

☐ **mpd:** No failure notification sent

Email from yipan.sharma@fmhammerle.com to ga@fmhammerle.com was rejected because of limitation however this email was sent out from Outlook.

<http://one-docs.com/tools/pastebin/iWMhLsqj.txt>

Customer complains that if only they knew it wasn't sent, they could have resent the email and avoid any problem.

As per 3rdlevel ticket G93,

The actual issue is that there is "No Failure Notification" delivered to the sender. There may be some issue with Halon filter. Better raise an Asana task for this.

Reject logs:

<http://one-docs.com/tools/pastebin/CEiLvbtB>

Reynold P J It seems that the email was rescheduled and delivered on the next day,

Details: <https://tools.one.com/paste/f18c4865>

There was about 28 instances where the emails were temporarily deferred due to reason "Recipient address rejected: Too many mails received from fmhammerle.com within the last 5 minute". And this could have probably caused the email in this case to be temporarily rejected and rescheduled to send after one day(refer link send below).

```
root@logs:/data/logs# bzgrep "fmhammerle.com" smtpfilter*/mail-20150204.bz2 >
```

```
/root/ops/fmhammerle_com04.txt
```

```
root@logs:/data/logs# grep "Too many mails received from fmhammerle.com within the last 5 minutes"
```

```
/root/ops/fmhammerle_com04.txt -c
```

```
28
```

```
root@logs:/data/logs#
```

Could you plz confirm with customer whether the email was received on the next day ? If its not the case, then we need to discuss this issue with Johan.

Feb 11 at 3:45am • •

mpd Checking with customer, will provide update soon.

Feb 11 at 7:38am •

mpd Customer has responded. Please see attachment.

Feb 11 at 8:49am •

Reynold P J [Johan Svensson](#) could you plz check this ? This issue seems to be related to halon filter.

Feb 11 at 9:51pm • •

mpd Any update?

Feb 18 at 1:32pm •

Sebastian VL It might be a couple of weeks before we get time to look at this.

Meanwhile the question of "... whether the email was received on the next day?" is actually not answered in the customer feedback, so please acquire that.

Feb 23 at 6:12pm • •

mpd No customer didn't receive failure notification the next day. Customer response is in the attached screenshot.

Mar 4 at 2:41pm •

mpd Also today I received another complaint from this domain. They are now using Webmail to send email, all appeared to be sent successfully. Email sent appears in Sent folder but the recipient didn't receive it. I am asking for the login to counter check it.

Mar 4 at 2:42pm •

Johan Svensson First of all, if a email is deferred it is deferred meaning _we_ do not queue it. Then it's up to the sender to reschedule it. (or read the deferred error response from our servers).

For this last issue with the webmail. If it was deferred it should have said so in the webmail also. Looking both at our smtpfilters and mx'es I see nothing wrong for this domain.

Mar 4 at 2:56pm • •

mpd Customer sent this email via Webmail.

<http://one-docs.com/tools/pastebin/dnZSY18P.txt>

but in our logs, the closest match is:

<http://one-docs.com/tools/pastebin/sFapmOcw.txt>

Notice the timestamp, it corresponds to what customer claims:

<http://one-docs.com/tools/pastebin/dKFuZeH1.txt>

The issue is that, if we deferred the email, customer should receive email notification that it failed but for this particular claim, they didn't get one.

Mar 5 at 2:11pm •

Sumit Rathore Whenever we deferred an email, customer instantaneously get the error message from our servers on webmail or email client they are using for sending that email. We never accepted that email for delivery. We are notifying the customer instantaneously about the error, not by sending different notification mail. I think that what Johan mentioned in his comment.

About the first case: these are the whole smtpfilter logs <https://tools.one.com/paste/f4945ee4> i think this mail was never queued for delivery. Our server disconnected from the client due to error. There are no logs on mx for this mail as well.

```
root@logs:~/logs# bzgrep 'vipan.sharma@fmhammerle.com' /data/old-logs/2015Q1/mx[1-8]/mail-20150204.bz2  
| grep 'ga@fmhammerle.com'
```

```
root@logs:~/logs# logout
```

So i think due to error server disconnected from client and hence not able to process the message. What error does client actually get? What usual limitation happened in this case that blocked this mail(if it was accepted for delivery)? For this mail i didn't able to find logs for usual limitation like filter limits.

