

## Bugs & Wish list

13.x: email param from PluginTracker too difficult to get it working as expected for end users | Tiki Wiki CMS Groupware :: Development  
13.x: email param from PluginTracker too difficult to get it working as expected for end users

### Status

Closed

### Subject

13.x: email param from PluginTracker too difficult to get it working as expected for end users

### Version

13.x

14.x

### Category

- Usability
- Support request
- Community projects

### Feature

Trackers

### Resolution status

Fixed or Solved

### Submitted by

Xavier de Pedro

### Lastmod by

Xavier de Pedro

### Rating

(0)

### Description

13.x: email param from PluginTracker too difficult to get it working as expected for end users

- Maybe some more documentation in doc.t.o missing?
  - param "emailformat" (indicated by a poweruser in an email) missing in the doc. page (since long ago)?
- Maybe some easier ready-to-use tpl bundled within tiki to work for that use case, if the default tracker\_changed\_notification.tpl doesn't work.
- Maybe some bug? (some devs said that you need to set the "copy activity to email" to something for that tracker to get those emails sent for the non-registered user submitting the tracker item?
- ...

Related doc so far:

<http://doc.tiki.org/PluginTracker#Parameters> (see "email" param)

An instance has been created linked to this wish, so that we can all have a look at a common instance to elucidate what the problem is, and then, as a consequence, how to improve it.

Instance design details:

1. Feature Log mail in the tiki logs is enabled, so that we can check which emails were sent and

which ones weren't.

<http://xavi-9794-5470.show.tikiwiki.org/tiki-syslog.php>

2. "Contact us" page contains PluginTracker with this code:

```
□□□□□□□□
```

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```
{TRACKER(trackerId=1, fields=1:2:3:4, showmandatory=y, emailformat="html", sort="y",
email="real_email_from@example.com|3,a_second_real_email@example.com|tracker_change
d_notification.tpl,tracker_changed_notification.tpl")} !!! Thanks ...{TRACKER}
```

3. Field 3 is the user selector, with "plain text" as the type of link.
4. tracker\_changed\_notification.tpl is a valid tpl in the file tree, so I guess this should be a valid-enough file for basic demonstration purposes, unless someone indicates the opposite for some reason.
5. "Copy activity to email" has been set to a\_third\_real\_email at example.com, just in case that was valid, as jonnyb suggested.

To reproduce:

1. Come here as anon:  
<http://xavi-9794-5470.show.tikiwiki.org/tiki-index.php?page=Contact+us>  
and fill in the contact form, which is set to (in theory) send you a copy of the tracker item added.
2. go to the tiki logs (<http://xavi-9794-5470.show.tikiwiki.org/tiki-syslog.php>) and you will find that the email that has been sent is the one related to "Copy activity to email" ("a\_third\_real\_email@example.com", xavi (a) tikiwiki.org in this case), but nothing else related to the email typed in the form (field 3) nor the "a\_second\_real\_email@example.com" indicated in the param)

Finally, some hint (in case it matters):

- I tried first this approach in my localhost (linux box), and I got same behavior.
  - Looking at the apache error log I saw a message complaining that I didn't have "sendmail", which is true (in purpose, for other reasons)

```
□□□□□□□□
```

---

```
sh: 1: /usr/sbin/sendmail: not found
```

- The curious thing is that those cases of error with sendmail were not recorded in tiki syslog as "mail error" lines, but nothing was logged. Only the email related to "copy activity to email" was recorded in the tiki syslog with at least a line saying "mail error", and all the details about that email.

Solution

fixed in 15.x

Importance

5

Easy to solve?

5

Priority

25

Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on [show2.tiki.org](https://show2.tiki.org)

Version: trunk ▼

Demonstrate Bug (older Tiki versions)

This bug has been demonstrated on [show.tikiwiki.org](https://show.tikiwiki.org)

Ticket ID

5470

Created

Sunday 21 September, 2014 08:33:37 GMT-0000

by Xavier de Pedro

LastModif

Friday 18 November, 2016 23:12:27 GMT-0000

Comments

Attachments

filename	created	hits	comment	version	filetype
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No attachments for this item

The original document is available at

<https://dev.tiki.org/item5470-13-x-email-param-from-PluginTracker-too-difficult-to-get-it-working-as-expected-for-end-users>