

CUNY Academic Commons - Bug #762

Resolve Email Notification Problems with Lehman addresses

2011-05-16 05:21 PM - Matt Gold

Status: Resolved	Start date: 2011-05-16
Priority name: Normal	Due date:
Assignee:	% Done: 0%
Category name: BuddyPress (misc)	Estimated time: 0.00 hour
Target version:	
Description Hi All, Michael Ferraro, a faculty member at Lehman and a member of the CUNY Committee on Academic Technology, has spent the last few months trying to convince the members of his department to use the Commons for various purposes. One difficulty he has faced is that email notifications don't seem to be reaching some members of Lehman. This is something that Michael can attest to, as he has not received email notifications from groups to which he is subscribed and he has also witnessed his colleagues attempt to sign up only to find that the confirmation email never arrived. We know that the system is working on other domains; it seems clear that this is an issue with Lehman's spam filters. Sarah has already been in touch with IT at Lehman, and they have apparently already whitelisted our IP. But something continues to go wrong. André, can I ask you to take the lead on contacting IT at Lehman to try to work out a solution? We need to find a way to get Commons notifications messages to Lehman recipients.	

History

#1 - 2011-05-26 04:39 PM - local admin

Happy to help. First, let's get a specific instance of this happening and work for that.

Can anyone come up with an example of an email that hasn't been received and a specific user that never receives emails?

-AP

#2 - 2011-05-26 05:31 PM - Matt Gold

Michael, can you give us the email address of a specific user who never received an account confirmation email? Many thanks.

#3 - 2011-10-17 10:27 AM - local admin

Any sense if this is still a problem? Thanks.

#4 - 2011-10-23 09:11 PM - Matt Gold

Thanks, André. Michael, have the problems continued or should we close this ticket? Sarah, have you heard of any other Lehman people having problems?

#5 - 2011-11-03 10:20 PM - Matt Gold

- Status changed from Assigned to Resolved

Closing this ticket based on an email exchange with Michael. He will report back if the issue recurs.

#6 - 2012-01-03 11:38 PM - Sarah Morgano

- Status changed from Resolved to Reporter Feedback

Hi André,

I wanted to update this ticket after a recent report from a faculty member at Lehman College. A current member tried to help another colleague sign up for an account and, when they completed the information, they kept being taken to a blank page. I'm not sure why this was the case, but they tried to register (unsuccessfully) three times using Safari on a Mac. I'll email you the account details if it's possible to investigate this a little bit.

Thanks,
Sarah

#7 - 2012-01-04 12:49 PM - local admin

The only problem here though is that the error mentioned here seems to have been a blank page rather than an email issue per se... The commons' server never attempted to send any messages to this user on that date.

I do see that we **did** send several messages to this user on December 21st, and from our POV they were received correctly. Is it possible for us to contact Patricia West and check if she received these messages from us on that day? I would bet she did.

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/var/log/maillog-20111225:Dec 21 00:39:22 commons postfix/smtp[5516]: 7B2691746EC: to=<Patricia.West@lehman.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.23, delays=0.04/0.01/0.01/0.17, dsn=2.6.0, status=sent (250 2.6.0 <77d8b53d069526666f089cfc023c545f@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20111225:Dec 21 00:43:44 commons postfix/smtp[6632]: C5C7B1746DA: to=<Patricia.West@lehman.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.21, delays=0/0.02/0/0.19, dsn=2.6.0, status=sent (250 2.6.0 <d23ba10272fb301c82c0d918c0bc34a3@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20111225:Dec 21 09:27:12 commons postfix/smtp[4847]: EBD31174763: to=<Patricia.West@lehman.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.2, delays=0.03/0.01/0/0.15, dsn=2.6.0, status=sent (250 2.6.0 <38584abbafe4de1080119e147e2f127c@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20111225:Dec 21 09:57:24 commons postfix/smtp[10773]: EB83F1745D3: to=<Patricia.West@lehman.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.23, delays=0.02/0.01/0/0.2, dsn=2.6.0, status=sent (250 2.6.0 <a077a5eaf97383a02aa3598b61aeb3c4@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20111225:Dec 21 11:03:02 commons postfix/smtp[24275]: 7EF2F174790: to=<Patricia.West@lehman.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.22, delays=0.04/0.01/0.01/0.16, dsn=2.6.0, status=sent (250 2.6.0 <711728bbf99d2a71aecc21000a49227f@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20111225:Dec 21 11:19:55 commons postfix/smtp[27587]: 6195C1747C4: to=<Patricia.West@lehman.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.24, delays=0.04/0.01/0.01/0.19, dsn=2.6.0, status=sent (250 2.6.0 <e9afb61cdd12f841440f0789f10ab793@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20111225:Dec 21 12:00:12 commons postfix/smtp[3871]: CA15D1747C4: to=<Patricia.West@lehman.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.90]:25, delay=0.24, delays=0.04/0.01/0/0.19, dsn=2.6.0, status=sent (250 2.6.0 <e752e539e26efb67b13adf2467a18caf@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20111225:Dec 21 12:02:12 commons postfix/smtp[4167]: BCACC1747C4: to=<Patricia.West@lehman.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.2, delays=0.04/0.01/0/0.15, dsn=2.6.0, status=sent (250 2.6.0 <57c0160b0161d90ae34b0f07b1e389fa@commons.gc.cuny.edu> Queued mail for delivery)
/var/log/maillog-20111225:Dec 21 12:26:34 commons postfix/smtp[9628]: 4CBB91747C4: to=<Patricia.West@lehman.cuny.edu>, relay=relay.gc.cuny.edu[172.29.28.89]:25, delay=0.16, delays=0.04/0.01/0/0.11, dsn=2.6.0, status=sent (250 2.6.0 <a9d690dff8bf0499d10fc48438c61116@commons.gc.cuny.edu> Queued mail for delivery)
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#8 - 2012-02-17 11:43 AM - local admin

ping... is this still an issue?

#9 - 2012-02-17 11:56 AM - Matt Gold

Sarah, can you update us on this? Thanks.

#10 - 2012-02-17 12:15 PM - Sarah Morgano

I think we're good. A member from Lehman recently reset her password and she received the notification.

#11 - 2012-02-28 10:52 AM - local admin

- Status changed from Reporter Feedback to Resolved

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