

CUNY Academic Commons - Bug #10970

Post by email failure

2019-01-16 03:32 PM - Matt Gold

Status:	Resolved	Start date:	2019-01-16
Priority name:	High	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	Reply By Email	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Hi Ray, I received the attached error message when I tried to post to a commons group by email just now. can you please take a look?			

History

#1 - 2019-01-17 11:13 AM - Matt Gold

- Priority name changed from Normal to High

Hi Ray,

I'm raising the priority on this as it has happened with other messages I've tried to send. Can you please look into it when you have a chance? thank you

#2 - 2019-01-17 02:18 PM - Luke Waltzer

- File Screen Shot 2019-01-17 at 2.18.16 PM.png added

Just got same error, details attached.

#3 - 2019-01-17 03:55 PM - Raymond Hoh

Hi everyone,

Apologies for missing responses to this ticket.

From the screenshot that Matt posted, something appears to have changed on SparkPost's end. SparkPost is the provider that handles the simplified new topic email address.

In the meantime, please post your forum topics via the regular group forum on the website and not via the group new topic email address until I have narrowed down what is happening.

(It's 6am over here so I still need a few more hours of sleep to be fully functional!)

#4 - 2019-01-17 04:03 PM - Matt Gold

Okay -- thanks, Ray!!

#5 - 2019-01-18 01:12 AM - Raymond Hoh

It appears that our SparkPost account may have been closed due to inactivity:

<https://www.sparkpost.com/docs/faq/inactive-account/>

In order for our account to be considered active, it requires email to be sent with their service. We don't send email with SparkPost, but we use their Inbound Domain feature, which enables us to have our simple new topic email address for groups.

I received an email about inactive account activity back in December, but I replied to them and asked about our account status and was assured our account would not be deactivated.

It appears we might have been subject to deactivation improperly. I have reached out to them to see if this is the case or not.

Worse case scenario is we either recreate the account with SparkPost or we use another inbound email domain provider. More to come.

#6 - 2019-01-18 05:11 AM - Raymond Hoh

Update: The account was deactivated.

It appears I'll need to reconfigure the SparkPost account with the domains and everything :(NYCDH is probably also affected.

I've copied the main parts from the email thread below:

Hi Raymond,

The account has been reactivated and I've sent you an invitation email. Please follow the steps contained therein, once complete, you will be able to log into the account using that email address. You'll then need to add the domains again. You'll also need to send a message once a month to keep the account active and to maintain your sending reputation.

regards,
Glen

----- Original Message -----

To: support@sparkpost.com
Subject: Re: SparkPost Inactive Account Closure

Hi Glen,

Yes, please reinstate the account and I will try to determine what needs to be re-added.

One question, we only really use the Inbound Domain feature and rarely send out email. What steps do we have to take to ensure this does not happen again? Like do we have to send out an email every month or every three months?

On 1/18/2019 4:10 PM, Support wrote:

> Thank you for contacting SparkPost Support.
>
> This account has been terminated for lack of use, what I see from my side as the reason, is there has been no mail sent since 2018-01-01.
> In your case this appears to be incorrect since you contacted us on December 4th and I confirmed that you had sent mail.
> Unfortunately, your domains and the associated email address have been removed from the account which makes things more complicated than simply reactivating the account. You will need to add the domains back into the account as well as complete the DKIM verification process once more.
> Do you want me to start this process or would you prefer to create a new account?
> Apologies for this, I understand how frustrating this can be.
>
> regards
> Glen

----- Original Message -----

To: support@sparkpost.com
Subject: Re: SparkPost Inactive Account Closure

Hi Glen,

I just received a "550 5.7.1 relaying denied" error when using SparkPost's inbound domain feature.

Here are the email headers from an attempted inbound email:

Content-Type: message/delivery-status
Reporting-MTA: dns; googlemail.com
Arrival-Date: Wed, 16 Jan 2019 12:25:48 -0800 (PST)
X-Original-Message-ID:
<CALndigLpaEsbHdc8PHZV4dH5Z9n1Tf6FtBrQaa6p0PMLkfLk3g@mail.gmail.com>
Final-Recipient: rfc822; cunydh@groups.commonsgc.cuny.edu
Action: failed
Status: 5.7.1
Remote-MTA: dns; rx3.sparkpostmail.com. (52.10.142.183, the server for the domain groups.commonsgc.cuny.edu.)
Diagnostic-Code: smtp; 550 5.7.1 relaying denied
Last-Attempt-Date: Wed, 16 Jan 2019 12:25:49 -0800 (PST)

Can you check to see if my account is active and in good standing? I also tried to login to SparkPost, but I am unable to do so. Has my account been deactivated or removed?

