

## Redmine - Defect #25733

### Messages get bounced

2017-05-02 09:30 - Rene H

<b>Status:</b>	Closed	<b>Start date:</b>																																			
<b>Priority:</b>	High	<b>Due date:</b>																																			
<b>Assignee:</b>		<b>% Done:</b>	0%																																		
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour																																		
<b>Target version:</b>		<b>Affected version:</b>	3.3.1																																		
<b>Resolution:</b>	No feedback																																				
<b>Description</b>																																					
<p>I found out we seem to have a problem with incoming emails not being updated into redmine. Our setup goes via Google Apps, and the messages get forwarded to our postfix-server:</p> <p>user sends message to <a href="mailto:support@ourdomain.tld">support@ourdomain.tld</a> that is handled by googlel apps. The message get's routed back to our redmine-server that responds on <a href="mailto:support-add@redmineserver.ourdomain.tld">support-add@redmineserver.ourdomain.tld</a></p> <p>In postfix i have configured an alias that runs the rdm-mailhandler.rb</p> <pre>/usr/local/rvm/rubies/ruby-2.3.0/bin/ruby /etc/postfix/rdm-mailhandler.rb \ --project support \ --tracker New issues \ --unknown-user create \ --no-permission-check \ --no-check-certificate \ --url https://redmineserver.ourdomain.tld \ --key [randomstuff] \ --allow-override all \ --no-account-notice \ --default-group Support</pre> <p>I still get though the following error</p> <pre>"permission denied. Command output: Request was denied by your Redmine server. Possible reasons: e mail is sent from an invalid email address or is missing some information"</pre> <p>This is my currentn setup</p> <p>Environment:</p> <table><tr><td>Redmine version</td><td>3.3.1.stable</td></tr><tr><td>Ruby version</td><td>2.3.0-p0 (2015-12-25) [x86_64-linux]</td></tr><tr><td>Rails version</td><td>4.2.7.1</td></tr><tr><td>Environment</td><td>production</td></tr><tr><td>Database adapter</td><td>PostgreSQL</td></tr></table> <p>SCM:</p> <table><tr><td>Subversion</td><td>1.6.11</td></tr><tr><td>Git</td><td>1.7.1</td></tr><tr><td>Filesystem</td><td></td></tr></table> <p>Redmine plugins:</p> <table><tr><td>accept</td><td>0.0.2</td></tr><tr><td>issue_mail_with_attachments</td><td>0.1.0</td></tr><tr><td>redmine_autoclose</td><td>0.0.4</td></tr><tr><td>redmine_close_button</td><td>0.0.8</td></tr><tr><td>redmine_default_assign</td><td>0.6</td></tr><tr><td>redmine_gc_sync</td><td>1.0.0</td></tr><tr><td>redmine_mail_reminder</td><td>3.0.0.0001</td></tr><tr><td>redmine_pretend</td><td>2.0.1</td></tr><tr><td>redmine_tweaks</td><td>1.0.0</td></tr></table>				Redmine version	3.3.1.stable	Ruby version	2.3.0-p0 (2015-12-25) [x86_64-linux]	Rails version	4.2.7.1	Environment	production	Database adapter	PostgreSQL	Subversion	1.6.11	Git	1.7.1	Filesystem		accept	0.0.2	issue_mail_with_attachments	0.1.0	redmine_autoclose	0.0.4	redmine_close_button	0.0.8	redmine_default_assign	0.6	redmine_gc_sync	1.0.0	redmine_mail_reminder	3.0.0.0001	redmine_pretend	2.0.1	redmine_tweaks	1.0.0
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### History

**#1 - 2017-05-14 09:37 - Toshi MARUYAMA**

- *Status changed from New to Needs feedback*

What is your Redmine log?

**#2 - 2019-02-09 17:01 - Go MAEDA**

- *Status changed from Needs feedback to Closed*

- *Resolution set to No feedback*

**#3 - 2019-02-21 18:37 - Rob Spearman**

I am having the same problem. I looked in the production log and I see the error:

```
MailHandler: ignoring email from unknown user []
```

But this is for an email from myself and I am a valid user on the project and Redmine admin as well. Sometimes my emails work, but most of the time I see this error and my email is bounced back.

I see nothing obviously odd about the emails that work versus those that do not.

I am running Redmine 3.2.8 but otherwise same Ruby and Rails as on this issue. I did not see any closed issues on this topic but I could try upgrading. Let me know if I should open a separate issue.