

Redmine - Feature #6066

Change Ticket Submitter from "Anonymous" to his Email

2010-08-06 22:28 - Alfons L.

Status:	New	Start date:	2010-08-06
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:			
Resolution:			
Description			
When a client has submitted an issue, in the detail view is no chance to see who was the submitter, it only says "from anonymous ... submitted".			
this should be changed to his real email address (and name).			

History

#1 - 2010-08-06 22:41 - Alfons L.

Maybe this is related to one of my other tickets ([#6068](#)) - if unknown_user=create and it would be possible to do a "silent registration" this ticket would be obsolete.

#2 - 2010-08-23 04:40 - Mark Ridley

Yes this feature is exactly what I want. Whilst I appreciate that Redmine is not a ticketing system, by adding this feature, and the ability to send an automatic "thank you we're on the case" email, it would more perfect than it already is! :)

Cheers.

-Mark

#3 - 2010-08-23 04:44 - Mark Ridley

Actually, it would be preferable that the user "isn't" created in the user database at all.

#4 - 2010-08-25 02:46 - Terence Mill

We are using Novell Ldap Server for user base, where the user accounts are created via an enterprise process and redmine only "reads" from ldap user base for access check.

There is no way for auto register unknown user's which sent ticket request via email in secured ldap for us. Furthermore the reporter would have no mandatory relation (aka as group), which we would need for auto role assignment on per project base with auto registration possible.

However we don't let the customer http access redmine but use email templates in our product websites for bug reporting to us.

Sending back an auto response email to the customer isn't the problem as can be done default by email server, but we need to know how to send the report and that is the email address of the sender which should be also the author of the created ticket, although the sender is not registered (known in our ldap)

- A work around could be to define an optional field for ticket, where the email sender goes to when email is imported into ticket.
- Another work around could be that the email sender goes to ticket description (didn't try if already working this way), but the email sender (support for unregistered reporter) shall be known later, to send manual feedback and establish communication if necessary.
- Another way to resolve the read only ldap user base, could be to auto register unknown email reporter in redmine's internal user base while still also using read only ldap user base for other roles (didn't try if possible)

#5 - 2011-09-15 16:37 - Anonymous

Would it be possible to *not* create a user or anything but just prepend the from address to the message body? Then it would still be created by anonymous but the email address would be on the ticket.

#6 - 2011-09-15 17:22 - Terence Mill

As I described formerly we now use the third variant to work around. We would like to use the first variant more, but this needs change in redmine core.

Terence Mill wrote:

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#7 - 2012-01-03 00:32 - Anonymous

This is a hack I put in place to add the from address:

<https://github.com/cramerdev/redmine/commit/3707dd4b9562b15613f5b2f71bab65c5a3ad271d>

#8 - 2013-09-09 09:04 - Timme P

Nathan Smith wrote:

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<https://github.com/cramerdev/redmine/commit/3707dd4b9562b15613f5b2f71bab65c5a3ad271d>

FYI applying this patch seems to break Redmine 1.3.2 (running on Ubuntu 12.04). At least it does when using receive_ldap as a cronjob to receive emails.

#9 - 2015-12-11 01:37 - Peter Beck

There is also a plugin called [Redmine Helpdesk](#) which allows to add a custom field with the anonymous email. Sadly it does not work with rdm-mailhandler.rb...

as far as I know, the plugin [anonymous authors](#) does not work with 3.2.0 anymore (but maybe I'm wrong ?)

#10 - 2019-12-30 14:27 - Robert Röttger

- File *testticket.JPG* added

+1 for this ticket. Simply use Name + Mail address instead of the text "Anonymous". Or just add the name + mail address behind the "Anonymous" Name. Important: this anonymous user needs to get notifications by this ticket as well.

#11 - 2020-06-01 10:00 - Go MAEDA

- Category changed from *Issues* to *Email receiving*

Files

testticket.JPG	20.7 KB	2019-12-30	Robert Röttger
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