

openSUSE admin - communication #70891

Alias for redmine@opensuse.org

2020-09-03 02:55 - tuanpembual

Status:	Resolved	Start date:	2020-09-03
Priority:	Normal	Due date:	
Assignee:	pjessen	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:			
Description			
Hi Heroes,			
We need discuss for address redmine@opensuse.org . It is used on other project as outbound email. So when someone update ticket, he will received email from redmine@opensuse.org .			
This is difference when on opensuse-admin project. we will receive email from admin@opensuse.org as outbound email when get update or send comment from email.			
We need confirm. is address redmine@opensuse.org work for send and receive email from outside? are configs on redmine/progress or mail server?			
On Progress vm, we have setup postfix alias for redmine@progress.infra.opensuse.org .			
Thank you			

History

#1 - 2020-09-03 02:56 - tuanpembual

- Assignee changed from Pharaoh_Atem to pjessen

#2 - 2020-09-03 02:56 - tuanpembual

sorry, wrong assigne

#3 - 2020-09-03 07:47 - pjessen

- Private changed from Yes to No

are configs on redmine/progress or mail server?

If "redmine@o.o" needs to be publicly available, the aliasing happens on our mailservers, mx[12].o.o. I'm happy to set that up, just let me know. It can also be done quickly for testing etc.

#4 - 2020-09-03 09:01 - tuanpembual

Hi [pjessen](#),

Please setup for readmine@o.o. And I will cont with testing.

Thank you.

#5 - 2020-09-03 15:07 - pjessen

tuanpembual wrote:

Hi [pjessen](#),

Please setup for readmine@o.o. And I will cont with testing.

Done.

#6 - 2020-09-04 00:04 - tuanpembual

I created ticket for testing.

<https://progress.opensuse.org/issues/70927>

When I create and update. I got email from redmine@o.o. (done for notify)
But when I reply the email. Ticket wont update. (need more debug).

Pjessen, can you show what rules for admin@o.o on mail server? I need know, if there is a forward config on admin@o.o to somewhere on progress/redmine.

[cboltz](#) Do you have any idea?

#7 - 2020-09-04 06:57 - pjessen

tuanpembual wrote:

Pjessen, can you show what rules for admin@o.o on mail server? I need know, if there is a forward config on admin@o.o to somewhere on progress/redmine.

admin@o.o is forwarded to admin@lists5.opensuse.org, i.e. to the admin list. There is only one subscriber = redmine+admin@progress.infra.opensuse.org

#8 - 2020-09-07 20:14 - cboltz

Two findings:

a)

maybe not really related to this issue, but worth a look nevertheless:

/var/log/mail on progress.i.o.o says:

```
2020-09-07T05:00:22.213840+00:00 progress postfix/pipe[20068]: AF96623B4D: to=<redmine-opensuse-admin@localhost.redmine>, orig_to=<redmine@progress.infra.opensuse.org>, relay=redmineprivate, delay=0.51, delays=0.02/0.01/0/0.47, dsn=5.7.0, status=bounced (permission denied. Command output: Request was denied by your Redmine server. Possible reasons: email is sent from an invalid email address or is missing some information. )
```

This seems to (mostly?) affect bounce mails with the <> empty sender.

b)

