# Wikiprint Book

**Title: Email Notification of Ticket Changes** 

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## **Email Notification of Ticket Changes**

Trac supports notification of ticket changes via email.

Email notification is useful to keep users up-to-date on tickets/issues of interest, and also provides a convenient way to post all ticket changes to a dedicated mailing list. For example, this is how the Trac-tickets mailing list is set up.

Disabled by default, notification can be activated and configured in trac.ini.

### Receiving Notification Mails

When reporting a new ticket or adding a comment, enter a valid email address or your username in the reporter, assigned to/owner or cc field. Trac will automatically send you an email when changes are made to the ticket (depending on how notification is configured).

This is useful to keep up-to-date on an issue or enhancement request that interests you.

### How to use your username to receive notification mails

To receive notification mails, you can either enter a full email address or your username. To get notified with a simple username or login, you need to specify a valid email address in the *Preferences* page.

Alternatively, a default domain name (smtp\_default\_domain) can be set in the TracIni file (see Configuration Options below). In this case, the default domain will be appended to the username, which can be useful for an "Intranet" kind of installation.

When using apache and mod\_kerb for authentication against Kerberos / Active Directory, usernames take the form (username@EXAMPLE.LOCAL). To avoid this being interpreted as an email address, add the Kerberos domain to (ignore\_domains).

## Configuring SMTP Notification

Important: For TracNotification to work correctly, the [trac] base\_url option must be set in trac.ini.

### **Configuration Options**

These are the available options for the [notification] section in trac.ini.

### [notification]

	Comma-separated list of domains that should be	
admit_domains	considered as valid for email addresses (such as localdomain).	(no default)
always_notify_owner	Always send notifications to the ticket owner (since 0.9).	false
always_notify_reporter	Always send notifications to any address in the reporter field.	false
always_notify_updater	Always send notifications to the person who causes the ticket properly change and to any previous updater of that ticket.	true
ambiguous_char_width	Which width of ambiguous characters (e.g., 'single' or 'double') should be used in the sable of notification mal. It single', the same width as characters in US-ASCII. This is expected by most users. If 'double', halos the width of US-ASCII characters. This is expected by CJK users, (since 0: (2.2))	aingle
batch_subject_template	Like ticket_mubject_template but for batch modifications. By default, the template is !prefix Hatch modify: !tickets_descu. (since f.6)	\$prefix Watch modify: \$tickets_descr
email_nemder	Name of the component implementing libraliteacter. This component is used by the collicution system to send emails. This currently provides sincyboas literalist for connecting to an SMTP server, and dendmail/boail/sender for moving a sendmail-compatible executable. (since 0.12)	SutpHnsilSender
ignore_domains	Comma-separated list of domains that should not be considered part of email addresses (for usernames with Kerberos domains).	(no default)
mime_encoding	Specifies the MME encoding scheme for emails. Valid options are 'base64' for Base64' encoding, 'go' for Quoted-Printable, and 'nom' for no encoding, in which case malls will be sent as 7bit if the content is all ASCII, or libit otherwise. (since 0.16)	Bottle
sendmail_path	Path to the sendmail executable. The sendmail program must accept the -1 and -1 options. (zince 0.12)	aendmail
amtp_always_boo	Email address(es) to always send notifications to, addresses do not appear publicly (Boc.). (since 0.10)	(no default)
smtp_always_co	Email address(es) to always send notifications to, addresses can be seen by all recipients (Cc.).	(no default)
sutp_default_domain	Default hostidomain to append to address that do not specify one.	(no default)
sntp_enabled	Enable email notification.	false
entp_from	Sender address to use in notification emails.	tracelocalhost
entp_from_author	Use the action author as the sender of notification emails. (since 1.0)	false
entp_from_name	Sender name to use in notification emails.	(no default)
entp_password	Password for SMTP server. (since 0.9)	(no default)
sstp_port	SMTP server port to use for email notification.	26
antp_replyto	Reply-To address to use in notification emails.	tracelocalhost
antp_server	SMTP server hostname to use for email notifications.	localhost
autp_subject_prefix	Text to prepend to subject line of notification emails. If the setting is not defined, then the [Sproject_name] prefix. If no prefix is desired, then specifying an empty option will disable it. (aince 0.10.1)	_default_
antp_mer	Username for SMTP server. (since 0.9)	(no default)
ticket_subject_template	A Genahl text template anappet used to get the notification subject. By default, the subject template is spredix stiller.id: <pre>description of the stiller of the subject template is spredix being the value of the summary. Spredix being the value of the summary.spredix option. (since 0.11)</pre>	šprefix ššticket.id: įsummary
use_public_co	Recipients can see email addresses of other CC'ed recipients. If this option is disabled (the default), recipients are put on BCC. (since 0.10)	false
use_short_addr	Permit email address without a host/domain (i.e. username only). The SMTP server should accept those addresses, and either append a FQDN or use local delivery. (since 0.10)	false
use_tis	Use SSL/TLS to send notifications over SMTP. (zince 0.10)	false

