# Wikiprint Book

**Title: Email Notification of Ticket Changes** 

Subject: TechTIDE-Wiki - TracNotification

Version: 1

Date: 05/18/24 13:37:58

# **Table of Contents**

Email Notification of Ticket Changes	3
Receiving Notification Mails	3
How to use your username to receive notification mails	3
Ticket attachment notifications	3
Configuring SMTP Notification	3
Configuration Options	3
[notification]	3
Example Configuration (SMTP)	4
Example Configuration (sendmail)	4
Subscriber Configuration	4
[notification-subscriber]	4
Example Configuration (default subscriptions)	5
Customizing the e-mail subject	5
Customizing the e-mail content	5
Sample Email	6
Using GMail as the SMTP relay host	6
Troubleshooting	7
Permission denied error	7
Suspected spam error	7

# **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 of interest, and also provides a convenient way to post all ticket changes to a dedicated mailing list.

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 Trac 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.

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

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

Alternatively, a default domain name (smtp\_default\_domain) can be set in the <u>TracIni</u> file, see <u>Configuration Options</u> 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).

#### Ticket attachment notifications

Since 1.0.3 Trac will send notifications when a ticket attachment is added or deleted. Usually attachment notifications will be enabled in an environment by default. To disable the attachment notifications for an environment the TicketAttachmentNotifier component must be disabled:

[components]

trac.ticket.notification.TicketAttachmentNotifier = disabled

# **Configuring SMTP Notification**

Important: The [trac] base\_url option must be configured for links in the notification message to be correctly generated.

