

CUNY Academic Commons - Bug #1568

Member reports problem with email notifications

2012-01-28 11:27 AM - Matt Gold

Status:	Resolved	Start date:	2012-01-28
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	BuddyPress (misc)	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
<p>Please see related email -- member of the CAT group reports that she hasn't been receiving email notifications even though her status appears to be set to all email. We should take this as a sign of a potentially larger problem, though it's hard to know, at this point where the problem lies, since it could be the email notification system itself perhaps not sending the notifications or the CUNY email system marking them as spam. I'll add André as a watcher in case the latter case is a possibility.</p> <p>Relatedly, I didn't see a way, with the new WP toolbar/BP profiles, for me to check out her actual email notification settings on the dashboard. How can I do that?</p>			

History

#1 - 2012-01-28 11:34 AM - Boone Gorges

André, can you grant permission for the commons user to read the mail logs in /var/log/ so that I can see whether the emails have been going out? Or would you rather I give you something to look for and you can look yourself?

#2 - 2012-01-30 09:57 AM - local admin

Boone, let's do both. I've set this stuff to be readable by commons, but I'd like to investigate these as well.

Meanwhile it seems that messages to this address are being generated and delivered from the server POV:

```
[root@commons ~]# grep karrin.wilks@mail.cuny.edu /var/log/maillog*
/var/log/maillog:Jan 29 23:08:16 commons postfix/smtp[28159]: 5C45A1745A6: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=8, delay=0.07, delays=0.01/0/0/0.06, dsn=2.6.0, status=sent (250 2.6.0 <5496d00c8056a80677c2f77413ef2a36@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog:Jan 29 23:14:45 commons postfix/smtp[29433]: 012CA1745D1: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=2, delay=0.61, delays=0.01/0.59/0/0.01, dsn=2.6.0, status=sent (250 2.6.0 <cb86a7cee91cbeb950bf859ad998e175@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog:Jan 29 23:31:53 commons postfix/smtp[1104]: AEB5A1745BF: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.32, delays=0/0/0.17/0.15, dsn=2.6.0, status=sent (250 2.6.0 <53504fd6059e64d7019c4e1416439617@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog:Jan 30 09:00:19 commons postfix/smtp[7763]: D19FF17462A: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=7, delay=0.19, delays=0/0/0/0.19, dsn=2.6.0, status=sent (250 2.6.0 <1a92d56fdbd94a46fb4eb08d8c692bb9@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120108:Jan 2 10:16:27 commons postfix/smtp[30943]: E5ECC1746B4: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=6, delay=0.12, delays=0.01/0/0/0.1, dsn=2.6.0, status=sent (250 2.6.0 <f29758c205042d48f874bc1272cf34bc@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120108:Jan 2 10:37:09 commons postfix/smtp[2163]: EEC5C1746BC: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=7, delay=0.17, delays=0.01/0/0/0.12, dsn=2.6.0, status=sent (250 2.6.0 <db648ea94c412fe316ad31e5d21c2b56@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120108:Jan 2 10:44:18 commons postfix/smtp[3360]: 7B8BB1746BC: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=8, delay=0.03, delays=0.01/0/0/0.02, dsn=2.6.0, status=sent (250 2.6.0 <8bf572adada710c4b9262a99ab126f64@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120108:Jan 2 22:28:21 commons postfix/smtp[23934]: 27F6F1746C8: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=3, delay=0.05, delays=0.01/0/0/0.04, dsn=2.6.0, status=sent (250 2.6.0 <e460b4e15e110d9fe73e0381bd5c3c4e@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120108:Jan 3 10:21:33 commons postfix/smtp[28380]: 2979B1746DE: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=3, delay=0.13, delays=0.01/0/0/0.11, dsn=2.6.0, status=sent (250 2.6.0 <ac307fe44262a13cf9254e2ce046bd7@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120108:Jan 