

Backlog Courrier - Anomalie #14152

Script de notification en erreur (relais SMTP)

06/15/2020 05:37 PM - Henri QUENEAU

Status:	Développé / Analysé (S)	Start date:	06/05/2020
Priority:	1-Majeur	Due date:	
Assignee:	Guillaume HEURTIER		
Category:			
Target version:	20.10 (Actif)		
Tags Courrier:	20.03.6 (Publié)		

Description

Impossible d'envoyer les notifications :

lors du lancement du script des notifications, les mails ne sont pas délivrés. on obtient les logs:

```
[2020-06-15 15:02:32] INFO 0 'Load xml config file:/var/www/html/MaarchCourrier/custom/cs_courrier/modules/notifications/batch/config/config.xml'
[2020-06-15 15:02:32] INFO 0 'Load xml config file:/var/www/html/MaarchCourrier/custom/cs_courrier/modules/notifications/batch/config/config.xml'
[2020-06-15 15:02:32] INFO 0 'STATE:LOAD_EMAILS'
[2020-06-15 15:02:32] INFO 0 '11 notification(s) to send.'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 1/11 (TO => robin.saldinger@maarch.org, SUBJECT => Avis : Avis à émettre ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentication not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 2/11 (TO => fxlyonnetdumoutier@vincennes.fr, SUBJECT => Courriers à traiter ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentication not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 3/11 (TO => jdegouy@vincennes.fr, SUBJECT => Courriers à viser ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentication not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 4/11 (TO => stang@vincennes.fr, SUBJECT => Courriers à traiter ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentication not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 5/11 (TO => jdegouy@vincennes.fr, SUBJECT => Courriers à viser ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentication not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 6/11 (TO => fraymond@vincennes.fr, SUBJECT => Courriers à traiter ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentication not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 7/11 (TO => rmubiayi@vincennes.fr, SUBJECT => Courriers à traiter ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentication not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 8/11 (TO => fsmaali@vincennes.fr, SUBJECT => Courriers à viser ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentication not enabled)'
```

```
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 9/11 (TO => fguesdon@vincennes.fr, SUBJECT => C
ourriers à traiter ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentica
tion not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 10/11 (TO => fraymond@vincennes.fr, SUBJECT =>
Courriers à traiter ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentica
tion not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 'sending notification 11/11 (TO => robin.saldinger@maarch.org, SUBJEC
T => Avis : Avis à émettre ) ...'
[2020-06-15 15:02:32] ERROR 0 'SENDING EMAIL ERROR ! (AUTH command failed: 5.5.1 Error: authentica
tion not enabled)'
[2020-06-15 15:02:32] INFO 0 'STATE:SEND_AN_EMAIL'
[2020-06-15 15:02:32] INFO 0 '0 notification(s) sent'
[2020-06-15 15:02:32] INFO 0 'End of process'
```

log du serveur smtp:

```
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: connect from unknown[192.168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: lost connection after AUTH from unknown[192.
168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: disconnect from unknown[192.168.201.34] ehlo
=1 auth=0/1 commands=1/2
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: connect from unknown[192.168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: lost connection after AUTH from unknown[192.
168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: disconnect from unknown[192.168.201.34] ehlo
=1 auth=0/1 commands=1/2
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: connect from unknown[192.168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: lost connection after AUTH from unknown[192.
168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: disconnect from unknown[192.168.201.34] ehlo
=1 auth=0/1 commands=1/2
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: connect from unknown[192.168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: lost connection after AUTH from unknown[192.
168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: disconnect from unknown[192.168.201.34] ehlo
=1 auth=0/1 commands=1/2
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: connect from unknown[192.168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: lost connection after AUTH from unknown[192.
168.201.34]
Jun 15 14:57:37 sp62 postfix/submission/smtpd[30766]: disconnect from unknown[192.168.201.34] ehlo
=1 auth=0/1 commands=1/2
Jun 15 15:01:26 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37142 to [172.27.0.8
]:25
Jun 15 15:01:32 sp62 postfix/postscreen[21031]: PASS NEW [192.168.201.34]:37142
Jun 15 15:01:32 sp62 postfix/smtpd[17330]: connect from unknown[192.168.201.34]
Jun 15 15:01:32 sp62 postfix/smtpd[17330]: Anonymous TLS connection established from unknown[192.1
68.201.34]: TLSv1.2 with cipher ECDHE-RSA-AES128-GCM-SHA256 (128/128 bits)
Jun 15 15:01:32 sp62 postfix/smtpd[17330]: NOQUEUE: filter: RCPT from unknown[192.168.201.34]: <ne
-pas-repondre@vincennes.fr>: Sender address triggers FILTER smtp-amavis:[127.0.0.1]:10026; from=<n
e-pas-repondre@vincennes.fr> to=<henri.queneau@maarch.org> proto=ESMTP helo=<courrier.vincennes.fr
>
Jun 15 15:01:32 sp62 postfix/smtpd[17330]: BA0A8760365: client=unknown[192.168.201.34], sasl_metho
d=LOGIN, sasl_username=ne-pas-repondre@vincennes.fr
Jun 15 15:01:32 sp62 postfix/smtpd[17330]: disconnect from unknown[192.168.201.34] ehlo=2 starttls
=1 auth=1 mail=1 rcpt=1 data=1 quit=1 commands=8
Jun 15 15:01:32 sp62 amavis[31969]: (31969-09) Checking: P8vU6Y-eG_V9 ORIGINATING/MYNETS [192.168.
201.34] <ne-pas-repondre@vincennes.fr> -> <henri.queneau@maarch.org>
Jun 15 15:01:32 sp62 amavis[31969]: (31969-09) Passed CLEAN {RelayedOutbound}, ORIGINATING/MYNETS
LOCAL [192.168.201.34]:37142 <ne-pas-repondre@vincennes.fr> -> <henri.queneau@maarch.org>, Queue-I
```

