Bug 115

Summary:	Email not being delivered to email addresses using the .me top level domain
Product:	ResumeSmarts
Reporter:	scott carter <bugzilla@iccarus.me>
Component:	Miscellaneous
Assignee:	Marie Taylor Harper <marie.taylor.harper@me.com>
Status:	CONFIRMED ---
Severity:	major
CC:	maypumphreymaryann@fhda.edu
Priority:	---
Version:	unspecified
Hardware:	PC
OS:	Windows
URL:	https://resumesmarts.com/

Time tracking:

Orig. Est.	Actual Hours	Hours Worked	Hours Left	%Complete	Gain
0.0	0.0	0.0	0.0	0	0.0

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scott carter   **2016-04-25 19:20:54 PDT**   **Description**

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Description:
Email addresses with the top level domain .ME (eg. Bugzilla@iccarus.me) appear to
be created in the user data base, but do not receive email with the password
information  to authenticate to the system. (May extend to other TLDs that are not
three characters)


When sending an invite to bugzilla@iccarus.me, after entering and confirming the
email address, a system message is prompted saying "Invitation Sent".

When attempting to re-invite bugzilla@iccarus.me, the message "Invitee has already
been invited." is returned, suggesting the user exists in the user database.

The verification email sent to the user with the temporary password is never
received. There is no evidence that my email server is filtering out the message.
(ie: nothing is in spam/junk.)


1. Navigate to https://resumesmarts.com/

2. Log in using a known good userID.

3. Click the gear icon at the top right of the window to open the user properties
window.

4. In the "Invite" section of the user properties window, enter an email that you
have access to, but that only has two characters in the TLD (eg:
myName@myDomain.me).

5. Confirm the email address and click the "Invite" button. You should receive a
system message at the bottom of the screen saying "Invitation Sent".

6. Wait a reasonable amount of time and look for your verification email including
the temp password for initial log in. In my case, using the .me TLD, I never
received the verification email. (Three attempts with three different emails all
ending in @iccarus.me)
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Expected result:
An email with the first time temp password should be sent to my mail box.

Observed results:
No email is delivered, so the user can never log in.
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Marie Taylor Harper   **2016-05-08 19:16:15 PDT**   **Comment 1**

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HI Scott,

Did you ever get an invitation to register the account at ResumeSmarts?  Can you
confirm whether this is true or not?  Also, did you check your spam box?  Did you
try whitelisting ResumeSmarts on your server?  If you didn't, please try white
listing our domain ResumeSmarts.com and *.ResumeSmarts.com :)

I'll check in with you in a few days.

Thank you,
marie
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scott carter   **2016-05-09 13:47:07 PDT**   **Comment 2**

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I can verify that resumesmarts.com is whitelisted with my email provider.
Wildcards are not permitted, so I cannot whitelist *.resumesmarts.com

If you can tell me the sending email address, I can explicitly whitelist that.

I attempted to create a new userID Bugzillatest2@iccarus.me and received no email
after 6 hours.  I'll keep an eye out and update in another 24 hours.
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Marie Taylor Harper   **2016-05-09 21:21:54 PDT**   **Comment 3**

```
Hi Scott,

The email address details are as follows:

ResumeSmarts Team <no-reply@resumesmarts.com>


Please let me know if you have any issues after making this modification.
I will try to keep an eye on your updates but usually this is not until the
evenings.

Thank you Scott :)
-marie
```

Marie Taylor Harper   **2016-05-10 23:37:08 PDT**   **Comment 4**

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Hi Scott,

Can you let me know if you received any emails from ResumeSmarts on the evening of
5/11.

Thank you,
marie
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scott carter   **2016-05-11 11:08:30 PDT**   **Comment 5**

I can verify that I received three emails at 23:07, 23:16 and 23:17 Pacific time
on 5/10/16. All directed to the bugzilla@iccarus.me email address

The first (23:07) was what appears to be the first pass invitation email (Subject
line: Scott Carter 's ResumeSmarts Confirmation)

The next two (23:16 and 23:17) were temporary passwords (Subject line: Your login
information.)

Mary Ann May-Pumphrey   **2016-05-29 21:48:52 PDT**   **Comment 6**

The part of step 6 beginning with "In my case" should ideally be in the ACTUAL
RESULTS section. Minor twit.