Redmine - Defect #38256

Redmine 5.0.4 version sometimes doesn't send mail notifications

2023-02-08 14:15 - Iliyan Petrov

Status:	Closed	**Start date:**	
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	Email notifications	**Estimated time:**	0.00 hour
Target version:			
Resolution:	Invalid	**Affected version:**	5.0.4

Description

Redmine doesn`t send notifications to the assigned users or change their status. This occurs sometimes. There are no issues in the production log or smtp settings and server.

History

#1 - 2024-01-22 14:58 - Marius BĂLTEANU

- Status changed from New to Needs feedback

Which is your queue adapter? The default one that is using the memory to store the queues could generate this kind of issues.

#2 - 2024-01-29 10:48 - Iliyan Petrov

Marius BĂLTEANU wrote in #note-1:

> Which is your queue adapter? The default one that is using the memory to store the queues could generate this kind of issues.

Hello,
thank you for youre response.
I don`t know exactly what you mean as "queue adapter", but I`ve solved the issue. The issue was very complicated to be catch caused sometimes the dns requests going to failed with "time out" therefore there is no connection with SMTP server.
Appologies for miss my feedback.

#3 - 2024-01-29 18:15 - Marius BĂLTEANU

- Status changed from Needs feedback to Closed

- Resolution set to Invalid

Thanks for your feedback, closing this!

"queue adapter" is the queue backend system used by Redmine to schedule async jobs, like email sending. Using the default in-memory adapter is not recommended for a production environment because you can lost the jobs in some cases, like after a service restart. I guide about Sidekiq, recommended backend: SidekiqConfiguration.