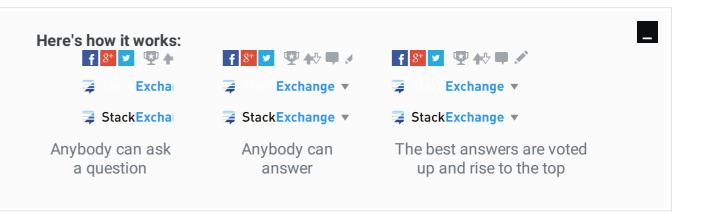


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Magento order email sending to wrong customer..?



I am working on one of E commerce magento site. Where I occur one error. When customer place order they have not receive the order mail. Instead of that order mail goes to previous customer

3

Ex. If customer place order on date 2 jan 2016, the mail goes to 27 oct 2015 customer



I checked the <code>core_email_queue</code> and core <code>email_queue_recipient</code> tables of Database. In which order get deleted from <code>core_email_queue</code> but same order <code>message_id</code> data present in <code>core_email_queue</code> recipient table.



Please can any one help me to solve out this query because I confused in <code>core_email_queue</code> functionality and cron job performing functionality with it.

asked 8 months ago

viewed 1133 times

active 6 months ago

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edited Jan 5 at 2:02



Adarsh Khatri **4,214** 1 7 32



asked Jan 4 at 16:38 **78** 11

Do you mean that the mail for the order of the 2 jan 2016 goes to the customer of the order of the 27 oct 2015 (mail is sent to wrong customer) or that the mail for the order of the 27 oct 2015 is sent when a new order is placed (mail is sent correctly but at the following order only)? - hellimac Jan 5 at 3:41

yes same thing happened with other customer too - Ashwini Jan 5 at 5:00

and order contents are ok I mean the ordered product its address everything ok . only mail goes to previous customers. - Ashwini Jan 5 at 5:01

Same problem here... Did you found the solution? by Barret0 - Amit Bera Jan 28 at 19:08

I followed the Below link:-magento.stackexchange.com/questions/53961/... for my issue. and it get resolved. – Ashwini Jan 29 at 4:30

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2 Answers

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This issue must be related to the new Magento Email Queue system, that leaves orphan records on the Recipients table. If this is your issue, I send you a fix.



The new Magento Email Queue system manages these two tables: core email queue and core email queue recipients. The former one handles the email Messages, and the later one, the Recipients of these messages.



The core email queue table is cleaned out as emails on the Magento Email Queue are sent. This cleaning is performed by a cron tab job called core email queue clean up , that's defined inside the app/code/core/Mage/Core/etc/config.xml config file. The code that performs the cleaning is defined on the removeSentMessages function in the

Mage Core Model Resource Email Queue class:

* Remove already sent messages

Linked

11

New order email being sent twice

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my magento 1.9.1 not sending newsletter emails and order email to customers

New order notification mail not working in magento

```
* @return Mage Core Model Resource Email Queue
public function removeSentMessages()
   $this-> getWriteAdapter()->delete($this->getMainTable(), 'processed at IS NOT
   return $this;
```

The above code is executed once a day by the cron task.

But it happens that the core email queue recipients table (the one that holds email Recipients, and that is linked to the core email queue table by the message_id field), is not cleaned together with the core email queue table (the one that holds email Messages), leaving orphan records inside that Recipients table when then Message table is cleaned out.

The issue described here arises when the core email queue table (Messages) is reset and the autoincrement message id field on this table is reinitiated to 1.

Because the core email queue recipients table (Recipients) has not been cleaned accordingly, when new emails are added to the Magento Email Queue, new records are created on the core_email_queue table (with message id starting again from 1), and at the same time new records are created on the core email queue recipients table with these same ids (starting again from 1).

The problem is that these ids may already exist on the Recipients table as orphans records (due to previous email messages). These new mesages ids then get repeated inside the core email queue recipients table. In the end, different email Messages are linked to their corresponding Recipients by the message id, but they get also wrongly linked to previous recepients that were assigned the same message id from previous emails.

Thus, when recipients are searched to send a given message, besides the appropriate recipient, other wrong recipients may arise.

Fortunately the fix for this issue is easy to perform.

All that's needed is cleaning all repeated messages ids on the core email queue recipients table, and making sure that when a Message is deleted on the core email queue table, at the same time its corresponding Recipients get deleted on the core email queue recipients table.

The best way to achieve this is to create a foreign key that links these records and deletes them on assessed (but you need to make some cleaning before you can do that)

1

Order Mail is not sending

1

Order Emails Marked as sent but not received

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OII CASCAUE (DUE YOU HEED TO ITIAKE SOTHE CLEANING DETOTE YOU CAN NO THAT).

For solving the order email issue I followed the below steps:-

1) Execute the following two SQL queries to clean the <code>core_email_queue_recipients</code> table from orphan records and repeated messages ids:

```
DELETE FROM core_email_queue_recipients WHERE message_id NOT IN (SELECT message_id DELETE FROM core_email_queue_recipients WHERE recipient_id < (SELECT recipient_id
```

The first query deletes orphan records, and the second one deletes old records that are no longer valid.

2) Create a foreign key on the <code>core_email_queue_recipients</code> table to delete Recipients records on cascade. The SQL query to create this foreign key is:

```
ALTER TABLE core_email_queue_recipients ADD FOREIGN KEY(message_id) REFERENCES co
```

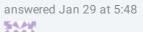
By using this new foreign key, no orphan records will be left on the core_email_queue_recipients table when cleaning the core_email_queue table, and no duplicated messages to wrong recipients will be sent in the future.

share improve this answer

edited Jan 29 at 9:26

Reena Parekh 890 3 24

add a comment



Ashwini **78** 11



If you are using AOE Scheduler then set Cron expression for **core_email_queue_clean_up** example (*/5 * * * *)

After did this, old sent email data will be clean and all process will be run smoothly.



share improve this answer

edited Feb 17 at 7:26



answered Feb 17 at 6:27



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- Is there a difference between "poco" and "un poco"?
- What number am I? (square number and triangle number)
- Why was the character of Captain Kirk given the middle name "Tiberius"?
- Is there a word for telling someone all your thoughts?
- Esolang-Comment-Template-Generator
- count to 100 in Danish

Thanks for your solution ,But I used below method to solve my query. – Ashwini Feb 17 at 7:11

add a comment

protected by Community ◆ Feb 17 at 7:05

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