

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