I'm having trouble with an error: "imap_open() error" in logs

Ben Henley - 2018-03-14 - Kommentarer (0) - Deskpro Legacy

Question:

We are getting intermittent errors in the error logs like this:

```
imap_open(): Couldn't open stream
{imap.example.com:993/ssl/novalidate-cert}imap_gc() expects parameter
1 to be resource, null given0 TLS/SSL failure for imap.example.com:
Unexpected TCP input disconnectUnknown: TLS/SSL failure for
imap.example.com: Unexpected TCP input disconnect (errflg=2)Unknown:
[CLOSED] IMAP connection broken (server response) (errflg=1)0 Too
many login failures
```

All our email accounts seem to be working fine. Should we be worried?

Answer:

This error can happen due to common, transient network glitches where there's a temporary problem connecting to your IMAP server. It is normal to see this happen as often as a few times a day with no impact on the helpdesk. Unless it is happening very frequently (ie once every few minutes), there is no reason to worry.