Redmine - Feature #15837

Reply to closed ticket changes status to "reopen" designated status

2014-01-09 19:44 - guzzi jones

Status:	New	**Start date:**	
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	Issues	**Estimated time:**	0.00 hour
Target version:			
Resolution:			

Description

when an email is received from a valid user to a closed issue that issue's status is set to the designated "reopen" status.
2 parts
1. there is a setting in administration | settings | status | - check box for which status is the reopen status. like there currently is a checkbox for "default value" or "closed"
2. when a closed issue receives an update via email or the web interface it is set to the "reopen" status designated.

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

Related issues:

Related to Redmine - Patch #11495: Reopen closed issues on reply by email	**New**
Related to Redmine - Feature #15838: feedback recived status designation	**New**
Related to Redmine - Feature #22280: change automatically the status A to B (...	**New**
Related to Redmine - Patch #16364: Issue workflow doesn't force status transi...	**New**

History

#1 - 2014-01-16 11:13 - Toshi MARUYAMA

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

#2 - 2014-01-16 11:14 - Toshi MARUYAMA

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

#3 - 2016-03-23 03:26 - Go MAEDA

- Related to Feature #22280: change automatically the status A to B (and the assignee) when an user add a note added

#4 - 2017-05-25 09:19 - Toshi MARUYAMA

- Related to Patch #16364: Issue workflow doesn't force status transition though workflow is defined so added