#### Example Configuration (SMTP)

```
[notification]
smtp_enabled = true
smtp_server = mail.example.com
smtp_from = notifier@example.com
smtp_replyto = myproj@projects.example.com
smtp_always_cc = ticketmaster@example.com, theboss+myproj@example.com
```

#### Example Configuration (sendmail)

```
[notification]
smtp_enabled = true
email_sender = SendmailEmailSender
sendmail_path = /usr/sbin/sendmail
smtp_from = notifier@example.com
smtp_replyto = myproj@projects.example.com
smtp_always_cc = ticketmaster@example.com, theboss+myproj@example.com
```

#### Customizing the e-mail subject

The e-mail subject can be customized with the ticket\_subject\_template option, which contains a Genshi text template snippet. The default value is:

```
$prefix #$ticket.id: $summary
```

The following variables are available in the template:

- env: The project environment (see <u>env.py</u>).
- prefix: The prefix defined in smtp\_subject\_prefix.
- summary: The ticket summary, with the old value if the summary was edited.
- ticket: The ticket model object (see model.py). Individual ticket fields can be addressed by appending the field name separated by a dot, e.g. \$ticket.milestone.

#### Customizing the e-mail content

The notification e-mail content is generated based on ticket\_notify\_email.txt in trac/ticket/templates. You can add your own version of this template by adding a ticket\_notify\_email.txt to the templates directory of your environment. The default looks like this:

```
$ticket_body_hdr
$ticket_props
{% choose ticket.new %}\
{%
   when True %}\
$ticket.description
{%
   end %}\
{ %
    otherwise %}\
{ %
     if changes_body %}\
\{('Changes (by (author)s):', author=change.author)\}
$changes_body
{ %
      end %}\
{ %
      if changes_descr %}\
{ %
        if not changes_body and not change.comment and change.author %}\
\{('Description changed by (author)s:', author=change.author)\}
        end %}\
{%
$changes_descr
{%
      end %}\
{%
      if change.comment %}\
```

#### Sample Email

```
#42: testing
                Status: assigned
    Id: 42
Component: report system |
                          Modified: Fri Apr 9 00:04:31 2004
Severity: major | Milestone: 0.9
Priority: lowest
                           Version: 0.6
                       Owner: anonymous
                          Reporter: jonas@example.com
                       -----
Changes:
* component: changset view => search system
 * priority: low => highest
 * owner: jonas => anonymous
 * cc: daniel@example.com =>
      daniel@example.com, jonas@example.com
* status: new => assigned
Comment:
I'm interested too!
Ticket URL: <http://example.com/trac/ticket/42>
My Project <a href="http://myproj.example.com/">http://myproj.example.com/>
```

### Customizing e-mail content for MS Outlook

Out-of-the-box, MS Outlook normally presents plain text e-mails with a variable-width font; the ticket properties table will most certainly look like a mess in MS Outlook. This can be fixed with some customization of the e-mail template.

Replace the following second row in the template:

```
$ticket_props
```

with this instead (requires Python 2.6 or later):

The table of ticket properties is replaced with a list of a selection of the properties. A tab character separates the name and value in such a way that most people should find this more pleasing than the default table, when using MS Outlook.

#42: testing ------

Reporter: jonas@example.com

Owner: anonymous

Type: defect
Status: assigned

Priority: lowest
Milestone: 0.9

Component: report system

Severity: major

Resolution: Keywords:

-----

## Changes:

\* component: changset view => search system

\* priority: low => highest

\* owner: jonas => anonymous

\* cc: daniel@example.com =>

daniel@example.com, jonas@example.com

\* status: new => assigned

Comment:

I'm interested too!

