# 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!

--
Ticket URL: <http://example.com/trac/ticket/42>
My Project <http://myproj.example.com/>
```

See also: TracTickets, TracIni, TracGuide