

## Redmine - Feature #393

### Role that can't assign a ticket

2007-07-19 15:43 - David Petersen

<b>Status:</b> Closed	<b>Start date:</b>
<b>Priority:</b> Normal	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 100%
<b>Category:</b> Issues permissions	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b>	
<b>Resolution:</b>	
<b>Description</b> If you are giving clients access to redmine you really don't want them submitting tickets and assigning them to developers with out it going through a project manager.  Having the ability to more granularly assign permissions to users would help a lot. Letting them create a new ticket but not assign it.	
<b>Related issues:</b>	
Related to Redmine - Feature #444: submit issue via email	<b>Closed</b>
Related to Redmine - Feature #8050: Mightful workflow field enhancement: vis...	<b>Closed</b> <b>2011-04-03</b>
Has duplicate Redmine - Feature #8129: Role that can't assign a ticket	<b>Closed</b> <b>2011-04-12</b>

### History

#### #1 - 2007-09-27 03:33 - Ed Ed

This is surely already the case. Create a new class of user and allow them to issue and withdraw tickets and nothing else.

#### #2 - 2008-05-15 10:29 - Thomas Lecavelier

I give a +1 to this feature request: it would be so lovely that only manager or developers could assign issues... :)

#### #3 - 2008-05-15 12:32 - Nikolay Solakov

+1 from me too :)

#### #4 - 2008-05-20 14:14 - Daniel N

me too.

#### #5 - 2008-05-21 21:10 - Thomas Löber

We have to consider that issues can be automatically assigned by selecting a category.

So there should be an additional permission "Select issue category" (besides "Assign issue") which will *not* be given to the "Client" role.

#### #6 - 2009-06-04 16:10 - Paul Voelker

My software group would be very happy to have this ability. We are new Redmine users and like what we have seen so far...

#### #7 - 2009-07-07 04:15 - david austin

we are having problems with anonymous users (who we allow to submit a new issue) they are assigning it to the list of developers and we dont want them to assign issues only submit the problem  
so +1 for us also

#### #8 - 2009-09-09 17:25 - david austin

i would like to reopen this as this is a problem as is spam by anonymous users

#### #9 - 2010-01-22 17:33 - Robert Cermak

+1

More generally: each role could have configurable list of items available on issue submitting.  
It is not reasonable to enable to client to set up e.g. Estimated time, "Done %", or certain customized internal items...

**#10 - 2011-04-12 04:50 - Rick Bird**

Issue is definitely a must.. +1

**#11 - 2011-04-12 09:17 - Etienne Massip**

- *Category set to Issues permissions*

**#12 - 2011-09-15 02:18 - Kioma Aldecoa**

This feature would be very useful for our workflow. It facilitates a model where only designated people actually review and assign issues.

**#13 - 2011-09-15 02:19 - Kioma Aldecoa**

- *Assignee set to Jean-Philippe Lang*

**#14 - 2011-09-15 02:19 - Kioma Aldecoa**

- *Assignee deleted (Jean-Philippe Lang)*

**#15 - 2011-09-15 10:02 - Terence Mill**

This is covered by feature request [#8050](#) : "Mightful workflow field enhancement: visible, read only and mandatory"

**#16 - 2012-10-28 19:23 - Daniel Felix**

Well this could be also closed. With some changes to the workflow -> field permissions the reporter could be restricted to assign a ticket.

**#17 - 2012-10-30 19:55 - Daniel Felix**

- *Status changed from New to Resolved*

- *% Done changed from 0 to 100*

Resolved in [#8050](#).

**#18 - 2012-10-30 19:58 - Daniel Felix**

- *Status changed from Resolved to Closed*