

## Redmine - Patch #2931

### Templating for description of new tickets by Tracker

2009-03-08 18:18 - Rodrigo Panachi

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Issues	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Candidate for next major release		
<b>Description</b>			
This patch allows to assign a template for Trackers to be inserted in the description field when creating a new Issue. This is useful to maintain the standardization of issues.			
This was diff'd against svn trunk revision 2568.			
<b>Related issues:</b>			
Related to Redmine - Feature #1138: Issue templates		<b>Closed</b>	<b>2008-04-29</b>
Related to Redmine - Feature #643: Issue description templates		<b>New</b>	<b>2008-02-12</b>
Has duplicate Redmine - Feature #7055: Default description per tracker.		<b>Closed</b>	<b>2010-12-06</b>
Has duplicate Redmine - Feature #5341: Default issue description per tracker ...		<b>Closed</b>	<b>2010-04-16</b>

#### History

##### #1 - 2009-03-08 18:21 - Rodrigo Panachi

- File `102_add_trackers_template.rb` added

##### #2 - 2009-03-13 14:50 - Damien Couderc

Related to ticket [#1138](#)

##### #3 - 2010-07-22 13:39 - Pieter Smith

I updated the patch for Redmine 0.9.6. Note that the patch only includes the English language definitions.

##### #4 - 2010-07-22 13:40 - Pieter Smith

- File `tracker_templates_redmine_0.9.6.diff` added

Oops... Here is the updated file:

##### #5 - 2010-07-22 16:23 - Pieter Smith

- File `tracker_templates_redmine_0.9.6.diff` added

My apologies. I diffed the states in the wrong order. Here is the proper 0.9.6 patch.

##### #6 - 2010-08-12 04:33 - Light Kong

We installed this latest patch on 1.0.0. and are able to configure different description templates for different trackers.

Upon creation of new issue, the description template for the default tracker is shown. However, when a different tracker is chosen from the drop down list, the description template shown remains the one for the default tracker while other custom fields are updated according to the chosen tracker. Somehow it does not update the description template according to the chosen tracker. Please advice.

##### #7 - 2010-08-13 05:08 - Rodrigo Panachi

Light Kong, the description is changed only on creation of an issue (new record) in order to prevent the lost of issue's description when editing. Feel free to change this behavior.

##### #8 - 2010-10-13 15:19 - Avery Chan

Some tips on installing this patch (I was puzzled at first).

In you root of redmine installation where you have `tracker_templates_redmine_0.9.6.diff`:

```
> patch -p1 < tracker_templates_redmine_0.9.6.diff
> rake db:migrate
```

You may need to tweak the cols style in app/views/trackers/\_form.rhtml to fit in your particular preferences, but go to Administration->Tracker-><your tracker here> and you should see the form.

**#9 - 2011-01-05 08:53 - Damien Couderc**

Hi,  
any reason why this is not yet in trunk ?

**#10 - 2011-01-13 17:12 - Terence Mill**

+1

**#11 - 2011-01-18 20:20 - Antoine Roux**

+1 !:o)

**#12 - 2011-03-01 18:07 - Dominic Clifton**

+1

**#13 - 2011-05-14 02:34 - John Stone**

This is a great patch that I would love to see included as standard.

It is worth noting that the default ":string" type for the template column in 102\_add\_trackers\_template.rb above limits the template to 255 chars. Change that to ":text" for larger templates.

**#14 - 2011-05-18 01:07 - John Stone**

This patch appears to break the "Duplicate issue" functionality. I've tweaked it so it works on my 1.1.2.stable copy. I'm a complete newbie at Ruby on Rails; corrections/oversights welcome. ;)

```
+++ L:/www/redmine/app/views/issues/_form.rhtml Tue May 17 17:51:00 2011
@@ -15,7 +15,7 @@
 <% end %>
```

```
<p><%= f.text_area :description,
-       :value => (@issue.new_record? ? @issue.tracker.template : @issue.description),
+       :value => ((@issue.new_record? && @issue.description.blank?) ? @issue.tracker.template : @
issue.description),
        :cols => 60,
        :rows => (@issue.description.blank? ? 10 : [[10, @issue.description.length / 50].max, 100]
.min),
        :accesskey => accesskey(:edit),
```

**#15 - 2011-05-19 18:57 - Thomas Elsgaard**

+1

This is truely an great patch, it should really be included!!

**#16 - 2011-06-09 17:52 - Olivier Chabanel**

Hi,

I'm using Redmine 1.0.1 and I try to use this patch with the command:

```
root@projet:/opt/bitnami/apps/redmine# patch -p1 < tracker_templates_redmine_0.9.6.diff
patch: **** Only garbage was found in the patch input.
```

Could someone give me a hint how to apply the patch correctly?

