Subject: [SOLVED] Bugzilla account
Posted by gjanssens on Tue, 09 Dec 2008 11:17:12 GMT
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Hi,

I'm having sort of a recursive problem

I want to create a bugzilla account to file a bug. However I never receive the confirmation e-mail. So I want to file a bug for the confirmation mail that's never arriving, but for that, I need a bugzilla account...

Seriously though. I have tried multiple times recently and in the past to create a bugzilla account. For some reason I never get the confirmation mail, not within minutes, not within hours, not even within days.

On August, 1st, I received this mail from an openvz staff member:
Quote:Hello,

I checked bugzilla.openvz.org web server logs and found out that you have tried to get a new bugzilla password recently. Probably you never got an email from Bugzilla.

It was discovered today that the password change system on bugzilla.openvz.org did not work as expected. It should be sending an email to a user who sumbitted a request to change password, but due to system misconfiguration that email was sent to a wrong (non-existent) address. So it was not able to get a new password in case the current one was forgotten.

So, in case you forgot your bugzilla.openvz.org password and failed to get a new one, please retry now. This is as easy as visiting http://bugzilla.openvz.org/index.cgi?GoAheadAndLogIn=1, entering your email to the input field (at the bottom), and clicking on "Submit request".

I am very sorry for any inconvenience caused by this.

Regards,
Kir.

So there seemed to be something wrong there and then. So I tried again today, but I still don't receive a confirmation message.

Can someone please verify what happens to my request ? I am using info[at]kobaltwit[dot]be to request an account.

Thank you very much

Geert

Subject: [SOLVED] Re: Bugzilla account
Posted by gjanssens on Tue, 09 Dec 2008 11:28:52 GMT
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Never mind. My last attempt turned out to be successful anyway. I just had to wait a little longer.

Sorry for the noise.

Subject: Re: [SOLVED] Bugzilla account
Posted by kir on Tue, 09 Dec 2008 13:05:52 GMT
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The message has actually been sent this time, here's the except from maillog:

Dec 9 05:40:45 bugzilla sendmail[7723]: mB9Aeiqq007723: to=info@kobaltwit.be, ctladdr=bugzilla-daemon@openvz.org (48/48), delay=00:00:01, xdelay=00:00:00, mailer=relay, pri=31325, relay=[127.0.0.1] [127.0.0.1], dsn=2.0.0, stat=Sent (mB9AejRv007730 Message accepted for delivery)
Dec 9 05:41:06 bugzilla sendmail[7732]: mB9AejRv007730: to=<info@kobaltwit.be>, delay=00:00:21, xdelay=00:00:21, mailer=esmtp, pri=121661, relay=asav01.bru.nucleus.be. [195.207.48.21], dsn=4.0.0, stat=Deferred: 451 4.7.0 try again later #552 (kB8Bew028464378600)
Dec 9 06:18:12 bugzilla sendmail[15825]: mB9AejRv007730: to=<info@kobaltwit.be>, delay=00:37:27, xdelay=00:00:06, mailer=esmtp, pri=211661, relay=asav01.bru.nucleus.be. [195.207.48.21], dsn=2.0.0, stat=Sent (2.0.0 message kB8CIA0284646858SY accepted #554 (kB8CI6028464685800))

You probably need to check you Spam/Junk folder...

Subject: Re: [SOLVED] Bugzilla account
Posted by gjanssens on Tue, 09 Dec 2008 13:48:11 GMT
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Thanks for the reply.

Meanwhile I have discovered that my isp uses greylisting for it's mailservers, which will cause a mail delivery delay in some cases. I suppose that's why my most recent attempt to get a bugzilla account took longer than normal to arrive.

But I have successfully created an account now. Thank you.

Subject: Re: [SOLVED] Bugzilla account
Posted by kir on Tue, 09 Dec 2008 14:07:30 GMT
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gjanssens wrote on Tue, 09 December 2008 16:48Meanwhile I have discovered that my isp uses greylisting for it's mailservers, which will cause a mail delivery delay in some cases. I suppose that's why my most recent attempt to get a bugzilla account took longer than normal to arrive.

That is clearly seen from the logs that I quoted. First delivery attempt got a "try again later" reply, and then the second attempt (in about 40 minutes) succeded.