

Redmine - Defect #21227

Email reminders sent for closed issues

2015-11-13 10:52 - Anonymous

Status:	Closed	Start date:																					
Priority:	Normal	Due date:																					
Assignee:		% Done:	0%																				
Category:	Email notifications	Estimated time:	0.00 hour																				
Target version:		Affected version:	3.1.1																				
Resolution:	Invalid																						
Description																							
<p>We receive E-Mail reminders for closed tickets, too. I actually don't know how the emails are triggered. I did not add a cronjob for that. The only cronjob that runs is:</p> <pre>*/5 * * * * wget -O - "http://127.0.0.1/helpdesk_mailer/get_mail?key=secret "</pre> <p>The ticket was closed on 10.11.2015. The due date is 10.11.2015. The email notification is sent every day (today is 13.11.2015)</p> <p>My colleague receives mails with this parameters:</p> <p>The ticket was closed on 04.11.2015 The due date is 04.11.2015 The email notification is sent every day (today is 13.11.2015)</p> <p>We migrated on 04.11.2015 redmine from 2.3.3.stable to 3.1.1.stable Issues that were closed before migration do not send notifications. According to /issue_statuses the status "Closed" is marked as "Issue closed".</p> <p>Redmine info:</p> <p>Environment:</p> <table><tr><td>Redmine version</td><td>3.1.1.stable</td></tr><tr><td>Ruby version</td><td>2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]</td></tr><tr><td>Rails version</td><td>4.2.4</td></tr><tr><td>Environment</td><td>production</td></tr><tr><td>Database adapter</td><td>Mysql2</td></tr></table> <p>SCM:</p> <table><tr><td>Subversion</td><td>1.8.10</td></tr><tr><td>Git</td><td>2.1.4</td></tr><tr><td>Filesystem</td><td></td></tr></table> <p>Redmine plugins:</p> <table><tr><td>redmine_contacts</td><td>4.0.3</td></tr><tr><td>redmine_contacts_helpdesk</td><td>3.0.1</td></tr></table>				Redmine version	3.1.1.stable	Ruby version	2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]	Rails version	4.2.4	Environment	production	Database adapter	Mysql2	Subversion	1.8.10	Git	2.1.4	Filesystem		redmine_contacts	4.0.3	redmine_contacts_helpdesk	3.0.1
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Related issues:																							
Related to Redmine - Defect #22670: Email reminder sent even if ticket is closed			Closed																				

History

#1 - 2015-11-13 10:54 - Anonymous

I posted the same problem here:

[#8108#note-11](#)

I'm not sure if the old issue would be re-opened.

#2 - 2015-12-13 05:35 - Toshi MARUYAMA

- Status changed from New to Closed

- Resolution set to Invalid

```
match "helpdesk_mailer/get_mail" => "helpdesk_mailer#get_mail"
```

#3 - 2016-03-10 11:47 - Anonymous

- Status changed from Closed to Reopened

I don't understand you advice. Shall I add, modify or delete this line (line 15)?
Are you sure this problem is related to the contacts plugin?