3 10:46:39 commons postfix/smtp[1741]: BA15D1746DD: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.11, delays=0.01/0/0/0.1, dsn=2.6.0, status=sent (250 2.6.0 <47e519bd0658484f211d111fbefc8f18@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120108:Jan 3 16:19:43 commons postfix/smtp[14650]: 0ECB91746E0: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=3, delay=0.13, delays=0.01/0/0/0.11, dsn=2.6.0, status=sent (250 2.6.0 <00f4048be512624264455c1b26ac8757@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120115:Jan 8 12:21:41 commons postfix/error[28212]: C5CB117455F: to=<karrin.wilks@mail.cuny.edu>, relay=none, delay=0.01, delays=0.01/0/0/0, dsn=4.4.2, status=deferred (delivery temporarily suspended: conversation with relay.gc.cuny.edu[172.29.28.90] timed out while sending MAIL FROM)
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/var/log/maillog-20120115:Jan 8 12:30:07 commons postfix/smtp[29442]: C5CB117455F: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=506, delays=506/0.14/0.01/0.12, dsn=2.6.0, status=sent (250 2.6.0 <1091e913c8a5e4b38249a3433a67b0df@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120115:Jan 8 18:11:09 commons postfix/smtp[15005]: 8AF831744DB: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=6, delay=0.07, delays=0/0/0/0.06, dsn=2.6.0, status=sent (250 2.6.0 <a104c1ee24c90e93033646b8c34affe3@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120115:Jan 9 12:36:47 commons postfix/smtp[23851]: 3B24217464D: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=9, delay=0.08, delays=0.01/0/0/0.06, dsn=2.6.0, status=sent (250 2.6.0 <87e0e85d8d737db8425d9ccfe9151df7@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120115:Jan 9 13:02:48 commons postfix/smtp[29040]: E213B174659: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=2, delay=0.11, delays=0/0/0/0.1, dsn=2.6.0, status=sent (250 2.6.0 <8fcb8a859fb8ab6a54826e31b1b71912@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120115:Jan 11 16:27:47 commons postfix/smtp[10131]: 2AEF91746D6: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.08, delays=0.01/0/0/0.07, dsn=2.6.0, status=sent (250 2.6.0 <4c27e5cad2f8b1c3ecf3d4b6cf32b1a5@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120115:Jan 11 16:28:58 commons postfix/smtp[10126]: 051FF1746D6: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=2, delay=0.11, delays=0.01/0/0/0.1, dsn=2.6.0, status=sent (250 2.6.0 <c368e9277373eb5e86e51fd6e198c1b3@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120115:Jan 11 16:33:19 commons postfix/smtp[11186]: 54AEF1746DE: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.03, delays=0.01/0.01/0.01/0, dsn=2.6.0, status=sent (250 2.6.0 <5c892bbf9f27f17d43521967ebca430d@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120115:Jan 12 07:02:55 commons postfix/smtp[27382]: 7178F1746D8: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.12, delays=0.01/0/0/0.11, dsn=2.6.0, status=sent (250 2.6.0 <ad9f95512c491c1f441d47ad43c4e7f5@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 16 15:35:50 commons postfix/smtp[8113]: 58F781746B5: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=5, delay=0.06, delays=0/0/0/0.05, dsn=2.6.0, status=sent (250 2.6.0 <d016c4e7ef350010ddef162d2af5502a@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 18 16:39:08 commons postfix/smtp[16059]: A416B17445E: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=7, delay=0.08, delays=0.01/0/0/0.07, dsn=2.6.0, status=sent (250 2.6.0 <c7e285dccc6359e2a24cb931f9cf45e81@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 18 16:40:33 commons postfix/smtp[16062]: 2E995174460: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=4, delay=0.02, delays=0.01/0/0/0, dsn=2.6.0, status=sent (250 2.6.0 <e0ca3660544f01b082e1edcb06592655@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 10:02:48 commons postfix/smtp[24782]: 29FCE174710: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=9, delay=0.18, delays=0.01/0/0/0.17, dsn=2.6.0, status=sent (250 2.6.0 <f83a909d00bd94c601257da33666cb5@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 10:04:32 commons postfix/smtp[25212]: C25D0174712: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=4, delay=0.1, delays=0.01/0/0/0.09, dsn=2.6.0, status=sent (250 2.6.0 <d885c4c5a49b0016c3cb279160f1aa33@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 11:00:59 commons postfix/smtp[6280]: 01FBE17472E: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=4, delay=0.05, delays=0.01/0/0/0.03, dsn=2.6.0, status=sent (250 2.6.0 <1850dae1850dde3ddf7574e884f2f133@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 11:56:13 commons postfix/smtp[22677]: 1202717472C: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=8, delay=0.08, delays=0.01/0/0/0.06, dsn=2.6.0, status=sent (250 2.6.0 <4d0dc00d86ff64ddcab0dbe5478f6677@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 12:14:58 commons postfix/smtp[1467]: BD23017460C: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.34, delays=0.2/0/0/0.13, dsn=2.6.0, status=sent (250 2.6.0 <cab650ec79466e73aeldcc4d88153a4a@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 12:28:07 commons postfix/smtp[9052]: 18CF817426F: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.05, delays=0.01/0/0/0.03, dsn=2.6.0, status=sent (250 2.6.0 <6cd075debff7e754b4b23e291dfc3d58@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 12:28:09 commons postfix/smtp[1467]: 47F47174190: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=18, delay=0.14, delays=0/0/0/0.14, dsn=2.6.0, status=sent (250 2.6.0 <ba78cf8f0863797e234461a7467efbc2@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 12:32:45 commons postfix/smtp[11580]: 33C18174190: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=8, delay=0.21, delays=0.01/0/0/0.2, dsn=2.6.0, status=sent (250 2.6.0 <eec0c498616965e75a3dbe63820e2744@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 13:17:00 commons postfix/smtp[28656]: BF211174271: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=9, delay=0.02, delays=0.01/0/0/0, dsn=2.6.0, status=sent (250 2.6.0 <3c4df12d9c780043e96648ae67aa0e67@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 14:25:46 commons postfix/smtp[17922]: E9D95174235: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=11, delay=0.09, delays=0.03/0/0/0.06, dsn=2.6.0, status=sent (250 2.6.0 <1e125e90b450549e87cc9f4d6d6bdb1e@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 14:29:32 commons postfix/smtp[18704]: 2D745174235: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.14, delays=0.04/0/0/0.09, dsn=2.6.0, status=sent (250 2.6.0 <0c6419c4cb5482a6c8c2e4eeba2albd7@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 14:52:22 commons postfix/smtp[25513]: 28473174276: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=6, delay=0.17, delays=0.01/0.03/0/0.13, dsn=2.6.0, status=sent (250 2.6.0 <90cc7270ccela8536892ec885610664a9@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 14:55:05 commons postfix/smtp[26350]: 5CC9C174230: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=9, delay=0.03, delays=0.01/0/0/0.02, dsn=2.6.0, status=sent (250 2.6.0 <2d444a4b67243d23e21fb31347f14e5a@commons.gc.cuny.edu> Queued mail for delivery)

/var/log/maillog-20120122:Jan 19 15:10:55 commons postfix/smtp[30938]: 03945174181: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=5, delay=0.07, delays=0.01/0/0/0.06, dsn=2.6.0, status=sent (250 2.6.0 <b56abad0500c3ee82dd517389d295665@commons.gc.cuny.edu> Queued mail for delivery)

