Request Item RITM0123059 comments added -- 8-ID elog no longer sends email to its user

Argonne Service Desk <argonne@servicenowservices.com>
Tue 8/11/2020 3:16 PM
To: Dufresne, Eric <dufresne@anl.gov>

You can reply directly to this email. Please enter your response above this line.

Number: RITM0123059 (LINK)
Request Title: 8-ID elog no longer sends email to its user
Item: APS - Web Request Support

Comments:

2020-08-11 15:16:14 CDT - David Wallis	Customer Communication (Customer Visible)

This was finally tracked down to a From: domain (xray.aps.anl.gov) that the ANL mail server didn't recognize as valid, so the messages were dropped without notice. Modifying the elog.cfg configuration to change the From: domain to aps.anl.gov resolved the issue, and test notification emails were successfully received.

2020-08-07 12:16:18 CDT - Eric Dufresne	Customer Communication (Customer Visible)

David,
this sounds like Deja-vu. The message you just sent was something I received 6 months ago from you.
Should I call someone on your behalf?
Eric

2020-08-07 08:25:54 CDT - David Wallis	Customer Communication (Customer Visible)

I have opened Service Now incident INC0096403 to track down the cause of emails not being delivered.

2020-08-06 11:52:00 CDT - Eric Dufresne	Customer Communication (Customer Visible)

Go ahead David,
send a test elog, no problem.

2020-08-06 10:43:20 CDT - David Wallis	Customer Communication (Customer Visible)

Hi Eric,

I apologize for this ticket dragging on so long. Is it ok if I send some test message from the 8-id elog? I may take a number of message to be able to trace the email with APS and after it leaves our mail server.

2020-08-06 10:30:01 CDT - Eric Dufresne	Customer Communication (Customer Visible)

Hey, any progress on this? This was submitted in November

2020-02-25 13:30:24 CST - Eric Dufresne   Customer Communication (Customer Visible)
reply from: dufresne@anl.gov

I just pressed the submit button on elog 709 at 13h28.

https://8id.xray.aps.anl.gov/elog/8-ID/709?mail0=sureshn@aps.anl.gov&mail1=rziegler@anl.gov&
mail2=strzalka@anl.gov&mail3=zjiang@aps.anl.gov&mail4=dufresne@anl.gov&
mail5=qzhang234@anl.gov&mail6=wallis@anl.gov&mail7=wallis@aps.anl.gov

The pages states these email were sent to folks below

Email sent to *sureshn@aps.anl.gov*
Email sent to *rziegler@anl.gov*
Email sent to *strzalka@anl.gov*
Email sent to *zjiang@aps.anl.gov*
Email sent to *dufresne@anl.gov*
Email sent to *qzhang234@anl.gov*
Email sent to *wallis@anl.gov*
Email sent to *wallis@aps.anl.gov*

On 2/25/2020 10:33 AM, Argonne Service Desk wrote:
>
> You can reply directly to this email. Please enter your response above
> this line.
>
> --
> Short description: 8-ID elog no longer sends email to its user
> Item: APS - Web Request Support
> Click here to view request item: RITM0123059
> <https://argonne.service-now.com
/nav_to.do?uri=sc_req_item.do%3Fsys_id=cb02eb80dbc94454c9d7eeb35b961929%26sysparm_stac
k=sc_req_item_list.do%3Fsysparm_query=active=true>
> --
> Attachments:
> Re_Update to elog 665--8-ID-D Monochromator.pdf
> <https://argonne.service-now.com
/sys_attachment.do?sys_id=fcd1abccdb894454c9d7eeb35b9619bc>
> --
> Comments:
> --
> *2020-02-25 10:32:42 CST - David Wallis*^Customer Communication
> (Customer Visible)
> Hi Eric,
> I'm trying to make time to dig into this problem. Can you give me some
> information on how to repeat the problem so that I can work with BIS
> to trace the emails once they leave the APS?
>
> Thank you,

> Argonne Service Desk
> 630-252-9999, option 2
> help@anl.gov
>
>
>
> Unsubscribe <mailto:argonne@service-now.com?subject=Unsubscribe from
> "Request Item commented"&body=Sending this email with the predefined
> content in the subject and body will unsubscribe you from the
> notification "Request Item
> commented"%0D%0A%0D%0AUnsubscribe:
{"id":"8a16c7aa0f4b7200abe12ca8b1050ea0","token":"c797e62132"}>
> | Notification Preferences
> <https://argonne.service-now.com
/nav_to.do?uri=notification_preferences.do%3Fsysparm_notification=8a16c7aa0f4b7200abe12ca8b
1050ea0>
>
> Ref:MSG8090026

Original Description:
Email Address given: dufresne@anl.gov
Alternate Phone Number:
Request Type: Edit Existing Page
URL: https://8id.xray.aps.anl.gov/elog/8-ID/
Needed By: 2019-11-15
Additional Comments:
Priority Level: Normal
Request Description: See David Wallis for details on this issue.
This elog service https://8id.xray.aps.anl.gov/elog/8-ID/
when one submits a new entry no longer sends email.
The server thinks it does but no email is sent.
This dates back to March 2019 as shown here https://8id.xray.aps.anl.gov/elog/8-ID/627
ED

Thank you,
Argonne Service Desk
630-252-9999, option 2
help@anl.gov

Ref:MSG9744020