Email Notification of Ticket Changes

Error: Macro TracGuideToc(None) failed

'NoneType' object has no attribute 'find'

Trac supports basic notification for ticket changes using email.

Email notification is useful to keep users up-to-date on tickets/issues of interest, and also provides a convenient way to post ticket changes to a dedicated mailing list. **Note:** As an example, this is how the <u>?Trac-tickets</u> mailing list works.

Disabled by default, notification can be activated and configured in trac.ini.

Receiving Notification

When reporting a new ticket or adding a comment, enter a valid email address in the *reporter*, *editor* or *cc* field. Trac will automatically send you an email when changes are made to the ticket.

This is useful to keep up-to-date on an issue or enhancement request that interests you.

Configuring SMTP Notification

Configuration Options

These are the available options for the [notification] section in trac.ini.

- smtp_enabled: Enable email notification.
- smtp_server: SMTP server used for notification messages.
- **smtp_user**: (*requires 0.9*) user name for authentication SMTP account.
- smtp_password: (requires 0.9) password for authentication SMTP account.
- smtp_from: Email address to use for *Sender*-headers in notification emails.
- smtp_replyto: Email address to use for *Reply-To*-headers in notification emails.
- **smtp_always_cc**: List of email addresses to always send notifications to. *Typically used to post ticket changes to a dedicated mailing list*.
- always_notify_reporter: Always send notifications to any address in the reporter field.
- always_notify_owner: (requires 0.9) Always send notifications to the address in the owner field.

Either smtp_from or smtp_replyto (or both) must be set, otherwise Trac refuses to send notification mails.

Example Configuration

```
[notification]
smtp_enabled = true
smtp_server = mail.example.com
smtp_from = notifier@example.com
smtp_replyto = myproj@projects.example.com
smtp_always_cc = ticketmaster@example.com, theboss+myproj@example.com
```

Sample Email

```
#42: testing
------
Id:42|Status: assignedComponent:report system|Modified:Fri Apr 9 00:04:31 2004Severity:major|Milestone:0.9Priority:lowest|Version:0.6Owner:anonymous|Reporter:jonas@example.com
_____
Changes:
  * component: changset view => search system
  * priority: low => highest
  * owner: jonas => anonymous
  * cc: daniel@example.com =>
       daniel@example.com, jonas@example.com
  * status: new => assigned
Comment:
I'm interested too!
Ticket URL: <http://example.com/trac/ticket/42>
My Project <http://myproj.example.com/>
```

See also: TracTickets, TracIni, TracGuide