

## Redmine - Feature #2245

### Receiving an email, 'Watch' based on To or CC address of the email

2008-11-29 10:02 - youngseok yi

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Low	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	0.8		
<b>Resolution:</b>	Fixed		
<b>Description</b>			
When receiving an email, Redmine could uses the <u>To and CC address of the email</u> to find the corresponding user for 'Watch'. I think this will enhance the issue submission using email.			
Thanks.			

#### Associated revisions

##### Revision 2077 - 2008-11-30 17:00 - Jean-Philippe Lang

Adds To and Cc as watchers when submitting an issue by email (#2245).  
Only works if the sender has the 'Add issue watchers' permission.

##### Revision 2195 - 2008-12-28 15:48 - Jean-Philippe Lang

Mail handler: add watchers before sending notification (#2245).

#### History

##### #1 - 2008-11-30 16:57 - Jean-Philippe Lang

- Status changed from New to Closed
- Target version set to 0.8
- Resolution set to Fixed

Feature added in [r2077](#).  
Note that it will only work if the sender has the 'Add issue watchers' permission.

##### #2 - 2008-12-01 17:03 - youngseok yi

It works as expected! 100%.  
I'm totally satisfied with current implementation. thanks for this feature :)

Using the feature, I found another point regarding watcher that watcher could not be notified at the moment of issue creation. (similar with [#398](#))  
If watcher managed with assigned issue number, it would be hard to determine the issue number before issue creation.  
This might requires too many rework on watcher system to support.

Is there any trick possible to assign watcher before issue creation?

Jean-Philippe Lang wrote:

Feature added in [r2077](#).  
Note that it will only work if the sender has the 'Add issue watchers' permission.

##### #3 - 2008-12-01 18:34 - Jean-Philippe Lang

I did it this way because watchers have already received the original email (the one that created the issue).  
But watchers could be easily added before the notification is sent:  
[source:/trunk/app/models/mail\\_handler.rb@2079#L95](source:/trunk/app/models/mail_handler.rb@2079#L95)

The problem is that watchers would receive 2 emails: the email sent by the user and the notification. Do you think it's really usefull ?

##### #4 - 2008-12-02 04:24 - youngseok yi

I'm not sure the suggestion is right approach.

As you pointed out, the weakpoint is duplicated notification. But strong point is that watcher can send instant feedback using notification from redmine without visiting redmine.

Most of my colleagues tends to use e-mail rather than redmine for issue discussion and this make me hard to keep track of history on the issue. That's why I suggested watcher notified at the moment of issue creation.

Jean-Philippe Lang wrote:

The problem is that watchers would receive 2 emails: the email sent by the user and the notification. Do you think it's really usefull ?

#### #5 - 2008-12-22 12:33 - youngseok yi

Jean-Philippe Lang wrote:

I did it this way because watchers have already received the original email (the one that created the issue).  
But watchers could be easily added before the notification is sent:  
[source:/trunk/app/models/mail\\_handler.rb@2079#L95](source:/trunk/app/models/mail_handler.rb@2079#L95)

Exchanging [source:/trunk/app/models/mail\\_handler.rb@2136#L97](source:/trunk/app/models/mail_handler.rb@2136#L97) with Line 99 do not send notification when issue created.  
Could I get unofficial patch for watcher notification of created issue?

(Watchers miss that the issue has been created in redmine. They just tend to reply e-mail.)

#### #6 - 2008-12-22 16:46 - Jean-Philippe Lang

Oops, you need to apply the following patch too:

```
Index: app/models/mailer.rb
=====
--- app/models/mailer.rb      (revision 2009)
+++ app/models/mailer.rb      (copie de travail)
@@ -28,6 +28,7 @@
     'Issue-Author' => issue.author.login
     redmine_headers 'Issue-Assignee' => issue.assigned_to.login if issue.assigned_to
     recipients issue.recipients
+   cc(issue.watcher_recipients - @recipients)
   subject "[#{issue.project.name} - #{issue.tracker.name} ##{issue.id}] (#{issue.status.name}) #{issue.subject}"
   body :issue => issue,
       :issue_url => url_for(:controller => 'issues', :action => 'show', :id => issue)
```

And I think you're right, I'll do the change to the mainline.

#### #7 - 2008-12-23 05:26 - youngseok yi

Thanks, JP! [r2164](#) is working well.

#### #8 - 2008-12-28 15:46 - Jean-Philippe Lang

Change done in [r2195](#). Watchers are now added before the notification is sent.

#### #9 - 2009-11-28 13:20 - Jean-Philippe Lang

- Category changed from Email notifications to Email receiving

#### #10 - 2020-05-06 08:06 - Shad A M

The patch doesn't seem to be compatible with Redmine 4.0+ version. Can anyone please assist ?