Redmine - Patch #11495

Reopen closed issues on reply by email

2012-07-24 14:05 - Alex Shulgin

Status:	New		Start date:	
Priority:	Normal		Due date:	
Assignee:			% Done:	0%
Category:	Email receiving		Estimated time:	0.00 hour
Target version:				

Description
This patch adds a setting to enable automatically reopening closed issues if a new reply by email is received.
The new status to assign to a reopened issue can be also set in the global settings.

Related issues:		
Related to Redmine - Feature #15837: Reply to closed ticket changes status to...	**New**	
Related to Redmine - Feature #15838: feedback recived status designation	**New**	
Related to Redmine - Feature #6067: Change Ticket Status from Closed to Open ...	**New**	2010-08-06
Has duplicate Redmine - Feature #7994: reopen closed issues on e-mail	**Closed**	2011-03-25

History

#1 - 2013-02-18 17:23 - Timothy Fawcett

This patch would work in Redmine 2.2.2 if the following line in mail_handler.rb did not overright the change in issue.status:

issue.safe_attributes = issue_attributes_from_keywords(issue)

#2 - 2013-02-27 20:56 - Alex Shulgin

Timothy Fawcett wrote:

> This patch would work in Redmine 2.2.2 if the following line in mail_handler.rb did not overright the change in issue.status:
>
> issue.safe_attributes = issue_attributes_from_keywords(issue)

What makes you think it doesn't work in 2.x? It does for me (and I have a report that it works on 2.2.2 exactly.) The patch was against 1.4 (or 1.3) and the line you show didn't change since then. This line **can** overwrite the change, but only if the status was deliberately altered by the email author, in which case it **should** overwrite it.

I must note that to make the thing actually work you need to check the 'Reopen closed issues on email reply' checkbox in the Redmine Settings after applying the patch.

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Alex

#3 - 2014-01-08 18:06 - guzzi jones

When i run this on the latest version of redmine i get "can't find file to patch at input line 5"

#4 - 2014-01-08 18:07 - guzzi jones

guzzi jones wrote:

> When i run this on the latest version of redmine i get "can't find file to patch at input line 5"

Environment:
Redmine version   2.4.1.stable
Ruby version   1.8.7-p352 (2011-06-30) [x86_64-linux]
Rails version   3.2.16
Environment   production
Database adapter   PostgreSQL
SCM:
Subversion   1.6.17
Git   1.7.9.5

Filesystem
Redmine plugins:
no plugin installed

#5 - 2014-01-08 18:37 - guzzi jones

got the patch to run by using p1

$ sudo patch -p1 < issue-reopen.patch

patching file app/models/mail_handler.rb
Hunk #1 FAILED at 190.
1 out of 1 hunk FAILED -- saving rejects to file app/models/mail_handler.rb.rej
patching file app/views/settings/_mail_handler.html.erb
Hunk #1 succeeded at 23 (offset 5 lines).
patching file config/locales/en.yml
Hunk #1 succeeded at 376 (offset 11 lines).
patching file config/settings.yml
Hunk #1 FAILED at 148.
1 out of 1 hunk FAILED -- saving rejects to file config/settings.yml.rej

looks like this patch will not install anymore

#6 - 2014-01-16 11:13 - Toshi MARUYAMA

- Related to Feature #15837: Reply to closed ticket changes status to "reopen" designated status added

#7 - 2014-01-16 11:14 - Toshi MARUYAMA

- Related to Feature #15838: feedback recived status designation added

#8 - 2015-11-23 19:55 - Bruno Souza

guzzi jones wrote:

> When i run this on the latest version of redmine i get "can't find file to patch at input line 5"

Same problem here! This feature will be very helpful for us.

```
Environment:
  Redmine version                3.1.2.stable.14882
  Ruby version                   2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]
  Rails version                  4.2.4
  Environment                    production
  Database adapter               PostgreSQL
SCM:
  Subversion                     1.8.10
  Git                            2.1.4
  Filesystem
Redmine plugins:
  redmine_base_deface            0.0.1
  redmine_closes_resolved_issues 1.0.2
  redmine_default_custom_query   1.1.2
  redmine_helpdesk               0.0.15
  redmine_image_clipboard_paste  1.0.0
  redmine_ldap_sync              2.0.7.devel.gba84cac44e
  redmine_lightbox2              0.2.4
  redmine_private_wiki           0.2.2
  redmine_refresh                0.3.1
  redmine_track_control          1.1.0
```

#9 - 2016-07-28 01:12 - Harry Wood

Seems to be a duplicate of an earlier issue #7994 (and the same patch code?)   Would this fix be considered for trunk? or is there a newer solution to this problem I'm not aware of?

#10 - 2016-08-24 09:33 - Toshi MARUYAMA

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

#11 - 2016-08-24 09:34 - Toshi MARUYAMA

- Related to Feature #6067: Change Ticket Status from Closed to Open on Email Reply added

Files

issue-reopen.patch	2.53 KB	2012-07-24	Alex Shulgin