

## openQA Infrastructure - action #103602

### Reply to gitlab@suse.de pipeline email fails silently

2021-12-07 10:36 - cdywan

<b>Status:</b> Blocked	<b>Start date:</b> 2021-12-07
<b>Priority:</b> Low	<b>Due date:</b>
<b>Assignee:</b> okurz	<b>% Done:</b> 0%
<b>Category:</b>	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b> Ready	

**Description**

### Observation

When I check emails for broken pipelines on GitLab, like for other notification emails, I typically respond by pasting a ticket URL. Except nothing happens when I do that with failed GitLab pipelines.

### Acceptance criteria

- **AC1:** Responses to failed pipeline emails are handled

### Suggestions

- Maybe this never worked and nobody noticed the missing emails?
  - I remember one time this year Nick told me that he didn't see my email because we were talking on jitsi, but at the time it was assumed to be a fluke
- Investigate why [gitlab@suse.de](mailto:gitlab@suse.de) doesn't respond with an error either
- Find out where this is configured
- Check [upstream docs](#)

### History

#### #1 - 2021-12-07 10:41 - jbaier\_cz

See [https://docs.gitlab.com/ee/administration/incoming\\_email.html](https://docs.gitlab.com/ee/administration/incoming_email.html)

#### #2 - 2021-12-07 11:09 - okurz

- Status changed from New to Blocked

- Assignee set to okurz

- Priority changed from Normal to Low

- Target version set to Ready

I updated the wiki

[https://progress.opensuse.org/projects/qa/wiki/Wiki/diff?utf8=%E2%9C%93&version=381&version\\_from=380&commit=View+differences](https://progress.opensuse.org/projects/qa/wiki/Wiki/diff?utf8=%E2%9C%93&version=381&version_from=380&commit=View+differences) to clarify that [gitlab@suse.de](mailto:gitlab@suse.de) swallows emails into the void. Reported a ticket <https://sd.suse.com/servicedesk/customer/portal/1/SD-69703>

#### #3 - 2021-12-07 11:14 - cdywan

okurz wrote:

I updated the wiki

[https://progress.opensuse.org/projects/qa/wiki/Wiki/diff?utf8=%E2%9C%93&version=381&version\\_from=380&commit=View+differences](https://progress.opensuse.org/projects/qa/wiki/Wiki/diff?utf8=%E2%9C%93&version=381&version_from=380&commit=View+differences) to clarify that [gitlab@suse.de](mailto:gitlab@suse.de) swallows emails into the void. Reported a ticket <https://sd.suse.com/servicedesk/customer/portal/1/SD-69703>

Thanks!

Please also **share** the ticket so others can see it.

#### #4 - 2021-12-07 12:52 - tinita

I usually hit "reply" and then replace the To field with the osd-admins address.

#5 - 2021-12-17 15:49 - okurz

SD ticket was delegated to <https://jira.suse.com/browse/ENGINFRA-1016> , blocking on that