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/var/log/maillog-20120122:Jan 19 15:58:21 commons postfix/smtp[11095]: 17649174182: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=6, delay=0.07, delays=0.01/0/0/0.06, dsn=2.6.0, status=sent (250 2.6.0 <b99df84bde4e18a3715888c3f55d73a7@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120122:Jan 19 16:01:26 commons postfix/smtp[12683]: CCE2D174181: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=8, delay=0.2, delays=0.01/0/0/0.19, dsn=2.6.0, status=sent (250 2.6.0 <b278f0a4e0421de0e42a0fb672236197@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120122:Jan 19 16:18:59 commons postfix/smtp[17732]: 20F36174270: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.16, delays=0.01/0/0/0.14, dsn=2.6.0, status=sent (250 2.6.0 <043eca7019a4c5aadae42fceb42bbba8@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120122:Jan 20 10:20:50 commons postfix/smtp[27263]: 231851742D7: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=9, delay=0.03, delays=0.01/0.02/0/0.01, dsn=2.6.0, status=sent (250 2.6.0 <5c3bd64a77a079f37267c4b00b90b6d4@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120122:Jan 20 10:27:35 commons postfix/smtp[28980]: 873D01742D5: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=12, delay=0.07, delays=0.02/0/0/0.05, dsn=2.6.0, status=sent (250 2.6.0 <624aad0bcf56a5cbccb7374d19e23023@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120122:Jan 20 10:37:32 commons postfix/smtp[32021]: E82DA1742CE: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.18, delays=0.01/0/0/0.17, dsn=2.6.0, status=sent (250 2.6.0 <a6666bae6f72cf68cfebbc2a03cb5b18@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120122:Jan 21 12:22:04 commons postfix/smtp[26663]: 5335F1742FB: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.02, delays=0.01/0/0/0.01, dsn=2.6.0, status=sent (250 2.6.0 <a02de57df85024077e16be07e13e32ef@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120122:Jan 21 13:44:36 commons postfix/smtp[1290]: B9D7D17463A: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=9, delay=0.12, delays=0.01/0/0/0.11, dsn=2.6.0, status=sent (250 2.6.0 <f3757e9dc192629b8a2b8c539081e6c2@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120122:Jan 21 18:35:03 commons postfix/smtp[29328]: 9E339174657: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=9, delay=0.1, delays=0.01/0/0/0.09, dsn=2.6.0, status=sent (250 2.6.0 <7fc778be60634ab4f95ade3733ffc572@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120122:Jan 21 18:51:55 commons postfix/smtp[1460]: 2E2B4174670: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.19, delays=0.01/0.04/0/0.13, dsn=2.6.0, status=sent (250 2.6.0 <3bb14dfb8153acbc051bb1f46587c6cf@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120129:Jan 23 15:52:50 commons postfix/smtp[4585]: 458E017465D: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=7, delay=0.07, delays=0.01/0/0/0.06, dsn=2.6.0, status=sent (250 2.6.0 <efa200a47b50454fa73aaafd14e3630e@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120129:Jan 23 22:18:01 commons postfix/smtp[25584]: BCFAF174690: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.2, delays=0.01/0/0/0.18, dsn=2.6.0, status=sent (250 2.6.0 <807e4cc9d59e9e581ed3fcffe2074a74@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120129:Jan 25 17:19:00 commons postfix/smtp[19390]: 3E1361746BF: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=10, delay=0.2, delays=0.01/0/0/0.19, dsn=2.6.0, status=sent (250 2.6.0 <658029cbe59f86743c6a3692b6317fda@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120129:Jan 27 14:44:08 commons postfix/smtp[19095]: 5091D1746C2: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=2, delay=0.07, delays=0.01/0/0/0.06, dsn=2.6.0, status=sent (250 2.6.0 <1b06581b14c76c2d2f029b1e3da18c99@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120129:Jan 27 21:23:46 commons postfix/smtp[10324]: C60121746C6: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, conn_use=3, delay=0.04, delays=0.01/0/0/0.03, dsn=2.6.0, status=sent (250 2.6.0 <16e454d88521aba0c2dlc3334c99a721@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20120129:Jan 27 21:37:05 commons postfix/smtp[13246]: 7AF281746C4: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, conn_use=4, delay=0.21, delays=0.01/0/0/0.2, dsn=2.6.0, status=sent (250 2.6.0 <e2c3e3895527c0408201fddca829ee3a@commons.gc.cuny.edu> Queued mail for delivery)
```

