

Redmine - Defect #32187

Email notifications and create ticket

2019-10-03 13:42 - brice wilmet

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Invalid		
Description			
<p>Hi,</p> <p>I have redmine application in my company. I use this for create ticket for any problem for my customers. Ticket automaticaly create when one customer send email. After my customer is notifie by email when this ticket is create. But if my customer reply at this email new ticket is created and i don't want.</p> <p>Do you know any solution for resolv this problem or is not possible ?</p> <p>ty, Brice</p>			

History

#1 - 2019-10-03 13:45 - Go MAEDA

Please use forums for "how to" questions. Issues are used to report a bug, suggesting a new feature, or submitting a patch. Reading [How to request help](#) may be helpful for you.

#2 - 2019-10-03 13:45 - Go MAEDA

- Status changed from New to Closed
- Resolution set to Invalid

#3 - 2019-10-03 13:49 - brice wilmet

ok no problem. sorry, i have create a new discussion in "how to".