Please let me know.

Regards,
Raymond

On 12/4/2018 4:41 PM, Support wrote:

> Thank you for contacting SparkPost Support.

>

> Your account is active and in good standing, you've been sending mail which is all that was required in order to keep the account active.

>

> regards,

> Glen

----- Original Message -----

To: inactive-accounts@sparkpost.com

Subject: Re: SparkPost Inactive Account Closure

Hi,

My account is active as I manage several domains using SparkPost APIs, but do not necessarily send email at the moment.

I just logged into SparkPost. Let me know what else I need to do to keep my account active.

Regards,
Raymond

On 12/4/2018 4:02 AM, SparkPost wrote:

> Dear SparkPost Customer,

>

> Your SparkPost account is inactive. We've noticed you didn't use your account in over a year. The account under your email address will be automatically removed on 17 December 2018.

I'll update this thread on what needs to be done.

#7 - 2019-01-18 05:54 AM - Raymond Hoh

It might be better if we create a shared SparkPost account so it isn't under my email address.

Matt, let me know if you would rather create a SparkPost account under a CUNY email address.

Afterwards, we can proceed with the set up process. The main addition to the set up process appears to be the need for a sending domain: <https://www.sparkpost.com/docs/getting-started/getting-started-sparkpost/#preparing-your-from-address>

This will require a request to IT. We'll also need to write an automated script that sends at least one email every month so our account isn't marked as inactive in the future. This should be relatively easy.

#8 - 2019-01-18 07:38 AM - Matt Gold

thanks so much, Ray. If there is not a need to absolutely use a cuny.edu email address, I'd propose we set up a gmail address and share login info.

#9 - 2019-01-18 10:21 AM - Raymond Hoh

If there is not a need to absolutely use a cuny.edu email address, I'd propose we set up a gmail address and share login info.

No, we don't need to use a cuny.edu email address. Gmail is fine.

#10 - 2019-01-18 10:43 AM - Matt Gold

Great -- thank you. Please let me know whether you need anything else from me before you move forward

#11 - 2019-01-18 06:57 PM - Raymond Hoh

Please let me know whether you need anything else from me before you move forward

Thanks Matt. Please let me know the SparkPost credentials for the Gmail account when you have created it. After that, I'll probably have to make a request to IT about the needed configuration changes.

#12 - 2019-01-21 11:48 PM - Raymond Hoh

- Status changed from Assigned to Resolved
- Target version set to Not tracked

Okay, I've reconfigured SparkPost so the simple new topic email address should be working again for both the Commons and NYCDH. I gave it a quick test and looks like it is working. Matt, can you give it a test just to verify?

Boone, to keep our SparkPost account active, I've written a bash script to send an email every month using the SparkPost API and added it to crontab:

```
0 0 1 * * /PATH-TO-SCRIPT-DIR/sparkpost-send.sh
```

Here's the bash script:

```
#!/bin/bash
curl -X POST \
  https://api.sparkpost.com/api/v1/transmissions \
  -H "Authorization: APIKEYHERE" \
  -H "Content-Type: application/json" \
  -d @- <<EOF
{"content": {"from": "noreply@gc.cuny.edu", "subject": "Monthly Email", "text": "A test email to ensure we use SparkPost's email service."}, "recipients": [{"address": "cunyacademiccommons@gmail.com"}]}
EOF
```

I've tested the bash script and it works. Now to see if this gets triggered every month!

I'll also forward you the credentials for the SparkPost account via email. Let me know if you want to be CC'd on this too, Matt.

Tentatively marking as resolved. However, please reopen if any issues pop up.

#13 - 2019-01-22 07:53 AM - Matt Gold

Thanks so much, Ray!! I am confirming that I am now able to post by email

#14 - 2019-01-22 12:05 PM - Boone Gorges

Thank you, Ray!

Files

Screen Shot 2019-01-16 at 3.30.22 PM.png	117 KB	2019-01-16	Matt Gold
original_msg (3).txt	22 KB	2019-01-16	Matt Gold
Screen Shot 2019-01-17 at 2.18.16 PM.png	306 KB	2019-01-17	Luke Waltzer