# **Configuration Options**

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

### [notification]

	considered as raid for email addresses (such as	Tree defeats
	Width of ambiguous characters that should be	
	Excission for some width as observed in	
	USANCE This is expensely more seen. If	
	This is expensely C.K years, (show if 9.2)	
Section Control	Like 1 Linear _ exist (err. ) comprises that the batch medications. (where 1.4)	N(postia) Banca moduty:
Maria Company	Salas tema ni dankas anal natiosisma	Cantiguant
	Comma sensemed boof small resolver	
	common in the order than will be called if an	
	email address is resulted, the semanting resulters will not be realed.	
	Surface of the component departments	
	Charles and any own reparating	
	This component is usefully the notification speciments and amain. The currently provides	
	server, and number i small i sunder for naming a conduction companies assessable.	
	having a contract compatite association	
	Comma segurated for all domains that should not	
	ta remidenti pun el amali addressas (for comunes with Nethams domaina).	
Secretary of Section	Not alpino to reasoning Message O	un.
	hawken (since 1.6-10)	
	Specifies the WANE animaling scheme for amain.	
I		1
1	Supported values are: 1 color, the defeat value	
1		1
nine exception	ASCE or KAR otherwise, business, which works	luna .
_	with any kind of content but may could some	
1	leaves with resurby well-operations since empires. 49-90 quarted printer action, which werke beautiful	
1	the Author School with Assessing	1
	empor impage from corput for teats) I filtinosting acret in usel. Patro de acrimal acceptio	
	The sensitual program must except the . i and f and	
	- Frenchis proper management and	
	CATANA MEMBERSHI SE E MINE MESMANNI SI	
erro alsena ber		
	Comma sensenat local amal addresses to	
era erasa era	alongs sand satilizations to Addresses out be	
	sen trafferiera (Cr.)	
	Solar transman is among a sistence for	
	do not quality and Fully qualified addresses are	
		p= 4040
	na matiliari. Tra delash demah is appended to all seamantalogis for which as a mail address	(m. Miladi)
	na matiliari. Tra delash demah is appended to all seamantalogis for which as a mail address	
	not motified. The defeath domain is approved to all assembledge for which an areal address sense he hand in the user sattings. Enable areal notification.	posterior
NAME AND ADDRESS OF THE PARTY O	na matiliari. Tra delash demah is appended to all seamantalogis for which as a mail address	
NATIONAL PROPERTY.	na malifari. The default densit is approvide to all successmalings for which as amal address success for found in the own variety. Execute principal solutions.  Success address to one is notification provide.	
	no motivat. The deland domain in approvaled to all communication for which an amail address accord to found in the con-unitings. Execute private confidences. Execute private confidences. Execute private confidences are also assume that are also computed to the confidence of confidence and confidence of confidence and confidence of confidence and confidence of conf	
	nor modified. The default despite is approved to a communication for which an expand address amount in facult in the unant writings. Evalue amount institution. Evalue amount institution amount faculty address in our in confidence amount. An institution of any processed amount property made in any otherwise. The institution is seen in otherwise. The	
	nor modified. The default despite is approved to a communication for which an expand address amount in facult in the unant writings. Evalue amount institution. Evalue amount institution amount faculty address in our in confidence amount. An institution of any processed amount property made in any otherwise. The institution is seen in otherwise. The	
	no motifical. The defeat denset is appropriet to all assembleships by which as made abbreas seems be found in the case settings.  Events which includes.  Events which includes.  Events which includes.  Events of complete in confidence and in the case of complete includes and confidence and complete includes. The confidence is and in confidence in the c	
	no molifica. The default density is appointed to all assumembers by refer has a small address seame in found in the same artisings. Planter and address remains to found in the same artising address. Seame are not seen and address remains a small address to a small address to a small address to a small address to a small asset, otherwise the same and a small address to a small and final final to a small and final to a small and final address and a small and a small and final address and a small an	
	no molifica. The default density is appointed to all assumembers by refer has a small address seame in found in the same artisings. Planter and address remains to found in the same artising address. Seame are not seen and address remains a small address to a small address to a small address to a small address to a small asset, otherwise the same and a small address to a small and final final to a small and final to a small and final address and a small and a small and final address and a small an	dicedital firedistrational
	on marilla That defend from the operate to all assumptions for the control address and assumptions for the control address and the late of the control address and the late of the control address and	dicedital firedistrational
	on marilla That defend from the operate to all assumptions for the control address and assumptions for the control address and the late of the control address and the late of the control address and	Audios
	no medica. The defend forms his opposite to all examinating the risks on small address. As the control in the same and the control in the control i	Securities  Franchises  Grantines  Grantines
	no mentilla. Disa deleni formich in operate se demonstratifique from o mental attention o mental attention demonstratifique from o mentilipu. Demonstratification of the season service formice attention of the service of the demonstration of the service of the entity, region, many law ran, effective from entity, region, many law ran, effective from distriction cards of the service from distriction cards of the service from distriction cards. Service of service from the service of service of the service of service attention of service of the service of service attention of service of service ser	Audios
	no marilla "Da delan Stemin hi speriulata se de amenanteliga de la delan de maril alcana del amenanteliga de la delan delan persona delan dela delan dela delan delan delan delan delan delan delan delan delan delan delan delan delan delan delan delan delan delan d	Securities  Franchises  Grantines  Grantines
Alle Alle Alle Alle Alle Alle Alle Alle	no marilla "Da delan Stemin hi speriulata se de amenanteliga de la delan de maril alcana del amenanteliga de la delan delan persona delan dela delan dela delan delan delan delan delan delan delan delan delan delan delan delan delan delan delan delan delan delan d	Securities  Franchises  Grantines  Grantines
	on marked his delete than he appointed as an amendang he had not an early and an amendang he had not an early and property and an amendant and an amendant and had not an amendant and an amendant and had not an amendant and an amendant and an amendant and are an amendant and an amendant and are an amendant and an amendant and an amendant and an amendant an amendant an amendant and an amendant an amendant and an amendant an amendant an amendant an amendant and an amendant an amendant an amendant an amendant an amendant an amendant and an amendant an amendant an amendant an amendant an amendant an amendant an amendant and an amendant an ame	Securities  Franchises  Grantines  Grantines
All Annual Annua	on marked his defect than the approximate of an accommodage for the control and the control an	Securities  Franchises  Grantines  Grantines
	on marked his defect than the approximate of an accommodage for the control and the control an	Securities  Franchises  Grantines  Grantines
	An extending for the dense than the appropriate process of the control of the con	Securities  Franchises  Grantines  Grantines
	on marked his defect than the approximate of an accommodage for the control and the control an	Securities  Franchises  Grantines  Grantines
	An extending fine the fine the content is equipment of the content	Conditions  Condit
	An extending fine the fine the content is equipment of the content	Conditions  Condit
	An extending for the dense than the appropriate process of the control of the con	Conditions  Condit
	An extraction for the desirable and production of the control of t	Constitution of the Consti
	who makes the first death attacks a agentation and the control of	Conditions  Condit
	An extraction for the first density as against and security and the first density and th	Constitution of the Consti
	An another has deline formers as agreement of the control of the c	Constitution of the Consti
	on creation The American American Security (1997). The companies of the American Security (1997). The companies of the American Security (1997). The companies of the American Security (1997) and the companies of the American Security (1997). The companies of the American Security (1997) and the American Security (1997)	Paradicidados de Carlos de
	or matter The white the matter and the segment of the control of t	Paradicidados de Carlos de
	or matter The white the matter and the segment of the control of t	Paradicidados (Constitutos Constitutos Con
	or antitute The analysis of the control of the cont	Paradicidados (Constitutos Constitutos Con
	or carried to the contract of	Paradicidados (Constitutos Constitutos Con
	An antime to the contract of t	
	An antime To a man and a m	
	An antime To a man and a m	
	or carried to the contract of	
	An antime to the control of the cont	
	An antime To a man and a m	
	An antime To any other throat the angine of	
	An antime To any other throat the angine of	
	An antime To any other throat the angine of	
	An antimical to the second control of the se	
	An antime To any other throat the angine of	
	An article for the property of	
	and controlled the co	
	An antime to the control of the cont	
	and controlled the co	

