
Confusing email problem upgrading 1.70+ to 1.71+

Posted by DaMoisture - 2008/07/23 17:57

I was able to use the public registration function of LS when I was using 1.70+, but now that I recently upgraded to 1.71+ after some server problems. Each time I attempt to register, I fill in all the information and click submit, I get an "email error" message.

<http://img244.imageshack.us/img244/9417/lseroryq8.jpg>

Original email settings from 1.70+ install:

// Email Settings

// These settings determine how LimeSurvey will send emails

```
$siteadminemail = "stephen.moist_at_c4pd.com";
$siteadminbounce = "stephen.moist_at_c4pd.com";
$siteadminname = "Stephen Moist";
$emailmethod = "smtp";
$emailsmtpghost = "mail.c4pd.com";
$emailsmtpuser = "stephen.moist_at_c4pd.com";
$emailsmtppassword = "*****";
$emailsmtpssl = 0;
$maxemails = 50;
```

Current email settings from 1.71+ install:

// Email Settings

// These settings determine how LimeSurvey will send emails

```
$siteadminemail = 'stephen.moist_at_c4pd.com';
$siteadminbounce = 'stephen.moist_at_c4pd.com';
$siteadminname = 'Stephen Moist';
$emailmethod = 'smtp';
$emailsmtpghost = 'mail.c4pd.com';
$emailsmtpuser = 'stephen.moist_at_c4pd.com';
$emailsmtppassword = '*****';
$emailsmtpssl = '';
$maxemails = 50;
```

I am using all the defaults for the email itself. Also, I have all the comments still in the config.php file. Any thoughts?

EDIT: I get a slightly more descriptive message when the error occurs during a save:

Error: Email failed, this may indicate a PHP Mail Setup problem on your server. Your survey details have still been saved, however you will not get an email with the details. You should note the "name" and "password" you just used for future reference.

Re:Confusing email problem upgrading 1.70+ to 1.71+

Posted by DaMoisture - 2008/07/24 18:49

Just an update, I have tried using the "mail" setting as well, to no avail.

Re:Confusing email problem upgrading 1.70+ to 1.71

Posted by Joe - 2008/07/25 13:46

Hi,

Maybe your problem is connected to the following bugtracker issue.

<http://bugs.limesurvey.org/view.php?id=2247>

Ciao
Joe

BTW: It is always helpful if you post your revision number (eg. the newest available rev. of LS is 5326).

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Re:Confusing email problem upgrading 1.70+ to 1.71+

Posted by DaMoisture - 2008/07/25 16:05

Thank you Joe, I looked over that bug report and it could be related. I am using build 5326, just upgraded a few days ago.

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Re:Confusing email problem upgrading 1.70+ to 1.71

Posted by Joe - 2008/07/25 17:34

Hi,

if you really need a working LS with SMTP AUTH you can use 5147 as this one works for me. The problem seems to be introduced in the later versions.

Ciao
Joe

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Re:Confusing email problem upgrading 1.70+ to 1.71+

Posted by DaMoisture - 2008/07/25 18:10

Thank you very much. I am good for now, as I do not need the email functionality right now as we are still in the testing/development phase. I don't want to downgrade, then have to upgrade at some point when the bug is fixed. I guess I'll just wait and see!

Just for clarification, the bug is in the SMTP AUTH bit?

Are there any logs I can be looking at that might help the devs solve this one?

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Re:Confusing email problem upgrading 1.70+ to 1.71+

Posted by mdekker - 2008/08/11 16:14

I tried using the smtp function with the latest svn (5406) and I need to use ssl/tls. I get a connection timeout error as described in the bugtracker... but when I keep trying eventually my email gets sent.

So I suppose somewhere the server is a bit slow in responding, maybe someone could try to give the server a little more time by changing a timeout somewhere in the code?

I use ssl and a port number in my setup.

I'm happy to try patches if needed.

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Re:Confusing email problem upgrading 1.70+ to 1.71+

Posted by Mazi - 2008/08/11 17:34

mdekker wrote:

So I suppose somewhere the server is a bit slow in responding, maybe someone could try to give the server a little more time by changing a timeout somewhere in the code?

I don't think that this can be set by limesurvey because this is a server setting of the mailserver!?

Re:Confusing email problem upgrading 1.70+ to 1.71+

Posted by mdekker - 2008/08/12 09:05

I don't know... I was hoping that Limesurvey could wait a little longer for the connection to be established. I saw some timeout options in the phpmailer code but I am not sure what to change and where.

Re:Confusing email problem upgrading 1.70+ to 1.71+

Posted by c_schmitz - 2008/08/12 11:13

Hi!

You can try setting a higher timeout, although it is at 10 seconds at the moment, which is high.

Edit common.php, look for the line

```
$mail = new PHPMailer;
```

and insert this line after that

```
$mail->$Timeout = 20;
```

This sets it to 20 seconds.

Please test and tell us if it works for you better.