Thanks

**#17 - 2011-06-22 11:29 - Etienne Massip**

- Category set to Issues

- Target version set to Candidate for next major release

**#18 - 2011-08-06 02:42 - R Chang**

Hi,

I am trying to apply this patch and these are the steps I performed:

```
% rake 102_add_trackers_template.rb
(in /usr/share/redmine-1.2.0)

% rake db:migrate
(in /usr/share/redmine-1.2.0)

% patch -p1 < tracker_templates_redmine_0.9.6.diff
patch: ** strip count 1 is not a number
```

I'm not sure what that error means? Any help is appreciated. Thanks!

#### #19 - 2011-09-19 13:50 - George Palmer

This only appears to work on the default tracker. When you change the tracker it does not update the description. Any ideas on how to make this work?

Thanks

#### #20 - 2011-09-19 16:16 - Pieter Smith

We fixed this in our implementation. I have asked the relevant engineer to post a patch for 1.2.1.

#### #21 - 2011-09-20 09:37 - Martin Corino

- File *tracker\_templates\_redmine\_1.2-stable.diff* added

The attached patches provide support for the tracker templates and take care of the updating issue when changing trackers, i.e. when changing the Tracker on an issue the Description content of an issue will be updated to the template of the new Tracker **as long as** the Description content has not been changed.

#### #22 - 2011-09-20 09:41 - Martin Corino

BTW. I've not included the migration patch to add the template column to the tracker table. Just use the *102\_add\_trackers\_template.rb* provided above or create your own (f.i. to make the column 'text' instead of 'string').

Martin Corino wrote:

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#### #23 - 2011-09-27 02:30 - John Stone

Thanks Martin for the 1.2 update. Note that the patch does not include the tweak for *app/views/trackers/\_form.rhtml* for showing the template edit box.

#### #24 - 2011-09-27 02:41 - John Stone

For whomever ports this into the main code, note that there appears to be a minor bug (with an easy workaround) using 1.2.1-stable:

1. Add templates for trackers "Bug" and "Feature."
2. Open a new issue of type "Bug."
3. Select the "Tracker" drop-down list and change it from "Bug" to "Feature." Observe proper switch to the "Feature" template.
4. Change the tracker type to "Support" or another type that has no template created yet.
5. Change the tracker type back to "Bug."
6. ERROR: "Internal error" appears where the template would normally exist.
7. WORKAROUND: Simply create a template for each tracker or, if you don't want a template for a particular tracker, open the tracker anyway and click "Save" with the template box left empty so it creates a blank template.

#### #25 - 2011-09-27 07:43 - Olivier Chabanel

Sorry, I'm not used to patch redmine and I have some difficulties here. Could someone give what are the steps to patch the 1.2 stable version? Any help would be very appreciated.

I tried these steps with no luck:

cd in root redmine directory

```
% patch -p1 < tracker_templates_redmine_1.2-stable.diff
% rake 102_add_trackers_template.rb
% rake db:migrate
```

I have an error when I try to create a new issue. With this message in the log:

```
NoMethodError (undefined method `template' for #<ActiveRecord::Associations::BelongsToAssociation:0x7fe68d1e3680>):
  app/controllers/issues_controller.rb:316:in `build_new_issue_from_params'
  /opt/passenger-3.0.5/lib/phusion_passenger/rack/request_handler.rb:96:in `process_request'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_request_handler.rb:513:in `accept_and_process_next_reque
st'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_request_handler.rb:274:in `main_loop'
  /opt/passenger-3.0.5/lib/phusion_passenger/classic_rails/application_spawner.rb:321:in `start_request_handle
r'
  /opt/passenger-3.0.5/lib/phusion_passenger/classic_rails/application_spawner.rb:275:in `send'
  /opt/passenger-3.0.5/lib/phusion_passenger/classic_rails/application_spawner.rb:275:in `handle_spawn_applica
tion'
  /opt/passenger-3.0.5/lib/phusion_passenger/utils.rb:479:in `safe_fork'
  /opt/passenger-3.0.5/lib/phusion_passenger/classic_rails/application_spawner.rb:270:in `handle_spawn_applica
tion'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server.rb:357:in `__send__'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server.rb:357:in `server_main_loop'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server.rb:206:in `start_synchronously'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server.rb:180:in `start'
  /opt/passenger-3.0.5/lib/phusion_passenger/classic_rails/application_spawner.rb:149:in `start'
  /opt/passenger-3.0.5/lib/phusion_passenger/spawn_manager.rb:219:in `spawn_rails_application'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server_collection.rb:132:in `lookup_or_add'
  /opt/passenger-3.0.5/lib/phusion_passenger/spawn_manager.rb:214:in `spawn_rails_application'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server_collection.rb:82:in `synchronize'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server_collection.rb:79:in `synchronize'
  /opt/passenger-3.0.5/lib/phusion_passenger/spawn_manager.rb:213:in `spawn_rails_application'
  /opt/passenger-3.0.5/lib/phusion_passenger/spawn_manager.rb:132:in `spawn_application'
  /opt/passenger-3.0.5/lib/phusion_passenger/spawn_manager.rb:275:in `handle_spawn_application'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server.rb:357:in `__send__'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server.rb:357:in `server_main_loop'
  /opt/passenger-3.0.5/lib/phusion_passenger/abstract_server.rb:206:in `start_synchronously'
  /opt/passenger-3.0.5/helper-scripts/passenger-spawn-server:99
```

