

Redmine - Defect #13764

Unable to create a new ticket from an email

2013-04-14 16:57 - chris p

Status:	Closed	Start date:	
Priority:	High	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	2.3.0
Resolution:			
Description			
<p>I get the following error when I try and create a new ticket from an email, can any one help? This is a new enviroment and is the latest version</p> <p>Validation failed: Assignee can't be blank</p> <p>I have searched high and low but am unable to find a solution. I can update existing tickets as the assignee is set for them.</p> <p>This is my env:</p> <p>About your application's environment</p> <p>Ruby version 1.8.7 (x86_64-linux)</p> <p>RubyGems version 1.8.15</p> <p>Rack version 1.4</p> <p>Rails version 3.2.13</p> <p>Active Record version 3.2.13</p> <p>Action Pack version 3.2.13</p> <p>Active Resource version 3.2.13</p> <p>Action Mailer version 3.2.13</p> <p>Active Support version 3.2.13</p> <p>Middleware Rack::Cache, ActionDispatch::Static, Rack::Lock,</p> <p>#<ActiveSupport::Cache::Strategy::LocalCache::Middleware:0x7ffa5693c738>, Rack::Runtime, Rack::MethodOverride,</p> <p>ActionDispatch::RequestId, Rails::Rack::Logger, ActionDispatch::ShowExceptions, ActionDispatch::DebugExceptions,</p> <p>ActionDispatch::RemoteIp, ActionDispatch::Callbacks, ActiveRecord::ConnectionAdapters::ConnectionManagement,</p> <p>ActiveRecord::QueryCache, ActionDispatch::Cookies, ActionDispatch::Session::CookieStore, ActionDispatch::Flash,</p> <p>ActionDispatch::ParamsParser, ActionDispatch::Head, Rack::ConditionalGet, Rack::ETag, ActionDispatch::BestStandardsSupport,</p> <p>OpenIdAuthentication</p> <p>Application root /usr/share/redmine-2.3</p> <p>Environment production</p> <p>Database adapter mysql</p> <p>Database schema version 20130217094251</p> <p>Environment:</p> <p>Redmine version 2.3.0.stable.11679</p> <p>Ruby version 1.8.7 (x86_64-linux)</p> <p>Rails version 3.2.13</p> <p>Environment production</p> <p>Database adapter MySQL</p> <p>Redmine plugins:</p> <p>ekanban 0.0.1</p> <p>redmine_default_assign 0.2.0</p> <p>Thanks in advance...</p>			

History

#1 - 2013-04-14 20:51 - Daniel Felix

Do you have changed the assigne field as required in your workflow?

Best regards,
Daniel

#2 - 2013-04-16 15:16 - chris p

Hi Daniel, thank you for the response, I am still a bit confused and my new ticket via an email is not working these are my workflow settings:

Manager	Developer		Reporter		Non member		Anonymous
Bug	31	14	6	1	1		
Enhancement		31	14	6	1	1	
Feature	31	14	6	1	1		
Support	31	14	6	1	1		

I have just set all the User Groups to be able to add issues and so they all have the new status checked?

cheers chris

#3 - 2013-04-18 07:53 - chris p

Hi, could anyone help me with this I am really excited to get this working for our company but without this main functionality we just cannot use it.

#4 - 2013-04-18 11:35 - Steffen Zieger

Check if the assignee field is required in your workflow.

For example:

Administration -> Workflow

Select a role and the tracker of your ticket and click on edit. After that select "Fields permissions" tab and check if assignee field has a value of required.

#5 - 2013-04-18 22:40 - chris p

Hi Steffen, thank you for the response, I don't have anything set for any of those field and I've been through all the role & tracker variations possible.

I can see there is a read-only and required option but all are blank?

#6 - 2013-04-20 07:28 - Toshi MARUYAMA

- Category changed from Email notifications to Email receiving

#7 - 2014-09-30 13:53 - Matt Fozard

We've got the "Assignee can't be blank" problem too, and I've just discovered that it's a bug in the ekanban plugin that you're also using. See <https://github.com/samchen2009/ekanban/issues/23>

Cheers, Matt

#8 - 2014-10-29 11:52 - Toshi MARUYAMA

- Status changed from New to Closed

If you still have problem without ekanban plugin, please reopen.

#9 - 2015-08-24 11:09 - Zoltán Sinkovics

I've got the "Validation failed: Assignee can't be blank" problem.

I use this:

Environment:

Redmine version	2.6.3.stable
Ruby version	2.0.0-p384 (2014-01-12) [x86_64-linux-gnu]
Rails version	3.2.21
Environment	production
Database adapter	Mysql2

SCM:

Subversion	1.8.8
Git	1.9.1

Filesystem

Redmine plugins:

redmine_checklists	3.0.2
redmine_default_assign	0.4
redmine_my_page_queries	2.1.6
redmine_watcher_groups	0.0.3git
redmine_wktime	1.7

#10 - 2015-09-10 14:41 - Toshi MARUYAMA

Zoltán Sinkovicz wrote:

I've got the "Validation failed: Assignee can't be blank" problem.

Do not post to unrelated issue.

Try without plugins.

If you still have problems without plugins, please create new issue.