

Redmine - Defect #32176

Emails are not getting triggered

2019-09-30 14:32 - Prashant Chavan

Status:	Needs feedback	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:			
Description			
When we create a new ticket and update existing one emails are not getting triggered. Kindly help as we have to manually inform to business every time.			

History

#1 - 2019-11-06 15:19 - Holger Just

- Status changed from New to Needs feedback

In order for notification mails to be send, you need to make sure that:

- you have enabled notification mails for the respective action in **Administration -> Settings -> Notifications**,
- the user has permission to actually view the issue in Redmine,
- the user has configured that they want to receive notifications in the project (or at all) on their **My Account** page,
- the user is connected to the issue (i.e. depending on the settings on their My Page, they are an author, assignee or watcher),
- and that you have correctly configure your mail server settings in config/configuration.yml

#2 - 2019-11-07 09:33 - Prashant Chavan

We have configured the details in Configuration.yml file but we are getting below error message:

An error occurred while sending mail (535-5.7.1 Username and Password not accepted. Learn more at)"