

## Redmine - Defect #7738

### Email Alert Not Being Sent

2011-02-28 10:02 - Shaik Ahmed

<b>Status:</b>	Closed	<b>Start date:</b>	2011-02-28
<b>Priority:</b>	Urgent	<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>	0.9.5
<b>Resolution:</b>	Invalid		
<b>Description</b>			
Hi			
We are using Bitnami Redmine 0.9.5 on Windows 2003 server.			
The Email alert has suddenly stopped working and no email is sent when an Issue is Created/Updated/Closed or any other activity that requires an email to be sent . The email settings are not changed and no settings is modified.			
However , when we change the password of a user or send a test email from the administration page , an email is sent successfully. Apart from these two alerts no email is being sent.			
The email exchange server is not blocking any email from the redmine.			
Any Pointers to resolve the issue is obliged.			
Thanks			
Shaik Ahmed			

### History

#### #1 - 2011-02-28 10:47 - Etienne Massip

- Assignee deleted (Azamat Hackimov)

How is your Email notifications configuration set both in user's profile and in Administration/Settings ?

#### #2 - 2011-02-28 10:55 - Shaik Ahmed

- File User\_Settings.jpg added

- File Admin\_Settings.jpg added

Hi

For the user settings , he should get email 'for any event on his project' -- attached reference image

In the Admin settings, notification should be sent for all events except file upload -- attached reference image

Thanks

#### #3 - 2011-02-28 11:04 - Etienne Massip

In both [#7451](#) and this one, use of BCC is checked.

Could you try without BCC ?

#### #4 - 2011-02-28 11:09 - Shaik Ahmed

Hi

Tried without Bcc , still no luck.

Thanks

**#5 - 2011-03-01 07:06 - Shaik Ahmed**

Hi

What i observed is , when i do a fresh installation of Redmine on my computer , the Email Notifications are sent without any problem. However, when i do an import of the Redmine database of my existing production database , the database import is successful but the Email notifications stops working .

Is there any limitations in redmine ?

Thanks

**#6 - 2011-03-01 08:35 - Etienne Massip**

Did you run the migration task after import ?

**#7 - 2011-03-01 08:37 - Shaik Ahmed**

NO i didn't , since there is no change in version. If its necessary, could you please provide the link where i can find the steps in executing the same.

**#8 - 2011-03-01 09:39 - Etienne Massip**

Simply run rake db:migrate from your redmine dir.

**#9 - 2011-03-01 10:02 - Shaik Ahmed**

Hi, i got the following error

```
C:\Program Files\BitNami Redmine Stack\ruby\bin>rake db:migrate --trace
rake aborted!
No Rakefile found (looking for: rakefile, Rakefile, rakefile.rb, Rakefile.rb)
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2377:in `raw_load_rakefile'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2017:in `load_rakefile'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2068:in `standard_exception_handling'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2016:in `load_rakefile'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2000:in `run'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2068:in `standard_exception_handling'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:1998:in `run'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/bin/rake:31
C:/Program Files/BitNami Redmine Stack/ruby/bin/rake:19:in `load'
C:/Program Files/BitNami Redmine Stack/ruby/bin/rake:19
```

Thanks

**#10 - 2011-03-02 17:07 - Etienne Massip**

Run it from your redmine directory.

**#11 - 2011-03-03 05:57 - Shaik Ahmed**

Hi

I am getting the following error when i run from :

```
C:\Program Files\BitNami Redmine Stack\apps\redmine>
```

```
"ruby.exe" is not recognized as an internal or external command
```

Do i have to do something with the environmental variables before executing the command ?

**#12 - 2011-03-03 09:21 - Etienne Massip**

Yes, add C:/Program Files/BitNami Redmine Stack/ruby/bin to your PATH.

**#13 - 2011-03-03 09:55 - Shaik Ahmed**

Hi Added the path , unfortunately i am still getting the same error .

**#14 - 2011-03-03 09:56 - Etienne Massip**

Did you open a new cmd window ?

**#15 - 2011-03-03 10:03 - Shaik Ahmed**

Yes with a new CMD window.