About the second case: <https://tools.one.com/paste/f1d4ad19> on mx there are no logs for mail corresponding to time "10:31". This mail is sent from webmail7. Now what i notice is that from webmail whenever a mail is sent we get a log like "Sending email using OTP on behalf of customer_ip" in the end. But for mail of time "10:31" there is no such log <https://tools.one.com/paste/f0bbb501> while for mail of time "10:56" there is <https://tools.one.com/paste/fa30cec8>, <https://tools.one.com/paste/f439ca6a>. So i think the mail never left webmail7, hence mx never received that mail for delivering it to recipient. Now why this happened or something else went wrong at that instant, we need to check further.

Sunday at 4:55am • •

Sushant Viridi Here's the response from the customer upon explaining it to him. The customer's only concern currently is that why the email is being shown in the Sent Item's folder even though it has not been delivered. Have explained to him about the possible reason and have asked him to atleast provide us with the error message.

Sunday at 4:45pm • •

Johan Svensson All I can say in this matter is the following. If an email is deferred for one or another reason the customer will get back a deferred code when sending from a normal client. If they send from the webmail they should also get a popup why the email was deferred. I also know that the webmail might but some mails in the Sent folder if it could not temporarily be delivered and then tried later again. Please ask [Andreas Lind](#) if this was the case this time.

Sunday at 11:00pm • •

Sumit Rathore [Andreas Lind](#) Customer claim that he tried to send an email through webmail on 26 Feb 2015 at 10:31. Now irrespective of the fact that this mail is present in his SENT folder this mail was never delivered. He successfully resend the mail again at 10:56.

This mail of time "10:31" has uid 133 in INBOX.Drafts folder found from these webmail7 logs

<https://tools.one.com/paste/f0bbb501>. In further webmail7 logs <https://tools.one.com/paste/f4b9a361> i can see 'postBuildAndSendEmail sendError:

```
{"statusCode":404,"status":404,"name":"BADURL","NotFound":true,"BADURL":true,"data"
```

```
{"upstream":"imap","failedPart":{"folderName":"INBOX.Drafts","uid":133,"section":"2.MIME"}}} :: true '
```

4 times at time(10:33,10:34,10:35,10:36) for same uid 133.

If this mail have sent then it should have(i think) log line "Sending email using OTP on behalf of 202.164.54.180" after this log line "Feb 26 10:37:00 webmail7 Feb 26 10:37:00Z webmail-handler http@5010[120338]:dhruv.shah@fmhammerle.com: postBuildAndSendEmail - fetchMailInfoThenSendSuccessfulResponse: INBOX.Drafts", but it didn't.

As [Johan Svensson](#) mentioned a mail can be saved in SENT folder if it is temporarily not deliverable and tried later again. I think this is the case here but only problem is the mail was permanentaly not delivered and customer received no notification regarding this failure(if we send any notification for these kind of failure).

Can you please check if this is the case here or something else went wrong?

Monday at 12:45am • •

Sebastian VL Haven't read up on it/tried to validate likelihood of any actual relation(!), but I know there was some recent flow changes as per [✓ Don't leave mails that haven't been sent in the Sent folder](#)

Monday at 1:24pm • •

Gustav Nikolaj Olsen [Sebastian VL](#), I was just thinking about that one. I think that we had it. It should have been released with v10, which went out the 13th of january. The mails are put in the sent folder and labeled with a red triangle with an exclamation mark in it. And they have a resend button.

The customer mentions that he sent it again alter and that it worked then. Is he just not understanding this new feature, or do we have an actual problem?

Monday at 1:50pm • Nanna N •

Sumit Rathore [Gustav Nikolaj Olsen](#) Thats means customer need to resend manually? We do not try to resend mail automatically? I noticed "send error" in logs then they must be because of customer's attempts of resending the mail. And after resend do we update the original mail in SENT folder or we add another mail in SENT folder keeping the original unsent mail unchanged? Because customer claim that he has two mails in sent folder(sent and unsent both).

Monday at 5:08pm • •

Gustav Nikolaj Olsen If an error occurs when we try to send, we will flag the email so that it shows with a red triangle icon in the mail list and on the sent folder label. But it will still be in the sent folde.r It will not be sent again until the customer clicks the "Resend" button in the UI.

Monday at 5:19pm • •

Amit Tewari [mpd](#) v10, which went out the 13th of january should fix this issue. Please note:

Deferred mail is saved in sent folder with a read triangle with exclamation mark. Sender must manually resend this mail.

Since this is fixed in webmail, moving this task to await confirmation. Please move to "active" or mark complete.

Yesterday at 10:30am • •

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