

Redmine - Defect #17266

Delayed Email Notifications?

2014-06-23 15:31 - Megan Webster

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Issues	Estimated time:	0.00 hour
Target version:		Affected version:	2.3.1
Resolution:	Invalid		

Description

Hopefully someone can point me in the correct direction. Up until the last month or two our Redmine install has been working as expected, but lately the odd ticket has an update that the email notification to those involved doesn't get sent out too it is getting duplicated onto the ticket weeks later. Example:

Issue [#3505](#) has been updated by Charles Comeau.

DIV.EVShortcutBanner

```
{PADDING:10px;FONT-WEIGHT:bold;FONT-SIZE:10pt;FONT-FAMILY:verdana;BACKGROUND-COLOR:lightblue}DIV.EVAttachBanner
```

```
{PADDING:3px;FONT-WEIGHT:bold;FONT-SIZE:10pt;FONT-FAMILY:verdana;BACKGROUND-COLOR:lightblue}DIV.EVShortcutMsgBody
```

```
{PADDING:10px;FONT-SIZE:10pt;FONT-FAMILY:verdana}TD.EVShortcutAttName
```

```
{FONT-SIZE:10pt;FONT-FAMILY:verdana}TD.EVShortcutAttSize {FONT-SIZE:7pt;FONT-FAMILY:verdana}
```

I noticed that the original consumption history that this is based off of did not include all RateClasses for the Current Rate Class lookup. As for addresses. If I include addresses or customer names you will get multiple lines per customer where either their address or name has changed.

Charles Comeau

Systems Integrator, IT

I received the notification above on Saturday, June 21, the ticket was actually updated on around May 6. There is also a double response on the same ticket, it updated on the actual day the user updated the ticket and then it updated it again with the same response on this past weekend, which is more than a month later. The only difference I can see is the addition of

```
"DIV.EVShortcutBanner
```

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{PADDING:10px;FONT-SIZE:10pt;FONT-FAMILY:verdana}TD.EVShortcutAttName
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```
{FONT-SIZE:10pt;FONT-FAMILY:verdana}TD.EVShortcutAttSize {FONT-SIZE:7pt;FONT-FAMILY:verdana}"
```

Anyone else have something like this happen? It's not every ticket, I'd its only happened a half dozen times so far but it can be confusing for "watchers" in other departments to get updates on closed tickets weeks after the fact...

I'm attaching a screenshot of the version/plugin information from my Redmine install

History

#1 - 2014-06-23 23:49 - Jan Niggemann (redmine.org team member)

- Status changed from New to Closed

- Resolution set to Invalid

Please ask questions on the forums, thank you.

Files

redmineversion.JPG

46.2 KB

2014-06-23

Megan Webster