How do I manually run the email processing command?

Christopher Nadeau - 2023-09-13 - Comments (0) - Deskpro Legacy

Sometimes you may want to manually run incoming email processing: for example, to debug connection problems.

Email processing is done from the command line. Just switch to the Deskpro directory and run the special bin/cron command.

Example:

```
cd /path/to/deskpro
/usr/bin/php bin/cron --verbose -f --job=process_email_gateways
```

The command is similar on Windows:

```
cd C:\Inetpub\www\deskpro
C:\Program Files\PHP\PHP7.0\php.exe bin\cron --verbose -f --
job=process_email_gateways
```

The --verbose flag tells Deskpro to output lots of debug output. For example:

```
(Time to enter execute: 1.7861)
Submitting cli-phperr.log log
Job process_email_gateways start
Time limit: 180
Start processing Gateay 2 tickets:gmail
0 inserted messages being processed first
Connecting with user email@example.com to pop.gmail.com:995
SSL Enabled
[Request] USER email@example.com
[Request] PASS xxxxxx
[Request] LIST
[Response] +OK
Message list contains 0 messages
```

```
 Trying to read next (1 call)
 [Request] QUIT
 Finished processing gateway. Took 1.42 seconds. Peak memory 62.77 MB
(current 62.59 MB).
 Time taken so far: 2
 Job process_email_gateways done in 1.46035s
 (Time until execute end: 1.5416)
```