Our full plugins/redmine_contacts_helpdesk/config/routes.rb looks like this:

```
#custom routes for this plugin
resources :helpdesk_tickets, :only => [:edit, :destroy, :update]

resources :projects do
  resources :canned_responses, :only => [:new, :create]
end

resources :canned_responses do
  collection do
    post :add
  end
end

match "helpdesk_mailer" => "helpdesk_mailer#index", :via => [:get, :post]
match "helpdesk_mailer/get_mail" => "helpdesk_mailer#get_mail", :via => [:get, :post, :put]
match "helpdesk/save_settings" => "helpdesk#save_settings", :via => [:get, :post, :put]
match "helpdesk/get_mail" => "helpdesk#get_mail", :via => [:get, :post, :put]
match "helpdesk/delete_spam" => "helpdesk#delete_spam", :via => [:delete]
match "helpdesk/email_note.:format" => "helpdesk#email_note", :via => [:get, :post]
match "helpdesk/create_ticket.:format" => "helpdesk#create_ticket", :via => [:get, :post]
match "helpdesk/show_original" => "helpdesk#show_original", :via => [:get, :post]
match "helpdesk_reports/index/(:project_id)" => 'helpdesk_reports#index', :via => [:get, :post]
match "helpdesk_reports/staff_report/(:project_id)" => 'helpdesk_reports#staff_report', :via => [:get, :post]
match "helpdesk_reports/tickets_report/(:project_id)" => 'helpdesk_reports#tickets_report', :via => [:get, :post]

get "mail_fetcher/receive_imap" => "mail_fetcher#receive_imap"
get "mail_fetcher/receive_pop3" => "mail_fetcher#receive_pop3"

match 'tickets/:id/:hash' => 'public_tickets#show', :as => :public_ticket, :via => [:get, :post]
match 'tickets/:id/add_comment/:hash' => 'public_tickets#add_comment', :as => :public_ticket_add_comment, :via
=> [:get, :post]

match 'vote/:id/:hash' => 'helpdesk_votes#show', :via => :get, :as => 'helpdesk_votes_show'
match 'vote/:id/:hash' => 'helpdesk_votes#vote', :via => :post, :as => 'helpdesk_votes_vote'
match 'vote/:id/:vote/:hash' => 'helpdesk_votes#fast_vote', :via => :get, :as => 'helpdesk_votes_fast_vote'

get 'attachments/:id/:ticket_id/:hash/:filename', :to => 'attachments#show', :id => /\d+/, :filename => /.*/ ,
:as => 'hashed_named_attachment'
get 'attachments/download_hashed/:id/:ticket_id/:hash/:filename', :to => 'attachments#download', :id => /\d+/,
:filename => /.*/ , :as => 'hashed_download_named_attachment'
```

#4 - 2016-03-10 16:33 - Toshi MARUYAMA

- Status changed from Reopened to Closed

Please contact plugin author.

#5 - 2016-03-10 16:35 - Toshi MARUYAMA

Simeon Felis wrote:

Are you sure this problem is related to the contacts plugin?

"http://127.0.0.1/helpdesk_mailer/get_mail?key=secret"

#6 - 2016-03-23 10:18 - Markus Harrieder

We contacted the plugin author, but as expected, the issue is not related to the contacts plugin.

I'm sorry but it seems the problem is not in our plugin. This cronjob only receives e-mails and doesn't send any notifications

Even the line you highlighted says `get_mail (helpdesk_mailer# get_mail)`, our problem is sending notifications from Redmine. The notification function is a default Redmine function and it is sending notifications for tickets which are already closed. This is a defect. If its not, please explain the behavior in more detail.

Thank you in advance!

Best regards,
Markus Harrieder

#7 - 2016-03-23 11:32 - Toshi MARUYAMA

Please contact other plugin author.

#8 - 2016-03-23 12:18 - Anonymous

- File `installed_plugins.png` added

We only have two plugins enabled:

installed_plugins.png

As the author of the plugins stated, this seems not to be related to these plugins. Are there other plugins not visible here? Could you point me to the correct author of these?

I have to clarify that this issue is listed in the daily reminder "...x issues are due in the next x days..." (I don't know the exact english version).

The issue that should not be listed there looks like this:

[illegible]

status_id looks like this:

	id		name		is_closed		position		default_d one_ratio	
	1		New		0		1			
	2		In Progress		0		3			
	3		Resolved		0		4			
	4		Feedback		0		5			
	5		Closed		1		6			
	6		Rejected		1		7			
	7		Confirmed		0		2			

#9 - 2016-03-23 12:18 - Anonymous

- Status changed from Closed to Reopened

#10 - 2016-03-23 12:47 - Toshi MARUYAMA

- Status changed from Reopened to Closed

We don't provide any technical support.

#11 - 2016-04-29 14:26 - Toshi MARUYAMA

- Related to Defect #22670: Email reminder sent even if ticket is closed added

Files

installed_plugins.png	55.1 KB	2016-03-23	Anonymous
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