I am executing the command from here :

```
C:\Program Files\BitNami Redmine Stack\apps\redmine\>
```

**#16 - 2011-03-03 10:10 - Etienne Massip**

I was mistaken when I told you to add C:/Program Files/BitNami Redmine Stack/ruby/bin in your path, you should replace "/" with "\".

What does your PATH look like ?

**#17 - 2011-03-03 10:27 - Shaik Ahmed**

Hi i configured correctly "\" in the first place ! The error is there with correct syntax.

**#18 - 2011-03-03 11:09 - Etienne Massip**

What does your PATH contains and what command did you precisely type in ?

**#19 - 2011-03-03 11:11 - Shaik Ahmed**

Hi

This is in the PATH :

```
C:\Program Files\BitNami Redmine Stack\ruby\bin
```

**#20 - 2011-03-04 05:41 - Shaik Ahmed**

Hi

After changing the path , my redmine stopped working , when i check in the services , the redmine Apache service is down and when i start i am getting an error . From the event log the error message is :

The Apache service named reported the following error:

```
>>> httpd.exe: Syntax error on line 127 of C:/Program Files/BitNami Redmine Stack/apache2/conf/httpd.conf: Can not load C:/Program Files/BitNami Redmine Stack/apache2/modules/mod_dav_svn.so into server: The specified module could not be found.
```

I did not save the previous path , can you let me know the correct path.

Thanks

**#21 - 2011-03-04 09:24 - Etienne Massip**

Add a path to your PATH means you should append it to the end of the actual value, not replace it !

Here's mine :

```
D:\install\Ruby187\bin;C:\Program Files\Java\jdk1.7.0\bin;C:\WINDOWS\system32;C:\WINDOWS;C:\WINDOWS\System32\Wbem;C:\Program Files\TortoiseSVN\bin;C:\WINDOWS\system32\WindowsPowerShell\v1.0;C:\Program Files\PostgreSQL\9.0\bin;C:\Program Files\PostgreSQL\9.0\lib
```

**#22 - 2011-03-04 09:44 - Shaik Ahmed**

Hi

Original settings worked :

```
C:\Program Files\BitNami Redmine Stack\subversion\bin
```

But , email still not working .

**#23 - 2011-03-04 10:37 - Etienne Massip**

Don't understand, what do you call your original settings ? Do you alter your user or system PATH envvar ?

**#24 - 2011-03-07 12:03 - Shaik Ahmed**

No , i didn't , its already like this before :

C:\Program Files\BitNami Redmine Stack\subversion\bin

**#25 - 2011-03-07 12:14 - Etienne Massip**

But this is just a part of your PATH environment variable value, isn't it ?

**#26 - 2011-03-07 12:18 - Shaik Ahmed**

Yes it is .

Can you please tell me where i can check , to figure out the problem with the email notification.

production.log has no errors !

**#27 - 2011-03-07 14:23 - Etienne Massip**

I'd like to help you to get rake db:migrate done, but I don't understand how is installed the stack.

I don't get it : C:\Program Files\BitNami Redmine Stack\subversion\bin seems totally unrelated to the problem except if ruby executable is stored here ?!

**#28 - 2011-03-08 05:40 - Shaik Ahmed**

Hi

I had done the default installation of Redmine.

Yes , the buby executables are stored in C:\Program Files\BitNami Redmine Stack\subversion\bin

I had added the C:\Program Files\BitNami Redmine Stack\apps\redmine\ in the path and i can run the rake db:migrate bu the folowwing error occurs

```
C:\Program Files\BitNami Redmine Stack\ruby\bin>rake db:migrate --trace
rake aborted!
No Rakefile found (looking for: rakefile, Rakefile, rakefile.rb, Rakefile.rb)
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2377:in `raw_load_rakefile'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2017:in `load_rakefile'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2068:in `standard_exception_handling'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2016:in `load_rakefile'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2000:in `run'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:2068:in `standard_exception_handling'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/lib/rake.rb:1998:in `run'
C:/Program Files/BitNami Redmine Stack/ruby/lib/ruby/gems/1.8/gems/rake-0.8.7/bin/rake:31
C:/Program Files/BitNami Redmine Stack/ruby/bin/rake:19:in `load'
C:/Program Files/BitNami Redmine Stack/ruby/bin/rake:19
```

**#29 - 2011-03-08 09:20 - Etienne Massip**

Shaik Ahmed wrote:

Yes , the buby executables are stored in C:\Program Files\BitNami Redmine Stack\subversion\bin

Why so are you running rake from C:\Program Files\BitNami Redmine Stack\ruby\bin ?!?! Both executables should be in the same directory, subversion has nothing to do with ruby !

