

Redmine - Feature #1757

Immediately send a notify email when a user is added to issue's watcher list

2008-08-07 09:54 - Chaoqun Zou

| | |
|--|----------------------------------|
| Status: New | Start date: 2008-08-07 |
| Priority: Normal | Due date: |
| Assignee: | % Done: 0% |
| Category: Email notifications | Estimated time: 0.00 hour |
| Target version: | |
| Resolution: | |
| Description Hi, Jean-Philippe, it is a great feature that you add the watcher list to the issue. By this feature, we are now able to select the members who should receive notify email about an issue. But I think it would be more useful that redmine could send a issue's summary info to the watcher when he is added to the list. Do you think so? | |
| Related issues: Related to Redmine - Feature #515: Add 'watchers' pro-actively. Closed Related to Redmine - Feature #17801: When adding watchers to an issue, you sh... New Has duplicate Redmine - Feature #10357: Send a notification to watcher, when ... Closed Has duplicate Redmine - Feature #26529: Email notification when watcher is ad... Closed | |

History

#1 - 2008-09-13 00:03 - Ludovic Gasc

Your first request is a duplicate of [#515](#)

#2 - 2010-10-11 17:16 - Robert Schneider

Is this implemented?

I'm wondering why one does not get an notification if he or she gets added to the watchers list. Shouldn't this be normal? Now, if I add an user to the list, I have to send them a mail 'manually' to let him or her know 'Look at this issue. Please, have a look at it/Please, post something.'

Is there a certain reason why there is no automatic notification? Or is it just not implemented yet?

#3 - 2012-03-08 15:42 - Etienne Massip

- Assignee deleted (Jean-Philippe Lang)

#4 - 2012-03-08 15:44 - Etienne Massip

Note: [#10357](#) also proposes to send an email to the watcher when they are removed from the list.

#5 - 2015-02-23 15:13 - Henry Auffahrt

- File *Redmine_Bearbeiter-aktualisiert.png* added

+1

We would like this Feature. At first a simple E-Mail notification would be enough. Because if you click on the Ticket Link you be able to look through the whole ticket history. An automatically summary creation would be too error-prone.

On the new version 2.6.1 i found a useful configuration option for this:

Redmine_Bearbeiter-aktualisiert.png

But it didn't work. This options seems to be not implemented

#6 - 2017-01-19 18:33 - Виктор Воеводский

+1

#7 - 2017-08-20 12:41 - Toshi MARUYAMA

- Has duplicate Feature #26529: Email notification when watcher is added and removed added

#8 - 2017-08-21 14:49 - Toshi MARUYAMA

- Related to Feature #17801: When adding watchers to an issue, you should have the possibility to notify the watchers that they have been added to the issue added

#9 - 2017-09-29 09:16 - Alberto Zatton

+1

#10 - 2017-11-29 10:30 - Heiko Böhme

+1

#11 - 2018-04-13 15:48 - Gianni Cavallotto

+1

#12 - 2019-12-27 16:10 - Robert Röttger

+1

#13 - 2024-04-27 14:10 - User Redmine

- File `notify_watcher_when_add_or_delete_in_issue.patch` added

Suggest some patch. The patch was collected in file partly manually and it's better to copy-paste new code to your sources (but not auto apply).
What the patch does:

- the notification is sent to the user when he has been added to watchers or removed from watchers.
- the notification consists name of person who added/deleted the watcher.
- the notification could be disabled/enabled by setting in Redmine `issue_updated`

#14 - 2024-04-30 15:16 - Robert Röttger

User Redmine wrote in [#note-13](#):

Suggest some patch. The patch was collected in file partly manually and it's better to copy-paste new code to your sources (but not auto apply).
What the patch does:

- the notification is sent to the user when he has been added to watchers or removed from watchers.
- the notification consists name of person who added/deleted the watcher.
- the notification could be disabled/enabled by setting in Redmine `issue_updated`

Hi! Thanks for the contribution, I tried it with Redmine 5.1.1.stable but it didnt work, I'm getting this error:

```
@uri=#<URI::GID gid://redmine-app/Issue/21627>>, #<GlobalID:0x00007fe775ffde08 @uri=#<URI::GID gid://redmine-app/User/19>>]]
E, [2024-04-30T15:13:15.435997 #2024246] ERROR -- : [ActiveJob] [ActionMailer::MailDeliveryJob] [e76309d4-8049-47ba-98c0-f6e06a875cbb] Error performing ActionMailer::MailDeliveryJob (Job ID: e76309d4-8049-47ba-98c0-f6e06a875cbb) from Async (mailers) in 56.87ms: NameError (uninitialized constant Mailer::Text
```

```
@table = Text::Table.new
^^^^):
/opt/www/**/htdocs/app/models/mailer.rb:193:in `issue_watcher_delete'
```

Another question. In Administration => Setting => Notification, should there be a new checkbox or is it depending on the existing "update ticket" checkbox?

#15 - 2024-05-02 20:48 - User Redmine

- File `issue_updated_checkbox.png` added

#16 - 2024-05-02 20:58 - User Redmine

Hi! Thanks for the contribution, I tried it with Redmine 5.1.1.stable but it didnt work, I'm getting this error:

The patch tested on Redmine 4.2.7.stable.

The error appears due to a gem that is not installed on your Redmine. To solve it, you can do only ONE of the following:
- Add to your file "Gemfile" in source folder a line: `gem 'text-table'` and restart your redmine
or

- From patch delete all lines with @table = Text::Table.new
One thing should help.

Another question. In Administration => Setting => Notification, should there be a new checkbox or is it depending on the existing "update ticket" checkbox?

No new checkbox.
Only works when "Issue updated" is checked in Administration => Setting => Email notifications.

#17 - 2024-05-02 23:23 - Jean-Philippe Lang

- File deleted (issue_updated_checkbox.png)

#18 - 2024-05-03 16:45 - Robert Röttger

thx again, I tried the 2nd option and removed the two lines. Now we got a different Error

```
[2024-05-03T16:42:41.269799 #2228711] ERROR -- : [ActiveJob] [ActionMailer::MailDeliveryJob] [820c0bdd-7e0f-4824-9fa7-c98adbbafd6d]
Error performing ActionMailer::MailDeliveryJob (Job ID: 820c0bdd-7e0f-4824-9fa7-c98adbbafd6d) from Async(mailers) in 36.24ms:
NoMethodError (undefined method `mail_signature_for' for #<Mailer:0x00000000031880>
```

```
@mail_signature = mail_signature_for(user, issue)
^^^^^^^^^^^^^^^^^^^^
```

Did you mean? mail_handler_url):

#19 - 2024-05-03 17:14 - User Redmine

Yes, indeed, this part of code is also non-default.
You need to delete from patch all lines with @mail_signature = mail_signature_for(user, issue)
This should be the last compatibility problem with your redmine sources.

#20 - 2024-05-03 17:54 - Robert Röttger

Yes, I can confirm that this worked now. Mails are sent, thanks for your work.

Files

| | | | |
|--|---------|------------|----------------|
| Redmine_Bearbeiter-aktualisiert.png | 29.4 KB | 2015-02-23 | Henry Auffahrt |
| notify_watcher_when_add_or_delete_in_issue.patch | 6.95 KB | 2024-04-27 | User Redmine |