

## Redmine - Defect #37771

### receiving email issue

2022-10-13 10:33 - rony f

<b>Status:</b>	Resolved	<b>Start date:</b>	
<b>Priority:</b>	Normal	<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>	3.4.4
<b>Resolution:</b>			
<b>Description</b>			
<p>I have been using below scripts to run per sec for email receiving to create new ticket after user sent email sinc 2018. but recently in Oct, the script jobs was failed with below:</p> <pre>----- set SSL_CERT_FILE=C:\path\cacert.pem set Path=C:\Bitnami-new\redmine-3.4.4-1\ruby\bin cd C:\Bitnami-new\redmine-3.4.4-1\apps\redmine\htdocs bundle exec rake redmine:email:receive_pop3 RAILS_ENV="production" host=smtp.office365.com username= support.it@hunterdouglas.asia password=xxxx ssl=1 project=hda tracker=all allow_override=all exit ----- the current error as below: ----- C:\Bitnami\redmine&gt;redmine-hda-live.bat  C:\Bitnami\redmine&gt;set SSL_CERT_FILE=C:\path\cacert.pem  C:\Bitnami\redmine&gt;set Path=C:\Bitnami-new\redmine-3.4.4-1\ruby\bin  C:\Bitnami\redmine&gt;cd C:\Bitnami-new\redmine-3.4.4-1\apps\redmine\htdocs  C:\Bitnami-new\redmine-3.4.4-1\apps\redmine\htdocs&gt;bundle exec rake redmine:emai l:receive_pop3 RAILS_ENV="production" host=smtp.office365.com username=support.i t@hunterdouglas.asia password=xxx ssl=1 project=hda tracker=all allow_over ride=all rake aborted! Net::POPAuthenticationError: ERR LOGIN failure: unknown user name or bad passwo rd: C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/lib/redmine/pop3.rb:43:in `ch eck' C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/lib/tasks/email.rake:148:in ` block (4 levels) in &lt;top (required)&gt;' C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/app/models/maillor.rb:433:in ` with_synched_deliveries' C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/lib/tasks/email.rake:147:in ` block (3 levels) in &lt;top (required)&gt;' C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/vendor/bundle/ruby/2.3.0/gems /rake-12.3.0/exe/rake:27:in `&lt;top (required)&gt;' Tasks: TOP =&gt; redmine:email:receive_pop3 (See full trace by running task with --trace) ----- checking from mine: 1. The password for the email is correct and never changed. i can' login the mailbox with the current credentials. 2. tried to change host to outlook.office365.com .but didn't work. with error below: ----- C:\Bitnami-new\redmine-3.4.4-1\apps\redmine\htdocs&gt;bundle exec rake redmine:emai l:receive_imap RAILS_ENV="production" host=outlook.office365.com username=suppor t.it@hunterdouglas.asia password=HDasia!@# ssl=1 project=hda tracker=all allow_o verride=all rake aborted! OpenSSL::SSL::SSLError: SSL_connect returned=1 errno=0 state=SSLv2/v3 read serve r hello A: unknown protocol</pre>			

```
C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/lib/redmine/imap.rb:30:in `new'
C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/lib/redmine/imap.rb:30:in `check'
C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/lib/tasks/email.rake:117:in `
block (4 levels) in <top (required)>'
C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/app/models/mailer.rb:433:in `
with_synched_deliveries'
C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/lib/tasks/email.rake:116:in `
block (3 levels) in <top (required)>'
C:/Bitnami-new/redmine-3.4.4-1/apps/redmine/htdocs/vendor/bundle/ruby/2.3.0/gems
/rake-12.3.0/exe/rake:27:in `<top (required)>'
Tasks: TOP => redmine:email:receive_imap
(See full trace by running task with --trace)
-----
```

I am using office365 global version.  
Did anyone encounter the same issue and share the solution to us ?  
Can community help to fix?  
Appreciate.

## History

---

**#1 - 2022-10-13 11:22 - rony f**

- *Status changed from New to Resolved*

please delete this issue. that i have submitted to discussion group