Rendering /var/www/redmine/public/500.html (500 Internal Server Error)

Thanks

#### #26 - 2011-09-30 09:21 - John Stone

Hmm...Something in the 1.2.1 batch of tweaks for this seems to be preventing the "Duplicate" function from copying over the source bug description. Investigating...

#### #27 - 2011-10-11 23:37 - John Stone

Duplicate functionality resolved.

```
*** L:/www/redmine/app/controllers/issues_controller.rb.duplicatebroken Tue Oct 11 16:31:53 2011
--- L:/www/redmine/app/controllers/issues_controller.rb Tue Oct 11 16:25:17 2011
*****
*** 317,323 ****
--- 317,325 ----
```

```
        (_prev_tracker = @project.trackers.find(params[:prev_tracker_id])) &&
# previous tracker (+ template)
        (params[:issue][:description].gsub(/\r|\n/, ' ') != _prev_tracker.template.gsub(/\r|\n/, ' '))
# description changed
        params[:issue] ||= {}
+         unless params[:copy_from]
+           params[:issue][:description] = @issue.tracker.template
+         end
        end
        end
        @issue.start_date ||= Date.today
```

#### #28 - 2011-10-21 10:36 - Hugh Gallagher

Hmmm.. I have the same issues as Olivier Chabanel on Redmine 1.2.1.stable

```
% patch -p1 < tracker_templates_redmine_1.2-stable.diff
% rake 102_add_trackers_template.rb
% rake db:migrate
```

I've added the patch as above and then manually added the two lines from John Stone's additional fix.

```
NoMethodError (undefined method `template' for #<ActiveRecord::Associations::BelongsToAssociation:0xb708075c>):
  app/controllers/issues_controller.rb:319:in `build_new_issue_from_params'
  passenger (3.0.9) lib/phusion_passenger/rack/request_handler.rb:96:in `process_request'
  passenger (3.0.9) lib/phusion_passenger/abstract_request_handler.rb:513:in `accept_and_process_next_request'
  passenger (3.0.9) lib/phusion_passenger/abstract_request_handler.rb:274:in `main_loop'
  passenger (3.0.9) lib/phusion_passenger/classic_rails/application_spawner.rb:321:in `start_request_handler'
  passenger (3.0.9) lib/phusion_passenger/classic_rails/application_spawner.rb:275:in `send'
  passenger (3.0.9) lib/phusion_passenger/classic_rails/application_spawner.rb:275:in `handle_spawn_applicatio
n'
  passenger (3.0.9) lib/phusion_passenger/utils.rb:479:in `safe_fork'
  passenger (3.0.9) lib/phusion_passenger/classic_rails/application_spawner.rb:270:in `handle_spawn_applicatio
n'
  passenger (3.0.9) lib/phusion_passenger/abstract_server.rb:357:in `__send__'
  passenger (3.0.9) lib/phusion_passenger/abstract_server.rb:357:in `server_main_loop'
  passenger (3.0.9) lib/phusion_passenger/abstract_server.rb:206:in `start_synchronously'
  passenger (3.0.9) lib/phusion_passenger/abstract_server.rb:180:in `start'
  passenger (3.0.9) lib/phusion_passenger/classic_rails/application_spawner.rb:149:in `start'
  passenger (3.0.9) lib/phusion_passenger/spawn_manager.rb:219:in `spawn_rails_application'
  passenger (3.0.9) lib/phusion_passenger/abstract_server_collection.rb:132:in `lookup_or_add'
  passenger (3.0.9) lib/phusion_passenger/spawn_manager.rb:214:in `spawn_rails_application'
  passenger (3.0.9) lib/phusion_passenger/abstract_server_collection.rb:82:in `synchronize'
  passenger (3.0.9) lib/phusion_passenger/abstract_server_collection.rb:79:in `synchronize'
  passenger (3.0.9) lib/phusion_passenger/spawn_manager.rb:213:in `spawn_rails_application'
  passenger (3.0.9) lib/phusion_passenger/spawn_manager.rb:132:in `spawn_application'
  passenger (3.0.9) lib/phusion_passenger/spawn_manager.rb:275:in `handle_spawn_application'
  passenger (3.0.9) lib/phusion_passenger/abstract_server.rb:357:in `__send__'
  passenger (3.0.9) lib/phusion_passenger/abstract_server.rb:357:in `server_main_loop'
  passenger (3.0.9) lib/phusion_passenger/abstract_server.rb:206:in `start_synchronously'
  passenger (3.0.9) helper-scripts/passenger-spawn-server:99
```

