

## Redmine - Defect #41463

### Email not woking in the latest release 5.1.3 (2024-06-12)

2024-10-10 04:32 - Krish Gopalakrishnan

<b>Status:</b>	Closed	<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>	
<b>Resolution:</b>	Invalid		
<b>Description</b>			
Email not woking in the latest release 5.1.3 (2024-06-12) and the details as below			
Environment:			
Redmine version	5.1.3.stable		
Ruby version	3.2.5-p208 (2024-07-26) [x86_64-linux]		
Rails version	6.1.7.8		
Environment	production		
Database adapter	Mysql2		
Mailer queue	ActiveJob::QueueAdapters::AsyncAdapter		
Mailer delivery	smtp		
Redmine settings:			
Redmine theme	Purplemine2 (includes JavaScript)		
SCM:			
Subversion	1.14.2		
Mercurial	6.3.2		
Bazaar	3.3.2		
Git	2.39.2		
Filesystem			
Redmine plugins:			
redmine_wktime	4.7.4		
<b>Related issues:</b>			
Has duplicate Redmine - Defect #41490: Request for docker-compose.yml and con...			<b>Closed</b>

### History

#### #1 - 2024-10-10 22:48 - Holger Just

- Status changed from New to Needs feedback

What exactly is not working? Please describe in detail what you are trying to do, what you would expect to happen and what you observe instead. Please be specific.

#### #2 - 2024-10-11 04:06 - Krish Gopalakrishnan

All the configurations were made perfectly, but **email notifications not generating from the redmine to the users** .

#### #3 - 2024-10-14 20:20 - Krish Gopalakrishnan

Please help the error is **An error occurred while sending mail (Net::ReadTimeout with #<Socket:(closed)>)**

#### #4 - 2024-10-14 20:21 - Krish Gopalakrishnan

- File Email Error Snapshot.png added

Please help the error is An error occurred while sending mail (Net::ReadTimeout with #<Socket:(closed)>)

#### #5 - 2024-10-16 12:59 - Krish Gopalakrishnan

Had deployed **Redmine version 5.1.3 on CentOS 9.2** . Could you please provide the **docker-compose.yml and configuration.yml** files for this version. Just to cross check with the existing files please..

#### #6 - 2024-10-16 19:39 - Holger Just

- Has duplicate Defect #41490: Request for docker-compose.yml and configuration.yml added

**#7 - 2024-10-16 19:42 - Holger Just**

Redmine does not ship with a docker configuration. There are several third-party projects who provide a docker image though. If you are using one of those images, please contact the maintainers of this image.

As for your apparent issue: it seems that Redmine is not able to contact the mailserver you have configured in your configuration.yml. This may have several causes, including firewall or routing issues, DNS resolution issues, and others.

Check that you can reach the configured mailserver from your Redmine server. If this does not work, you may have to use a different mailserver or change your server's configuration so that it can reach your mailserver.

**#8 - 2024-12-29 02:32 - Go MAEDA**

- Status changed from Needs feedback to Closed

- Resolution set to Invalid

**Files**

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Email Error Snapshot.png	35.5 KB	2024-10-14	Krish Gopalakrishnan
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