D: BA0A8760365, Message-ID: <u9pgmB5HbCX2gGBws4FEOYfP0wqYjFvnc4dvESyWCnw@courrier.vincennes.fr>, mail_id: P8vU6Y-eG_V9, Hits: -, size: 649, queued_as: D8CFD760366, 118 ms

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37166 to [172.27.0.8]:25

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37166

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1 commands=1/2

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37168 to [172.27.0.8]:25

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37168

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1 commands=1/2

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37170 to [172.27.0.8]:25

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37170

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1 commands=1/2

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37172 to [172.27.0.8]:25

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37172

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1 commands=1/2

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37174 to [172.27.0.8]:25

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37174

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1 commands=1/2

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37176 to [172.27.0.8]:25

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37176

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1 commands=1/2

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37178 to [172.27.0.8]:25

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37178

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1 commands=1/2

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37180 to [172.27.0.8]:25

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37180

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1 commands=1/2

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37182 to [172.27.0.8]:25

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37182

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]

Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1 commands=1/2

Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37184 to [172.27.0.8]:25

```
Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37184
Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]
Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]
Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1
  commands=1/2
Jun 15 15:02:32 sp62 postfix/postscreen[21031]: CONNECT from [192.168.201.34]:37186 to [172.27.0.8
]:25
Jun 15 15:02:32 sp62 postfix/postscreen[21031]: PASS OLD [192.168.201.34]:37186
Jun 15 15:02:32 sp62 postfix/smtpd[17335]: connect from unknown[192.168.201.34]
Jun 15 15:02:32 sp62 postfix/smtpd[17335]: lost connection after AUTH from unknown[192.168.201.34]
Jun 15 15:02:32 sp62 postfix/smtpd[17335]: disconnect from unknown[192.168.201.34] ehlo=1 auth=0/1
  commands=1/2
```

Pourtant l'envoi de mail depuis l'application fonctionne bien

Related issues:

Related to Backlog Courrier - Fonctionnalité #14158: Refactoring des classes ...

Développé / Analyse / 2020

History

#2 - 06/15/2020 05:38 PM - Emmanuel DILLARD

- Status changed from A qualifier to A traiter

#3 - 06/15/2020 05:38 PM - Emmanuel DILLARD

- Status changed from A traiter to Prêt à développer

#4 - 06/16/2020 10:01 AM - Alex ORLUC

Cela semble plutôt clair,

les infos serveur de mail ne semblent pas être bonnes :

AUTH command failed: 5.5.1 Error: authentication not enabled

et

lost connection after AUTH from unknown[192.168.201.34]

#5 - 06/16/2020 10:20 AM - Henri QUENEAU

Les informations d'envois de mail depuis maarch sont les mêmes et ça marche.