Rendering /opt/redmine-1.2.1/public/500.html (500 Internal Server Error)

#### #29 - 2012-02-01 23:43 - Slan Buas

Anyone made a patch for 1.3 ? thnx

#### #30 - 2012-02-01 23:51 - Terence Mill

[Please vote for issue template extension](#) for [RedMine-plantillas-plugin](#). Wiki templates already working!

#### #31 - 2012-06-07 13:41 - Peter Wang

Can you have a patch for 2.0-stable?

Thanks a lot

#### #32 - 2012-07-18 13:37 - Christopher Proud

+1

#### #33 - 2012-07-27 00:45 - Rob C

+1

#### #34 - 2012-08-22 19:59 - Jonas J

+1 needs to be on trunk

#### #35 - 2012-08-22 21:10 - Terence Mill

+1

#### #36 - 2012-08-28 14:45 - Jonas J

Someone of you have tested the plugin: [http://www.redmine.org/plugins/issue\\_templates](http://www.redmine.org/plugins/issue_templates) ?

#### #37 - 2013-03-17 22:12 - Ivan Cenov

Jonas J wrote:

Someone of you have tested the plugin: [http://www.redmine.org/plugins/issue\\_templates](http://www.redmine.org/plugins/issue_templates) ?

Nice plugin, but works as project module. It would be better if it was Redmine-wide plugin.

**#38 - 2013-03-18 04:35 - Mischa The Evil**

Ivan Cenov wrote:

Jonas J wrote:

Someone of you have tested the plugin: [http://www.redmine.org/plugins/issue\\_templates](http://www.redmine.org/plugins/issue_templates) ?

Nice plugin, but works as project module. It would be better if it was Redmine-wide plugin.

Considering the fact that trackers are bound to projects I think it is the best to implement this plugin as a project module.

**#39 - 2013-03-18 10:26 - Terence Mill**

If you can also share templates globalz check out another plugins which can do thats also.

[http://www.redmine.org/plugins/gsc\\_templates](http://www.redmine.org/plugins/gsc_templates)

As far as i remember i tested successfully for remine 2.2.3

**#40 - 2013-05-16 15:03 - Gurvan Le Dromaguet**

Mischa The Evil wrote:

Considering the fact that trackers are bound to projects I think it is the best to implement this plugin as a project module.

I would disagree as trackers are project independents IMO and furthermore if you have a lot of projects, it is a pain to configure ...

**#41 - 2015-07-07 20:14 - Alex Petty**

For that matter, new issues should be settable to only those tracker-types that are configured for the users given role (or roles).

I envision this workflow as follows:

- (1) Administrator creates a role (let's call it role A)
- (2) Administrator assigns a user (or group) role A.
- (3) Through the implementation of this feature, the administrator will be able to define which tracker-types that role A is capable of creating (so long as role A has been assigned the "add issue" permission)
- (4) When the user possessing role A (and also having the "add issue" permission) clicks the "New Issue" tab, the user will see only those trackers which were defined as "can create this tracker" to role A.
- (5) If the user has multiple roles with "can create this tracker" defined, each having their own set of permissible trackers, the user will be able to create the super-set of all trackers from all assigned roles.

This feature would greatly enhance Redmine's flexibility in configuration.

**#42 - 2017-02-04 01:42 - Go MAEDA**

- Has duplicate Feature #7055: Default description per tracker. added

**#43 - 2017-02-04 01:47 - Go MAEDA**

- Has duplicate Feature #5341: Default issue description per tracker basis added

**Files**

templating_for_trackers.diff	2.23 KB	2009-03-08	Rodrigo Panachi
102_add_trackers_template.rb	192 Bytes	2009-03-08	Rodrigo Panachi
tracker_templates_redmine_0.9.6.diff	1.87 KB	2010-07-22	Pieter Smith
tracker_templates_redmine_0.9.6.diff	1.86 KB	2010-07-22	Pieter Smith
tracker_templates_redmine_1.2-stable.diff	3.21 KB	2011-09-20	Martin Corino