\_\_

Ticket URL: <a href="http://example.com/trac/ticket/42">http://example.com/trac/ticket/42</a> My Project <a href="http://myproj.example.com/">http://example.com/</a>

Important: Only those ticket fields that are listed in sel are part of the HTML mail. If you have defined custom ticket fields which shall be part of the mail they have to be added to sel, example:

```
sel = ['Reporter', ..., 'Keywords', 'Custom1', 'Custom2']
```

However, it's not as perfect as an automatically HTML-formatted e-mail would be, but presented ticket properties are at least readable by default in MS Outlook...

### Using GMail as the SMTP relay host

Use the following configuration snippet

```
[notification]
smtp_enabled = true
use_tls = true
mime_encoding = base64
smtp_server = smtp.gmail.com
smtp_port = 587
smtp_user = user
smtp_password = password
```

where user and password match an existing GMail account, i.e. the ones you use to log in on <a href="Littp://gmail.com">Littp://gmail.com</a>

Alternatively, you can use smtp\_port = 25.

You should not use smtp\_port = 465. It will not work and your ticket submission may deadlock. Port 465 is reserved for the SMTPS protocol, which is not supported by Trac. See #7107 for details.

#### Filtering notifications for one's own changes and comments

In Gmail, use the filter:

```
from:(<smtp_from>) (("Reporter: <username>" -Changes -Comment) OR "Changes (by <username>)" OR "Comment (by <username>)")
```

to delete these notifications.

In Thunderbird, there is no such solution if you use IMAP (see <a href="http://kb.mozillazine.org/Filters\_(Thunderbird)#Filtering\_the\_message\_body">http://kb.mozillazine.org/Filters\_(Thunderbird)#Filtering\_the\_message\_body</a>).

You can also add this plugin: <a href="mailto://trac-hacks.org/wiki/NeverNotifyUpdaterPlugin">mailto://trac-hacks.org/wiki/NeverNotifyUpdaterPlugin</a>, or vote for <a href="mailto:##2247">##2247</a> to be fixed.

### Troubleshooting

If you cannot get the notification working, first make sure the log is activated and have a look at the log to find if an error message has been logged. See TracLogging for help about the log feature.

Notification errors are not reported through the web interface, so the user who submit a change or a new ticket never gets notified about a notification failure. The Trac administrator needs to look at the log to find the error trace.

#### Permission denied error

Typical error message:

```
File ".../smtplib.py", line 303, in connect raise socket.error, msg error: (13, 'Permission denied')
```

This error usually comes from a security settings on the server: many Linux distributions do not let the web server (Apache, ...) to post email message to

Many users get confused when their manual attempts to contact the SMTP server succeed:

```
telnet localhost 25
```

The trouble is that a regular user may connect to the SMTP server, but the web server cannot:

```
sudo -u www-data telnet localhost 25
```

In such a case, you need to configure your server so that the web server is authorized to post to the SMTP server. The actual settings depend on your Linux distribution and current security policy. You may find help browsing the Trac <a href="MailingList"><u>IMailingList</u></a> archive.

Relevant ML threads:

SELinux: ■http://article.gmane.org/gmane.comp.version-control.subversion.trac.general/7518

For SELinux in Fedora 10:

```
$ setsebool -P httpd_can_sendmail 1
```

#### Suspected spam error

Some SMTP servers may reject the notification email sent by Trac.

The default Trac configuration uses Base64 encoding to send emails to the recipients. The whole body of the email is encoded, which sometimes trigger false positive SPAM detection on sensitive email servers. In such an event, it is recommended to change the default encoding to "quoted-printable" using

he mime_encoding option.
Quoted printable encoding works better with languages that use one of the Latin charsets. For Asian charsets, it is recommended to stick with the Base64 encoding.
501, 5.5.4 Invalid Address error
On IIS 6.0 you could get a
Failure sending notification on change to ticket #1: SMTPHeloError: (501, '5.5.4 Invalid Address')
n the trac log. Have a look <mark>■here</mark> for instructions on resolving it.
See also: <u>TracTickets</u> , <u>TracIni</u> , <u>TracGuide</u>