#6 - 06/16/2020 10:25 AM - Laurent GIOVANNONI

Vous avez essayé cette piste :

<https://serverfault.com/questions/712903/503-5-5-1-error-authentication-not-enabled-when-trying-to-connect-to-my-postf>

d'après les logs, je comprends que vous utilisez smtpd via un relais postfix ?

si c'est le cas, modifiez postconf :

For enable SASL when receiving email via smtpd, you need to put this parameter

smtpd_sasl_auth_enable = yes

sinon autre piste si souci avec phpmailer :

#7 - 06/16/2020 10:32 AM - Emmanuel DILLARD

- Status changed from *Prêt à développer* to *Complément d'Informations*
- Assignee changed from *EDI PO* to *Henri QUENEAU*

#8 - 06/16/2020 10:44 AM - Emmanuel DILLARD

- Related to *Fonctionnalité #14158: Refactoring des classes et fichiers pour l'envoi des notifications added*

#9 - 06/17/2020 02:33 PM - Henri QUENEAU

- Status changed from *Complément d'Informations* to *A traiter*
- Assignee changed from *Henri QUENEAU* to *EDI PO*

Ajout d'un relay smtp.

activation du mode sendmail (dans la conf du batch des notifications).

obtention de l'erreur:

```
root@sp78:/var/www/html/MaarchCourrier/custom/cs_courrier/modules/notifications/batch/scripts# php /var/www/html/MaarchCourrier/modules/notifications/batch/process_email_stack.php -c /var/www/html/MaarchCourrier/custom/cs_courrier/modules/notifications/batch/config/config.xml
sh: 1: Syntax error: end of file unexpected
sh: 1: Syntax error: end of file unexpected
sh: 1: Syntax error: end of file unexpected
sh: 1: Syntax error: end of file unexpected
sh: 1: Syntax error: end of file unexpected
sh: 1: Syntax error: end of file unexpected
sh: 1: Syntax error: end of file unexpected
```

les envois de mail fonctionnent lorsqu'on envoi un mail en ligne de commande.

le problème vient de maarch :

https://labs.maarch.org/maarch/MaarchCourrier/blob/20.03/modules/notifications/batch/process_email_stack.php

Il faut modifier le code en supprimant/commentant les conditions:

```
if (empty($email->sender) && !empty((string)$mailerParams->mailfrom)) {
    $email->sender = (string)$mailerParams->mailfrom;
}

if (substr($email->sender, 0, 1) != '<') {
    $email->sender = '<' . $email->sender;
}
if (substr($email->sender, -1) != '>') {
    $email->sender .= '>';
}
```

En commentant ça, les mails partent!

Attention, cet ajout a été fait pour corriger l'envoi de mail d'un autre client.

Le client de vincennes utilise le mode sendmail car ils sont en startTLS.
L'autre client utilise le mode smtp tout simplement.

Il faut ajouter une condition dans le code disant de passer sur les conditions listés ci dessus lorsqu'on n'est pas en mode sendmail

#10 - 06/17/2020 02:37 PM - Emmanuel DILLARD

- Subject changed from *Impossible d'envoyer les notifications* to *Script de notification en erreur (relais SMTP)*
- Status changed from *A traiter* to *Etude planifiée*

#11 - 06/29/2020 11:07 AM - Emmanuel DILLARD

- Status changed from *Etude planifiée* to *Prêt à développer*
- Priority changed from *0-Bloquant* to *1-Majeur*

#12 - 06/29/2020 11:08 AM - Emmanuel DILLARD

- Target version changed from *20.03 (Support restreint)* to *20.10 Develop*
- Tags *Courrier 20.03.6 (15/07)* added

#13 - 06/30/2020 03:40 PM - Emmanuel DILLARD

- Project changed from *Backlog* to *CURRENT SPRINT*
- Status changed from *Prêt à développer* to *En cours de dev (S)*

#14 - 06/30/2020 06:09 PM - Florian AZIZIAN

- Assignee deleted (*EDI PO*)

#15 - 07/07/2020 04:08 PM - Guillaume HEURTIER

- Assignee set to *Guillaume HEURTIER*

#16 - 07/07/2020 06:02 PM - Guillaume HEURTIER

- Status changed from *En cours de dev (S)* to *Développé / Analysé (S)*

#17 - 07/15/2020 11:18 AM - Emmanuel DILLARD

- Project changed from *CURRENT SPRINT* to *Backlog*

#18 - 07/20/2020 12:18 PM - Emmanuel DILLARD

- Tags *Courrier 20.03.6 (Publié)* added
- Tags *Courrier deleted (20.03.6 (15/07))*

#20 - 06/09/2021 11:46 AM - Emmanuel DILLARD

- Project changed from *Backlog* to *Backlog Courrier*
- Target version changed from *20.10 Develop* to *20.10 (Actif)*

Files

Capture d'écran de 2020-06-05 13-16-28.png	28.2 KB	06/05/2020	Robin SALDINGER
Capture d'écran de 2020-06-12 17-18-40.png	9.15 KB	06/12/2020	Robin SALDINGER
Capture d'écran de 2020-06-12 17-20-28.png	13.8 KB	06/12/2020	Robin SALDINGER