

On SMTP failure, an internal error occurs and all changes to an issue are lost

2022/05/09 14:46 - Admin Redmine

ステータス:	Closed	開始日:	2010/06/17
優先度:	通常	期日:	
担当者:		進捗率:	0%
カテゴリ:	Email notifications_9	予定工数:	0.00時間
対象バージョン:	4.0.0_99	作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/5703	status_id:	5
category_id:	9	tracker_id:	1
version_id:	99	plus1:	0
issue_org_id:	5703	affected_version:	
author_id:	16766	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	7		

説明

I'm trying to configure SMTP in a fresh Redmine installation, and currently email deliveries fail due to wrong configuration.

But the mere fact of inability to send emails renders the system unusable - no issue can be updated - any modification causes an internal error.

This is a bug - email delivery should be separated from the ticket update process (protected with a kind of try/catch if we're talking in Java/C++ terms).

The error page:

Internal error

An error occurred on the page you were trying to access.
If you continue to experience problems please contact your redMine administrator for assistance.

Back

The problem with SMTP (from production.log):

Processing IssuesController#edit (for 84.94.77.194 at 2010-06-17 06:56:38) [POST]
Parameters: {"time_entry"=>"{"comments"=>"", "activity_id"=>"", "hours"=>"", "commit"=>"Submit", "action"=>"edit", "authenticity_token"=>"6Hg80reGYr7v47adrGBjER400m8khpI/vOpdVsHekHI=", "id"=>"342", "notes"=>"sasdfasdasd", "controller"=>"issues", "issue"=>{"start_date"=>"2010-06-17", "estimated_hours"=>"", "lock_version"=>"0", "priority_id"=>"4", "subject"=>"email test", "fixed_version_id"=>"", "category_id"=>"", "description"=>"email test", "tracker_id"=>"3", "done_ratio"=>"0", "due_date"=>"", "assigned_to_id"=>"6", "custom_field_values"=>{"5"=>"", "attachments"=>{"1"=>{"description"=>"}}}}

Net::SMTPSyntaxError (501 Syntax: HELO hostname):

```
/usr/lib/ruby/1.8/net/smtp.rb:680:in `check_response'  
/usr/lib/ruby/1.8/net/smtp.rb:653:in `getok'  
/usr/lib/ruby/1.8/net/smtp.rb:623:in `helo'  
/usr/lib/ruby/1.8/net/smtp.rb:401:in `do_start'  
/usr/lib/ruby/1.8/net/smtp.rb:378:in `start'  
app/models/mailer.rb:287:in `deliver!'  
app/models/journal_observer.rb:20:in `after_create'  
/usr/lib/ruby/1.8/observer.rb:185:in `notify_observers'  
/usr/lib/ruby/1.8/observer.rb:184:in `each'  
/usr/lib/ruby/1.8/observer.rb:184:in `notify_observers'  
app/models/journal.rb:43:in `save'
```

```
app/models/issue.rb:459:in `create_journal'
app/controllers/issues_controller.rb:196:in `edit'
passenger (2.2.11) lib/phusion_passenger/rack/request_handler.rb:92:in `process_request'
passenger (2.2.11) lib/phusion_passenger/abstract_request_handler.rb:207:in `main_loop'
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:418:in `start_request_handler'
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:358:in `handle_spawn_application'
passenger (2.2.11) lib/phusion_passenger/Utils.rb:184:in `safe_fork'
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:354:in `handle_spawn_application'
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:352:in `__send__'
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:352:in `main_loop'
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:196:in `start_synchronously'
passenger (2.2.11) lib/phusion_passenger/abstract_server.rb:163:in `start'
passenger (2.2.11) lib/phusion_passenger/railz/application_spawner.rb:213:in `start'
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:262:in `spawn_rails_application'
passenger (2.2.11) lib/phusion_passenger/abstract_server_collection.rb:126:in `lookup_or_add'
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:256:in `spawn_rails_application'
passenger (2.2.11) lib/phusion_passenger/abstract_server_collection.rb:80:in `synchronize'
passenger (2.2.11) lib/phusion_passenger/abstract_server_collection.rb:79:in `synchronize'
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:255:in `spawn_rails_application'
passenger (2.2.11) lib/phusion_passenger/spawn_manager.rb:154:in `spawn_application'
```

journals

Information

Redmine 0.9.4.stable (PostgreSQL)
Default administrator account changed True
Attachments directory writable True
Plugin assets directory writable True

RMagick available (optional) True

In Redmine 4.0, the emails are delivered asynchronously by default using ActiveJob. This should fix this issue.

related_issues

relates,Closed,26791,Send individual notification mails per mail recipient
duplicates,Closed,13854,Unable to raise new issue

履歴

#1 - 2022/05/10 17:22 - Admin Redmine

- カテゴリをEmail notifications_9にセット
- 対象バージョンを4.0.0_99にセット