

CUNY Academic Commons - Bug #3547

Email notifications not working

2014-10-10 08:24 PM - Matt Gold

Status:	Resolved	Start date:	2014-10-10
Priority name:	Urgent	Due date:	
Assignee:	Matt Gold	% Done:	0%
Category name:	Email Notifications	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Hi Boone,			
Group email notifications from the Commons are not being delivered. George reported this and I can confirm. Can you and Ray please troubleshoot? Many thanks.			

History

#1 - 2014-10-10 08:31 PM - Boone Gorges

Please give details about how you have tested this, including URLs if possible.

#2 - 2014-10-10 08:35 PM - Matt Gold

Here are two posts tonight that appear not to have created email notifications:

<http://commons.gc.cuny.edu/groups/digital-praxis-seminar-2014-2015/forum/topic/hypercities-reading/>

<http://commons.gc.cuny.edu/groups/cuny-committee-on-academic-technology-62702785/forum/topic/reminder-of-the-1017-cat-meeting/>

#3 - 2014-10-10 09:56 PM - Boone Gorges

- Assignee changed from Boone Gorges to Matt Gold
- Priority name changed from High to Urgent
- Target version set to Not tracked
- Severity set to Critical

The server email log is filled with errors like this:

```
Oct 10 21:52:07 commons postfix/error[27148]: 7679B5B4071: to=<xxxx@ccny.cuny.edu>, relay=none, delay=17397, d
elays=17397/0.07/0/0, dsn=4.3.5, status=deferred (delivery temporarily suspended: Host or domain name not foun
d. Name service error for name=relay.gc.cuny.edu type=AAAA: Host not found)
```

I assume this means that 'relay.gc.cuny.edu' is not being found, not 'ccny.cuny.edu'. Either there's a problem with the GC's mail relay, or there's a problem at the DNS level. Either way, a high-priority help ticket should be filed. It's possible that we are not the only ones being affected by this.

It appears that the emails are being held in a queue, and will be released once the problem is fixed.

#4 - 2014-10-10 10:00 PM - Matt Gold

Done. Thank you.

#5 - 2016-01-26 05:11 PM - Boone Gorges

- Status changed from Assigned to Resolved