

Setting up the BST helpdesk - Feature #11

Add email system

01/31/2018 03:15 PM - Jon Ambler

Status:	Closed	Start date:	02/16/2018
Priority:	Normal	Due date:	
Assignee:	Jon Ambler	% Done:	100%
Category:	helpdesk	Estimated time:	0.00 hour
Target version:		Spent time:	6.00 hours
Description			
The setting for mailing need to be tested.			
Details from Gerrit:			
password on slack			
bst-helpdesk@uct.ac.za			
hostname=cbio.uct.ac.za or mancala.cbio.uct.ac.za			
port=993			
SSL/TLS			
Normal password			
Details on setup here:			
https://django-helpdesk.readthedocs.io/en/0.2.x/settings.html			
Subtasks:			

History

#1 - 02/16/2018 12:36 PM - Jon Ambler

- Category set to helpdesk
- % Done changed from 0 to 90

Required adding these variables:
EMAIL_PORT = 465
EMAIL_USE_LOCALTIME = True

#2 - 03/26/2018 05:41 PM - Gerrit Botha

Email address should be bst-helpdesk@cbio.uct.ac.za

#3 - 03/28/2018 04:11 PM - Jon Ambler

- Status changed from New to In Progress

#4 - 03/28/2018 04:12 PM - Jon Ambler

- Status changed from In Progress to Resolved

Email system is working, emails to the UCT outlook server was being blocked because the server address and email was different.

#5 - 04/17/2018 04:42 PM - Jon Ambler

- Status changed from Resolved to Closed