

Redmine - Feature #3485

Closed statuses in dropdown for new issue (manager role)

2009-06-12 09:26 - Barbara Post

Status:	Closed	Start date:	2009-06-12
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Issues	Estimated time:	0.00 hour
Target version:			
Resolution:	Duplicate		
Description The following applies to manager role when creating a new issue. I find illogical to have closed and rejected statuses in the "new issue" status dropdown. As they are marked as "closed issue" in admin panel, I think they should be filtered, and any to be created issue would then only propose "new" or "assigned" status in the dropdown. May I have some wrong settings ? I feel like the proposed states are the ones which can lead to "new" state, without checking whether they are closed states or not :) I attach the manager's bug issue workflow. The reporter only has "new" option, while the developer has "new" and "assigned". PS : when creating this redmine issue, I see "status" having both "new" and "resolved" options...			
Related issues: Is duplicate of Redmine - Feature #5816: New issue initial status should be s... <div>Closed2010-07-05</div>			

History

#1 - 2009-06-12 12:57 - Thomas Pihl

Well, i think you have a point. But then again, i do sometimes enter issues that is already done (i just enter them for reference). In that case it would be double-work to first enter it into an open state and then change it to a closed state.

Some my customers raised same question. When they got slightly more used to redmine, the problem went away. Now they understand that they see every status they are ALLOWED to use, and have to choose.

/T

#2 - 2009-06-13 02:47 - Mischa The Evil

Thomas Pihl wrote:

[...] But then again, i do sometimes enter issues that is already done (i just enter them for reference). In that case it would be double-work to first enter it into an open state and then change it to a closed state.

I feel the same way about this...

#3 - 2009-06-13 02:48 - Mischa The Evil

- Tracker changed from Defect to Feature

#4 - 2009-06-18 17:02 - Ewan Makepeace

I often add closed tasks to redmine to credit the developer concerned for urgent work that I had asked him to do verbally.

#5 - 2013-04-09 14:02 - Dipan Mehta

Ideally a 'New issue' can go to any other status as defined by the workflow. However, it is desirable that when the issue is registered it must first attain the default status (typically New) at least once! It breaks many workflow assumptions.

When a new ticket is being opened, status should not be changeable. It should be changeable only during the update.

#6 - 2016-09-04 04:11 - Go MAEDA

- Is duplicate of Feature #5816: New issue initial status should be settable in workflow added

#7 - 2016-09-04 04:11 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Duplicate

This issue has been resolved by [#5816](#) (Redmine 3.2.0).
Now we can limit statuses for a new issue by workflow settings.

Files

wf_1.png	18.1 KB	2009-06-12	Barbara Post
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