

Redmine - Defect #17551

Closed Ticket not opening Again

2014-07-24 17:16 - suresh kumar

Status:	Closed	Start date:	
Priority:	High	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Invalid		
<b>Description</b> Hi Team, I have a issue. h1. We are using your ticketing Tool. if any one sent a mail to my ticketing tool it was create a Ticket and we are closing it.it showing the ticket is closed.up that ok. after that if any one sends the mail to same ticket conversation its not creating a new Ticket. its directly going to add the massage to closed Ticket.  So at that time we are not finding the new conversation (Ticket)Status. please help on these. if any think i need to do.			

History

- #1 - 2014-07-24 23:23 - Jan Niggemann (redmine.org team member)
- Status changed from New to Closed
  - Resolution set to Invalid

Please use the forums to ask questions, thank you.