Moreover, I already told you to run db migration from redmine directory.

Please do exactly the following :

1. prepend your system PATH environment variable with C:\Program Files\BitNami Redmine Stack\ruby\bin and remove C:\Program Files\BitNami Redmine Stack\apps\redmine from it (PATH contains path to executable, there is no executable in redmine directory)

```
2. cd "C:\Program Files\BitNami Redmine Stack\apps\redmine"
   set RAILS_ENV=production
   rake db:migrate
```

**#30 - 2011-03-08 10:54 - Shaik Ahmed**

Hi

Thanks for the steps , that executed successfully . But still i am not getting any emails .

Output :

```
C:\Program Files\BitNami Redmine Stack\apps\redmine>rake db:migrate
(in C:/Program Files/BitNami Redmine Stack/apps/redmine)
== ChangeUsersMailNotificationToString: migrating =====
-- rename_column(:users, :mail_notification, :mail_notification_bool)
-> 0.2188s
-- add_column(:users, :mail_notification, :string, {:null=>false, :default=>""})
-> 0.0313s
-- remove_column(:users, :mail_notification_bool)
-> 0.0156s
== ChangeUsersMailNotificationToString: migrated (0.3438s) =====

== UpdateMailNotificationValues: migrating =====
== UpdateMailNotificationValues: migrated (0.0000s) =====

== AddIssuesNestedSetsColumns: migrating =====
-- add_column(:issues, :parent_id, :integer, {:default=>nil})
-> 0.2188s
-- add_column(:issues, :root_id, :integer, {:default=>nil})
-> 0.1719s
-- add_column(:issues, :lft, :integer, {:default=>nil})
-> 0.2031s
-- add_column(:issues, :rgt, :integer, {:default=>nil})
-> 0.1875s
== AddIssuesNestedSetsColumns: migrated (1.0000s) =====

== AddIndexOnIssuesNestedSet: migrating =====
-- add_index(:issues, [:root_id, :lft, :rgt])
-> 0.2031s
== AddIndexOnIssuesNestedSet: migrated (0.2031s) =====

== ChangeChangesPathLengthLimit: migrating =====
-- change_column(:changes, :path, :text, {:null=>true, :default=>nil})
-> 0.0781s
-- change_column(:changes, :path, :text, {:null=>false})
-> 0.0313s
-- change_column(:changes, :from_path, :text)
-> 0.0469s
== ChangeChangesPathLengthLimit: migrated (0.1563s) =====

== EnableCalendarAndGanttModulesWhereAppropriate: migrating =====
== EnableCalendarAndGanttModulesWhereAppropriate: migrated (0.2344s) =====

== AddUniqueIndexOnMembers: migrating =====
-- add_index(:members, [:user_id, :project_id], {:unique=>true})
-> 0.0781s
== AddUniqueIndexOnMembers: migrated (0.2031s) =====

== AddCustomFieldsVisible: migrating =====
-- add_column(:custom_fields, :visible, :boolean, {:null=>false, :default=>true})
-> 0.0156s
== AddCustomFieldsVisible: migrated (0.0313s) =====

== ChangeProjectsNameLimit: migrating =====
-- change_column(:projects, :name, :string, {:null=>false, :limit=>nil, :default=>""})
-> 0.0625s
== ChangeProjectsNameLimit: migrated (0.0625s) =====

== ChangeProjectsIdentifierLimit: migrating =====
-- change_column(:projects, :identifier, :string, {:limit=>nil})
-> 0.0469s
== ChangeProjectsIdentifierLimit: migrated (0.0469s) =====
```

Thanks

**#31 - 2011-03-08 11:10 - Shaik Ahmed**

Forgot to mention , i encountered this error :

```
CORE_RL_magick_.ddl was not working
```

However , clicking after clicking 'ok' db migrate resumed without any erros .

Thanks

**#32 - 2011-03-08 11:45 - Etienne Massip**

Did you restart your server ?

