

## Redmine - Defect #37038

### Email notifications error

2022-04-26 22:33 - Lubomír Vrána

<b>Status:</b>	New	<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>	4.2.5
<b>Resolution:</b>			
<b>Description</b>			
<p>We experience problems with email notifications. Most of the emails arrive normally, but some of them don't. There are various errors in production.log:</p>			
<pre>[ActiveJob] [ActionMailer::DeliveryJob] [9e844fb0-ec90-4d15-9da9-727ce496315f] Email delivery error: 421 4.4.2 bulk.smtp.cz Error: timeout exceeded ... [ActiveJob] [ActionMailer::DeliveryJob] [943897ea-4eaa-4cf3-a5f5-e74fc7655f04] Email delivery error: end of file reached ... [ActiveJob] [ActionMailer::DeliveryJob] [2beb2fdc-44c1-4fb4-8d95-50b5bcbc0788] Email delivery error: execution expired ... [ActiveJob] [ActionMailer::DeliveryJob] [36650f3b-628e-41f0-ae60-eca9ecc3e9f5] Email delivery error: Net::OpenTimeout ... [ActiveJob] [ActionMailer::DeliveryJob] [6262d176-edae-45e3-9621-34df77ee2845] Email delivery error: SSL_connect SYSCALL returned=5 errno=0 state=SSLv3/TLS write client hello</pre>			
<p>These errors repeat from time to time.</p>			
<p>I've tried:</p> <ul style="list-style-type: none"><li>- 3 different SMTP servers, even smtp.mandrillapp.com</li><li>- ports 465/587/25</li></ul> <p>No matter what I set, the situation is the same, approximately the same amount of emails don't arrive.</p>			
<p>Something is wrong and I have no idea what to do with it.</p>			
<p>Please don't you have any idea what could I try?</p>			
<p>OS: Debian 11 with all updates</p>			
<p>ruby bin/about:</p>			
<pre>sh: 1: hg: not found sh: 1: cvs: not found sh: 1: bzip2: not found Environment:   Redmine version      4.2.5.stable.21531   Ruby version         2.7.4-p191 (2021-07-07) [x86_64-linux-gnu]   Rails version        5.2.7   Environment          production   Database adapter     Mysql2   Mailer queue         ActiveJob::QueueAdapters::AsyncAdapter   Mailer delivery      smtp SCM:   Subversion           1.14.1   Git                  2.30.2   Filesystem</pre>			

```
Redmine plugins:
  clipboard_image_paste      1.13
  redmine_agile              1.6.2
  redmine_checklists         3.1.20
  redmine_custom_css         0.1.7
  redmine_custom_js          0.1.1
  redmine_hide_sidebar       4.0.0
  redmine_issue_dynamic_edit 0.7.2
  redmine_lightbox2          0.5.1
  redmine_per_project_formatting 0.1.0
  redmine_theme_changer      0.4.0
  redmineup_tags             2.0.11
```

## History

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### #1 - 2022-12-13 10:57 - Dimitar (RedmineUP)

Hi Lubomír,

This is Dimitar from the RedmineUP Support Team.

I see that you have some of our plugins on your list:

```
redmine_agile      1.6.2
redmine_checklists 3.1.20
redmineup_tags     2.0.11
```

**So, could you please contact our support team at [support@redmineup.com](mailto:support@redmineup.com)? And our support engineers will help you investigate the situation.**

We look forward to hearing from you.

Best Regards,

**Dimitar from the RedmineUP Support Team**

Lubomír Vrána wrote:

We experience problems with email notifications. Most of the emails arrive normally, but some of them don't. There are various errors in production.log:

[...]

These errors repeat from time to time.

I've tried:

- 3 different SMTP servers, even smtp.mandrillapp.com

- ports 465/587/25

No matter what I set, the situation is the same, approximately the same amount of emails don't arrive.

Something is wrong and I have no idea what to do with it.

Please don't you have any idea what could I try?

OS: Debian 11 with all updates

ruby bin/about:

[...]