# **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
```

#### **Subscriber Configuration**

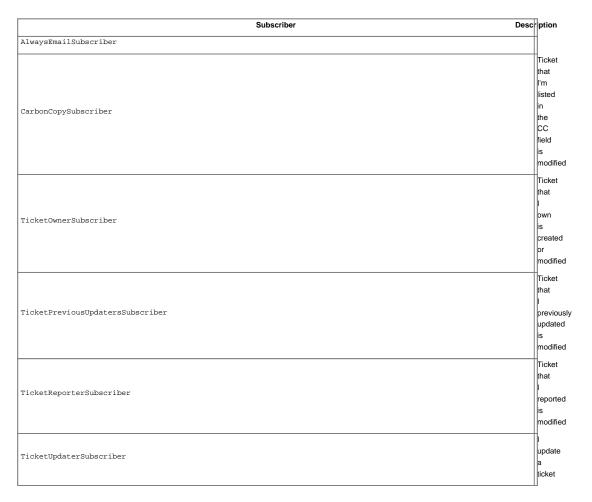
The default subscriptions are configured in the [notification-subscriber] section.

#### [notification-subscriber]

The notifications subscriptions are controlled by plugins. All INotificationSubscriber components are in charge. These components may allow to be configured via this section in the trac.ini file.

See TracNotification for more details.

#### Available subscribers:



Each user can override these defaults in their Notifications preferences.

For example to unsubscribe from notifications for one's own changes and comments, the rule "Never notify: I update a ticket" should be added above other subscription rules.

The subscription rule name on the left side of the = can be anything, it has no meaning outside this configuration file. The subscriber name on the right side of the = must be one of the subscribers listed in the above table.

The following attributes of default subscriptions can be configured:

```
.distributor (Default: email)
```

• Other values require plugins. For example on-site requires th:OnSiteNotificationsPlugin.

```
.priority (Default: 100)
```

- · Smaller values override larger values.
- If you use 0, then users will not be able to override this rule.

```
.adverb (Default: always)
```

• never can be used to silence other subscription rules with higher values.

```
.format (Default: text/plain)
```

• Other values require plugins. For example text/html requires th:TracHtmlNotificationPlugin.

## **Example Configuration (default subscriptions)**

```
[notification-subscriber]
always_notify_owner = TicketOwnerSubscriber
always_notify_owner.distributor = email
always_notify_owner.priority = 100
always_notify_owner.adverb = always
always_notify_owner.format = text/plain

always_notify_previous_updater = TicketPreviousUpdatersSubscriber

never_notify_updater = TicketUpdaterSubscriber
never_notify_updater.adverb = never
never_notify_updater.priority = 0

notify_cc_html = CarbonCopySubscriber
notify_cc_html.format = text/html
```

# Customizing the e-mail subject

The e-mail subject can be customized with the ticket\_subject\_template option, which contains a <a href="Months of text-template">Months of text-template</a> snippet. The default value is:

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

The following variables are available in the template:

- env: The project environment object (see <u>lenv.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 accessed by appending the field name separated by a dot, eg \${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 is:

```
${ticket_body_hdr}
${ticket_props}
# if ticket.new:
```

```
${ticket.description}
# else:
   if changes_body:
\$\{\_(\, \text{'Changes (by } \$(\text{author}) \, \text{s}) \colon \text{', author=change.author})\,\}
${changes_body}
  endif
   if changes_descr:
     if not changes_body and not change.comment and change.author:
\{('Description changed by (author)s:', author=change.author)\}
     endif
#
${changes_descr}
    endif
   if change.comment:
\{('Comment') if changes\_body else\}
_('Comment (by %(author)s):', author=change.author)}
${change.comment}
# endif
# endif
\{(ink)s>', link=ticket.link)\}
${project.name} <${project.url or abs_href()}>
${project.descr}
```

See the **\_cookbook** for additional template customization recipes.

### Sample Email

```
#42: testing
Id: 42 | Status: assigned

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: changeset 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/">
```

### 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, ie the ones you use to log in on <a href="http://gmail.com">http://gmail.com</a>.

Alternatively, you can use smtp\_port = 25.

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

### **Troubleshooting**

If notifications are not working, inspect the <u>log</u> for error messages.

Notification errors are not always reported through the web interface, so the user who submits a change or creates a ticket may not get notified about a notification failure. The Trac administrator needs to look at the log to find the error message and traceback.

#### 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 allow the web server (Apache, ...) to post email messages to the local SMTP server.

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

```
telnet localhost 25
```

This is because 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 in the Trac <a href="MailingList">MailingList</a> archive.

Relevant ML threads:

• SELinux: <a href="http://article.gmane.org/gmane.comp.version-control.subversion.trac.general/7518">http://article.gmane.org/gmane.comp.version-control.subversion.trac.general/7518</a>

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, change the default encoding to "quoted-printable" using the mime\_encoding option.

Quoted printable encoding works better with languages that use one of the Latin charsets. For Asian charsets, stick with the Base64 encoding.

See also: <u>TracTickets</u>, <u>TracIni</u>, <u>TracGuide</u>, <u>■TracDev/NotificationApi</u>