**#33 - 2011-03-08 11:48 - Shaik Ahmed**

Yes, i did !

**#34 - 2011-03-08 11:54 - Etienne Massip**

Both http and ruby ?

**#35 - 2011-03-08 11:56 - Shaik Ahmed**

Yes !

**#36 - 2011-03-08 19:52 - Etienne Massip**

Now that the db has been migrated, could you please check again the user profile email notification settings and the system email notification settings ?

And check the content of the log file once an issue has been modified ?

**#37 - 2011-03-09 05:58 - Shaik Ahmed**

After Updating the issue and changing the assignee , the content of the production.log is :

```
Processing IssuesController#update (for 192.168.20.199 at 2011-03-09 10:28:24) [PUT]
  Parameters: {"time_entry"=>{"comments"=>"" , "activity_id"=>"" , "hours"=>""} , "commit"=>"Submit" , "notes"=>""
 , "action"=>"update" , "_method"=>"put" , "authenticity_token"=>"cbYgT56kGZX/Hk6NynWS8NkykfOCCXwULGFN5Pe+Bu8="
 , "id"=>"1086" , "issue"=>{"start_date"=>"2011-03-08" , "custom_field_values"=>{"6"=>"" , "22"=>"" , "9"=>"" , "1"=>"
123" , "2"=>"" , "4"=>"" , "10"=>"" , "5"=>""} , "estimated_hours"=>"" , "priority_id"=>"6" , "parent_issue_id"=>""
 , "lock_version"=>"1" , "done_ratio"=>"0" , "assigned_to_id"=>"3" , "subject"=>"Atom Check" , "category_id"=>"" , "tr
acker_id"=>"1" , "due_date"=>"" , "status_id"=>"2" , "description"=>"Atom Check"} , "controller"=>"issues" , "attac
hments"=>{"1"=>{"description"=>""}}
Sending email notification to: shaik2@navionicsindia.com
The following error occurred while sending email notification: "550 5.1.1 User unknown
". Check your configuration in config/email.yml.
Redirected to http://onssrv4/redmine/issues/1086
Completed in 828ms (DB: 109) | 302 Found [http://onssrv4/redmine/issues/1086]
```

```
Processing IssuesController#show (for 192.168.20.199 at 2011-03-09 10:28:24) [GET]
  Parameters: {"action"=>"show" , "id"=>"1086" , "controller"=>"issues"}
Rendering template within layouts/base
Rendering issues/show.rhtml
Completed in 672ms (View: 484, DB: 141) | 200 OK [http://onssrv4/redmine/issues/1086]
```

**#38 - 2011-03-09 06:08 - Shaik Ahmed**

Email Settings that was in use , note that the two settings specified below used to work before , but right now both of them are not working :

Settings 1 (email.yml) :

```
production:
  delivery_method: :smtp
  smtp_settings:
    address: mail.mymailserver.com
    port: 25
    domain: mymailserver.com
    authentication: :login
    user_name:
    password:
```

Settings 2 (email.yml)

```
production:
  delivery_method: :smtp
  smtp_settings:
    address: mail.mymailserver.com
    port: 25
    domain: mail.mymailserver.com
```

authentication: :plain

**#39 - 2011-03-09 09:26 - Etienne Massip**

Googling around, it looks like this is not an authentication issue, the message means that the mailbox is not know by the SMTP server, check the validity of your domain / adress / mail adress values.

You can try to send a mail to this address with a classic MUA.

**#40 - 2011-03-09 12:14 - Shaik Ahmed**

Hi

After changing the default port from 25 to another , it worked . However , there were no changes done at mail exchange .

The port 25 still works if i configure a new Redmine , however , when i import the database from my production system it stops working . Then when i change the email.yml with a different port , it works

I appreciate your support .

Thanks

**#41 - 2011-03-09 12:14 - Shaik Ahmed**

- Status changed from New to Resolved

**#42 - 2011-03-09 14:16 - Etienne Massip**

- Status changed from Resolved to Closed

- Resolution set to Invalid

**Files**

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User_Settings.jpg	101 KB	2011-02-28	Shaik Ahmed
Admin_Settings.jpg	119 KB	2011-02-28	Shaik Ahmed