

Redmine - Defect #21227

Email reminders sent for closed issues

2015-11-13 10:52 - Anonymous

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	3.1.1
Resolution:	Invalid		
Description			
<p>We receive E-Mail reminders for closed tickets, too. I actually don't know how the emails are triggered. I did not add a cronjob for that. The only cronjob that runs is:</p>			
<pre>*/5 * * * * wget -O - "http://127.0.0.1/helpdesk_mailer/get_mail?key=secret"</pre>			
<p>The ticket was closed on 10.11.2015. The due date is 10.11.2015. The email notification is sent every day (today is 13.11.2015)</p>			
<p>My colleague receives mails with this parameters:</p>			
<p>The ticket was closed on 04.11.2015 The due date is 04.11.2015 The email notification is sent every day (today is 13.11.2015)</p>			
<p>We migrated on 04.11.2015 redmine from 2.3.3.stable to 3.1.1.stable Issues that were closed before migration do not send notifications. According to /issue_statuses the status "Closed" is marked as "Issue closed".</p>			
Redmine info:			
Environment:			
Redmine version	3.1.1.stable		
Ruby version	2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]		
Rails version	4.2.4		
Environment	production		
Database adapter	Mysql2		
SCM:			
Subversion	1.8.10		
Git	2.1.4		
Filesystem			
Redmine plugins:			
redmine_contacts	4.0.3		
redmine_contacts_helpdesk	3.0.1		
Related issues:			
Related to Redmine - Defect #22670: Email reminder sent even if ticket is closed			Closed

History

#1 - 2015-11-13 10:54 - Anonymous

I posted the same problem here:

[#8108#note-11](#)

I'm not sure if the old issue would be re-opened.

#2 - 2015-12-13 05:35 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Invalid

```
match "helpdesk_mailer/get_mail" => "helpdesk_mailer#get_mail"
```

#3 - 2016-03-10 11:47 - Anonymous

- Status changed from Closed to Reopened

I don't understand you advice. Shall I add, modify or delete this line (line 15)?
Are you sure this problem is related to the contacts plugin?

Our full plugins/redmine_contacts_helpdesk/config/routes.rb looks like this:

```
#custom routes for this plugin
resources :helpdesk_tickets, :only => [:edit, :destroy, :update]

resources :projects do
  resources :canned_responses, :only => [:new, :create]
end

resources :canned_responses do
  collection do
    post :add
  end
end

match "helpdesk_mailer" => "helpdesk_mailer#index", :via => [:get, :post]
match "helpdesk_mailer/get_mail" => "helpdesk_mailer#get_mail", :via => [:get, :post, :put]
match "helpdesk/save_settings" => "helpdesk#save_settings", :via => [:get, :post, :put ]
match "helpdesk/get_mail" => "helpdesk#get_mail", :via => [:get, :post, :put]
match "helpdesk/delete_spam" => "helpdesk#delete_spam", :via => [:delete]
match "helpdesk/email_note.:format" => "helpdesk#email_note", :via => [:get, :post]
match "helpdesk/create_ticket.:format" => "helpdesk#create_ticket", :via => [:get, :post]
match "helpdesk/show_original" => "helpdesk#show_original", :via => [:get, :post]
match "helpdesk_reports/index/(:project_id)" => 'helpdesk_reports#index', :via => [:get, :post]
match "helpdesk_reports/staff_report/(:project_id)" => 'helpdesk_reports#staff_report', :via => [:get, :post]
match "helpdesk_reports/tickets_report/(:project_id)" => 'helpdesk_reports#tickets_report', :via => [:get, :post]

get "mail_fetcher/receive_imap" => "mail_fetcher#receive_imap"
get "mail_fetcher/receive_pop3" => "mail_fetcher#receive_pop3"

match 'tickets/:id/:hash' => 'public_tickets#show', :as => :public_ticket, :via => [:get, :post]
match 'tickets/:id/add_comment/:hash' => 'public_tickets#add_comment', :as => :public_ticket_add_comment, :via
=> [:get, :post]

match 'vote/:id/:hash' => 'helpdesk_votes#show', :via => :get, :as => 'helpdesk_votes_show'
match 'vote/:id/:hash' => 'helpdesk_votes#vote', :via => :post, :as => 'helpdesk_votes_vote'
match 'vote/:id/:vote/:hash' => 'helpdesk_votes#fast_vote', :via => :get, :as => 'helpdesk_votes_fast_vote'

get 'attachments/:id/:ticket_id/:hash/:filename', :to => 'attachments#show', :id => /\d+/, :filename => /.*/ ,
:as => 'hashed_named_attachment'
get 'attachments/download_hashed/:id/:ticket_id/:hash/:filename', :to => 'attachments#download', :id => /\d+/,
:filename => /.*/ , :as => 'hashed_download_named_attachment'
```

#4 - 2016-03-10 16:33 - Toshi MARUYAMA

- Status changed from Reopened to Closed

Please contact plugin author.

#5 - 2016-03-10 16:35 - Toshi MARUYAMA

Simeon Felis wrote:

Are you sure this problem is related to the contacts plugin?

"http://127.0.0.1/helpdesk_mailer/get_mail?key=secret"

#6 - 2016-03-23 10:18 - Markus Harrieder

We contacted the plugin author, but as expected, the issue is not related to the contacts plugin.

- Related to Defect #22670: Email reminder sent even if ticket is closed added

Files

installed_plugins.png	55.1 KB	2016-03-23	Anonymous
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