket on which it failed using a single operation the notification is sent and no problem is given.

#8 - 2017-07-20 13:40 - Jaime Iranzo

Same problem here, on Redmine v3.4.1:

Log console

=> Booting WEBrick

=> Rails 4.2.8 application starting in production on [http://\[hide\]](#)

=> Run `rails server -h` for more startup options

=> Ctrl-C to shutdown server

Exiting

[2017-07-20 12:20:09] INFO WEBrick 1.3.1

[2017-07-20 12:20:09] INFO ruby 2.1.9 (2016-03-30) [x86_64-linux]

[2017-07-20 12:20:09] INFO WEBrick::HTTPServer#start: pid=25464 port=[hide]-

[2017-07-20 12:21:52] WARN Could not determine content-length of response body. Set content-length of the response or set Response#chunked = true

[2017-07-20 12:21:52] WARN Could not determine content-length of response body. Set content-length of the response or set Response#chunked = true

[2017-07-20 12:22:04] WARN Could not determine content-length of response body. Set content-length of the response or set Response#chunked = true

[...]

Log

[...]

Current user: [hide] (id= [hide])

Rendered mailer/_issue.text.erb (7.5ms)

Rendered mailer/issue_edit.text.erb within layouts/mailer (18.3ms)

Rendered mailer/_issue.html.erb (5.4ms)

Rendered mailer/issue_edit.html.erb within layouts/mailer (13.8ms)

[Locked forever here until it restarts...]