I sent a mail to redmine@o.o, and after hunting it through the mail logs on several servers, this is the last trace:

```
2020-09-07T19:52:53.758337+00:00 baloo postfix/smtpd[9214]: connect from unknown[192.168.47.96]
2020-09-07T19:52:53.768843+00:00 baloo postfix/smtpd[9214]: NOQUEUE: reject_warning: RCPT from unknown[192.168.47.96]: 554 5.7.1 <unknown[192.168.47.96]>: Client host rejected: Access denied; from=<SRS0=Z9Uk=CQ=cboltz.de=suse-beta@opensuse.org> to=<admin@lists5.opensuse.org> proto=ESMTP helo=<mx2.opensuse.org>
2020-09-07T19:52:53.783794+00:00 baloo postfix/smtpd[9214]: BF48C116D2: client=unknown[192.168.47.96]
2020-09-07T19:52:53.787581+00:00 baloo postfix/cleanup[9217]: BF48C116D2: message-id=<3566213.9yPnoMeVd3@tux.boltz.de.vu>
2020-09-07T19:52:53.791087+00:00 baloo postfix/qmgr[8212]: BF48C116D2: from=<SRS0=Z9Uk=CQ=cboltz.de=suse-beta@opensuse.org>, size=2520, nrcpt=1 (queue active)
2020-09-07T19:52:53.792278+00:00 baloo postfix/smtpd[9214]: disconnect from unknown[192.168.47.96] ehlo=1 mail=1 rcpt=1 data=1 quit=1 commands=5
2020-09-07T19:52:53.807277+00:00 baloo postfix/local[9218]: BF48C116D2: to=<admin@lists5.opensuse.org>, relay=local, delay=0.04, delays=0.02/0.01/0/0.01, dsn=2.0.0, status=sent (delivered to command: /usr/bin/mlmmj-recipe -L /var/spool/mlmmj/admin/)
2020-09-07T19:52:53.807987+00:00 baloo postfix/qmgr[8212]: BF48C116D2: removed
2020-09-07T19:52:53.813853+00:00 baloo /usr/bin/mlmmj-process[9220]: mlmmj-process.c:828: Found To: redmine@opensuse.org: Success
2020-09-07T19:52:53.814357+00:00 baloo /usr/bin/mlmmj-process[9220]: mlmmj-process.c:857: Discarding /var/spool/mlmmj/admin//incoming/528405ae07b64ff8 because list address was not in To: or Cc:, and From: was the list or notoccdenyemails was set: Success
```

Per, it looks like you'll need to allow redmine@ as valid To in the admin@ ML.

Alternative solution: simplify the setup, and let mx*.o.o deliver directly to progress.i.o.o. Having a mailinglist with (AFAIK) one subscriber might be a bit ;-) overkill. (Doing this for redmine@ would allow us to do some testing, and if everything works, we could also simplify admin@.) Disclaimer: I have no idea why we have the mailinglist between the world and progress - it might be for historical reasons or for a good technical reason ;-)

#9 - 2020-09-14 12:20 - Irupp

[cboltz](#) wrote:

Disclaimer: I have no idea why we have the mailinglist between the world and progress - it might be for historical reasons or for a good technical reason ;-)

Mainly historical reasons from the initial Redmine setup: when we implemented the first Redmine instance, we were not 100% sure that everything will work as expected. Therefore we kept a "backup" of every mail in the mailing list (which also allowed some people like Darix or me to subscribe and check for some problems there).

The only technical reason today might be the same as in the past: the mailing list might be more reliable and storing/searching Emails there might be a bit more easy. But that should not be a big issue, as I see no real problems with the current Redmine setup since some years any more.

Therefore I recommend to forward Emails directly from MX to the Redmine server.

Regards,
Lars

#10 - 2020-09-16 07:31 - pjessen

cboltz wrote:

Per, it looks like you'll need to allow redmine@ as valid To in the admin@ ML.

I don't believe that is possible, it is a basic mlmmj check, not an admin rule.

Alternative solution: simplify the setup, and let mx*.o.o deliver directly to progress.i.o.o. Having a mailinglist with (AFAIK) one subscriber might be a bit ;-) overkill.

Agree, delivering it directly is surely the better option.

I have set up mx12 to send "redmine@o.o" directly to "redmine+admin@progress.infra.opensuse.org".

#11 - 2020-09-16 08:14 - tuanpembual

I do test on this ticket. <https://progress.opensuse.org/issues/70927>
So far it is working again now.

Related ticket: <https://progress.opensuse.org/issues/35712>

Thank you [pjessenruppcboltz](#)

#12 - 2020-09-19 03:12 - tuanpembual

- Status changed from New to Resolved