

## Redmine - Feature #6067

### Change Ticket Status from Closed to Open on Email Reply

2010-08-06 22:31 - Alfons L.

<b>Status:</b> New	<b>Start date:</b> 2010-08-06
<b>Priority:</b> Normal	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 0%
<b>Category:</b> Email receiving	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b>	
<b>Resolution:</b>	
<b>Description</b> When a customer replies via Email to an issue that was closed before, the Status should change to Open.  Otherwise there is no chance to get informed about a response of customers.	
<b>Related issues:</b> Related to Redmine - Patch #11495: Reopen closed issues on reply by email <b>New</b>	

#### History

**#1 - 2010-08-17 18:25 - luis monteiro**

- Status changed from New to Resolved

**#2 - 2010-08-18 12:01 - Felix Schäfer**

- Status changed from Resolved to New

Reverting test change.

**#3 - 2011-08-18 16:28 - Dan Scharon**

There is a patch available at [#7994](#)

**#4 - 2016-08-24 09:19 - Toshi MARUYAMA**

- Related to deleted (Feature #7994: reopen closed issues on e-mail)

**#5 - 2016-08-24 09:19 - Toshi MARUYAMA**

- Has duplicate Feature #7994: reopen closed issues on e-mail added

**#6 - 2016-08-24 09:32 - Toshi MARUYAMA**

- Has duplicate deleted (Feature #7994: reopen closed issues on e-mail)

**#7 - 2016-08-24 09:33 - Toshi MARUYAMA**

- Related to Feature #7994: reopen closed issues on e-mail added

**#8 - 2016-08-24 09:34 - Toshi MARUYAMA**

- Related to deleted (Feature #7994: reopen closed issues on e-mail)

**#9 - 2016-08-24 09:34 - Toshi MARUYAMA**

- Related to Patch #11495: Reopen closed issues on reply by email added