

# 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 [?Trac-tickets](#) 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: assigned
Component: report system  |      Modified: Fri Apr 9 00:04:31 2004
Severity: major          |      Milestone: 0.9
Priority: lowest         |      Version: 0.6
      Owner: 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!

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Ticket URL: <<http://example.com/trac/ticket/42>>

My Project <<http://myproj.example.com/>>

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See also: [TracTickets](#), [TracIni](#), [TracGuide](#)