

Redmine - Defect #14400

Email Reminder doesn't have the right behavior

2013-07-05 17:29 - Benjamin Billon

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| Status: | New | Start date: | |
| Priority: | Normal | Due date: | |
| Assignee: | | % Done: | 0% |
| Category: | Email notifications | Estimated time: | 0.00 hour |
| Target version: | | Affected version: | |
| Resolution: | | | |
| Description | | | |
| <p>Hello there,</p> <p>Let's start by a small complaint.</p> <p>Here https://github.com/chantra/redmine_whining/issues/25, it is said that</p> <pre>redmine now include the rake task send_reminders. So this plugin is now redundant.</pre> <p>WELL, not exactly. Redmine Whining had the bright idea to send a reminder to assignees who didn't process a ticket for X days. The send_reminders now included in Redmine sends a reminder to assignees whose issue's due date is in X days. Quite a difference here, notably when the due date is empty or rarely used.</p> <p>While patching send_reminders (/app/models/mailer.rb) to meet my needs, I've encountered the following:</p> <pre>scope = Issue.open.where("#{Issue.table_name}.assigned_to_id IS NOT NULL" + " AND #{Project.table_name}.status = #{Project::STATUS_ACTIVE}" + " AND #{Issue.table_name}.due_date >= ?", days.day.from_now.to_date)</pre> <p>for which the last line would generate something like</p> <pre>AND issues.due_date >= 'Fri, 12 Jul 2013'</pre> <p>issues.due_date being of type DATE, that is just not going to work properly.</p> <p>For those interested, I replaced the line by</p> <pre>" AND DATEDIFF(NOW(),#{Issue.table_name}.updated_on) >= ?", days</pre> | | | |

History

#1 - 2013-07-05 18:09 - Jan Niggemann (redmine.org team member)

- Status changed from New to Closed
- Resolution set to Invalid

This is not a defect in redmine.

Benjamin Billon wrote:

Let's start by a small complaint.

Here https://github.com/chantra/redmine_whining/issues/25, it is said that

```
redmine now include the rake task send_reminders.  
So this plugin is now redundant.
```

WELL, not exactly. Redmine Whining had the bright idea to send a reminder to assignees who didn't process a ticket for X days.

The send_reminders now included in Redmine sends a reminder to assignees whose issue's due date is in X days.
Quite a difference here, notably when the due date is empty or rarely used.

Please tell the plugin developer that you disagree with his view and that he update his plugin.

#2 - 2013-07-05 18:29 - Benjamin Billon

- Status changed from Closed to Reopened

Sorry to insist, but as far as I understand, the Email Reminder *is* part of redmine:

<http://www.redmine.org/projects/redmine/wiki/RedmineReminderEmails>

And the "days.day.from_now.to_date" part returning an invalid value for a MySQL Date type comparison, it would make the feature behaving unexpectedly.

If not, I apologize for the noise.

#3 - 2013-07-05 20:04 - Etienne Massip

You're right, but I'm not sure this is a Redmine issue, it's very likely that the AR DB adapter is responsible for the translation of the Date object into a format that the DB can understand.

Could you please give more details about your setup, as described in [SubmittingBugs](#)?

#4 - 2013-07-05 20:04 - Etienne Massip

- Category set to Email notifications

- Status changed from Reopened to Needs feedback

- Resolution deleted (Invalid)

#5 - 2013-07-05 22:18 - Jan Niggemann (redmine.org team member)

Am I getting this wrong? OP points out that the rake task doesn't to the same as the plugin, and that is true, isn't it?

#6 - 2013-07-05 23:28 - Benjamin Billon

Redmine version 2.3.0.stable

Ruby version 1.9.3 (x86_64-linux)

Rails version 3.2.13

Mysql Server version: 5.5.30-30.2 Percona Server (GPL), Release 30.2

[jan.jan](#)> sorry, my initial post contained two main points: one about the plugin (which doesn't concern redmine itself indeed), and another one about what looked like a bug in the code (that I felt I had to report).

#7 - 2013-09-01 23:37 - Jan Niggemann (redmine.org team member)

- Status changed from Needs feedback to New

#8 - 2013-09-18 06:35 - Brad Langhorst

- File `more_field_notifications_trunk.diff` added

I also had this itch... here's a patch to enable more fine grained control of reminder emails

Files

| | | | |
|-------------------------------------|---------|------------|----------------|
| more_field_notifications_trunk.diff | 4.29 KB | 2013-09-18 | Brad Langhorst |
|-------------------------------------|---------|------------|----------------|