Nothing unusual is immediately apparent.

-AP

#3 - 2012-01-30 10:06 AM - Matt Gold

Interesting. When we were whitelisting the CUNY Commons email address, we dealt with campuses, but never Central CUNY. Karrin is at 80th street, I think. André, would you know whom to contact there for more details? Or, I can ask Karrin to put us in touch with someone.

#4 - 2012-01-30 10:25 AM - local admin

Matt Gold wrote:

Interesting. When we were whitelisting the CUNY Commons email address, we dealt with campuses, but never Central CUNY. Karrin is at 80th street, I think. André, would you know whom to contact there for more details? Or, I can ask Karrin to put us in touch with someone.

Is there anyone else with a mail.cuny.edu we can ask? I'd like to know if this issue affects more than one user.

#5 - 2012-01-30 11:17 AM - Matt Gold

Hi André,

Please see the related email sent by George. Where do we go from here?

#6 - 2012-01-30 11:32 AM - local admin

Two things: finding out how pervasive is the issue (how many affected) and trying to consistently reproduce the issue (manually sending a message to the recipient to make sure it's not received).

#7 - 2012-01-30 01:03 PM - Matt Gold

Okay. So, do you want to be in direct contact with the user in question, or should I act as intermediary? If you can send a test message to her through the system, that would be great -- and then you or I can follow up with a separate email, depending on how you want to handle this. Many thanks for your help.

#8 - 2012-02-08 04:43 PM - Boone Gorges

- Assignee changed from Boone Gorges to local admin

- Target version changed from 1.3.6 to Not tracked

It sounds like this is probably not related to the Commons codebase (likely to be a problem between the Commons's outgoing mail and the user's incoming mail), so I'm removing the milestone and reassigning to André. I've added myself as a watcher, so please ping me if there's anything I can provide on my end.

#9 - 2012-02-08 06:37 PM - Matt Gold

Thanks, Boone. André, please let me know about next steps when you have a chance, as I'd like to get back to the member in question. Many thanks.

#10 - 2012-02-17 11:45 AM - local admin

Could we have the community team please contact the Karrin to make sure this is still an issue? If it's still happening then I'll go ahead and send her some test messages and take it from there. Thanks!

#11 - 2012-02-17 11:52 AM - Matt Gold

Hi André - I can check in with her, but I don't think that any messages have gone out from that group recently, so it might be hard for her to confirm non-receipt.

#12 - 2012-02-17 12:01 PM - local admin

Matt Gold wrote:

Hi André - I can check in with her, but I don't think that any messages have gone out from that group recently, so it might be hard for her to confirm non-receipt.

Understood. So let me go ahead and send her a test message now and see what's up.

#13 - 2012-02-17 12:16 PM - local admin

Sent a test message:

```
[root@commons ~]# mail -s "Test email from CUNY Academic Commons" karrin.wilks@mail.cuny.edu
Greetings Dr. Wilks,
```

```
This is a test message from CUNY Academic Commons' email system.
```

```
I'm troubleshooting recent message delivery delays to your mailbox from our system, so kindly reply to this message so I can verify the exact message delivery time.
```

Many thanks!

André Pitanga
Lead Systems Administrator
CUNY Graduate Center
EOT

...seems from our POV that the message was received promptly:

```
[root@commons ~]# tail /var/log/maillog
Feb 17 12:03:26 commons postfix/pickup[574]: F095B17465F: uid=0 from=<root>
Feb 17 12:03:26 commons postfix/cleanup[5318]: F095B17465F: message-id=<20120217170326.F095B17465F@commons.gc.cuny.edu>
Feb 17 12:03:27 commons postfix/qmgr[4294]: F095B17465F: from=<root@commons.gc.cuny.edu>, size=818, nrcpt=1 (q ueue active)
Feb 17 12:03:27 commons postfix/smtp[5321]: F095B17465F: to=<karrin.wilks@mail.cuny.edu>, relay=relay.gc.cuny.
```

edu[172.29.28.89]:25, delay=0.24, delays=0.04/0.01/0.01/0.19, dsn=2.6.0, status=sent (250 2.6.0 <20120217170326.F095B17465F@commons.gc.cuny.edu> Queued mail for delivery)
Feb 17 12:03:27 commons postfix/qmgr[4294]: F095B17465F: removed

#14 - 2012-02-17 12:42 PM - local admin

Karrin reported that she received our test message promptly. I believe this was more than likely a temporary glitch.

Perhaps I can go ahead and close this issue as resolved for now, re-opening it if it happens to re-occur?

#15 - 2012-02-28 10:51 AM - local admin

- Status changed from Assigned to Resolved

Closing as resolved. We can always re-open if issue reoccurs.

Files

Screen_Shot_2012-01-28_at_11.23.19_AM.png	37 KB	2012-01-28	Matt Gold
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