

Redmine - Patch #23278

When creating issues by receiving an email, watchers created via CC in the mail don't get an email notification

2016-07-08 16:03 - Holger Just

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:	Jean-Philippe Lang	% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:	3.2.4		
Description			
<p>When creating issues by email via the redmine:email:* rake tasks, users mentioned in the CC field of the email get added as watchers to the created issue. However, these watchers don't get a notification mail about the creation of the new issue.</p> <p>The reason for that is rather complex and dives deep into the ActiveRecord bowels. To make things short, the list of recipients for a notification mail is gathered by acts_as_watchable from the watcher_users attribute which is defined as</p> <pre>has_many :watcher_users, :through => :watchers, :source => :user, :validate => false</pre> <p>Now, when adding new watchers to an existing object (as is done in MailHandler#add_watchers, resp. Redmine::Acts::Watchable#add_watcher, the cache of the watcher_users relation which is maintained by Rails is not updated. As such, when querying @issue.watchers, you get the correct list of watchers but @issue.watcher_users still reflects the state before the watchers were added.</p> <p>Thus, while the watchers get added correctly to the database, they will be ignored during the actual mail receive action and will thus not receive any initial notification.</p> <p>At Planio, we use the attached patch to fix this behaviour and send the initial notifications to all watcher users on issue creation.</p>			

Associated revisions

Revision 15609 - 2016-07-09 05:15 - Jean-Philippe Lang

When creating issues by receiving an email, watchers created via CC in the mail don't get an email notification (#23278).

Revision 15637 - 2016-07-11 20:09 - Jean-Philippe Lang

Merged r15609 (#23278).

Revision 15638 - 2016-07-11 20:10 - Jean-Philippe Lang

Merged r15609 (#23278).

History

#1 - 2016-07-09 05:19 - Jean-Philippe Lang

- Category set to Email receiving
- Status changed from New to Resolved
- Assignee set to Jean-Philippe Lang

- Target version set to 3.2.4

Yes, we can see that by removing `issue.reload` in `MailHandlerTest#test_add_issue_should_add_cc_as_watchers`.

I've committed a different fix in r15609 that uses `#reset` instead of `#reload` in `#add_watcher` and `#remove_watcher` instead of forcing a reload before sending the notification.

Please let me know if there is anything wrong with that.

#2 - 2016-07-11 10:51 - Holger Just

Using `reset` instead of `reload` should result in the exactly the same result since Rails will then autoload the association on next access anyway. Using `reset` will just be a bit faster if we haven't updated the association since we are saving some SQL queries. Thus, a big +1 from me. Thanks, Jean-Philippe!

#3 - 2016-07-11 20:10 - Jean-Philippe Lang

- Status changed from Resolved to Closed

Thanks for your feedback Holger, I've merged the fix.

#4 - 2016-07-16 16:27 - Victor Campos

Jean-Philippe Lang wrote:

| *Thanks for your feedback Holger, I've merged the fix.*

Hi,
reset shouldn't happen after add/remove?

#5 - 2016-07-18 14:14 - Holger Just

Victor Campos wrote:

| *reset shouldn't happen after add/remove?*

The [reset](#) method just clear the cache of the association proxy but does not actually reload the association. As such, the only requirement is that the reset happens before the `watcher_users` association is accessed next time. This does not happen when adding the watcher itself. As such, resetting the association before adding the watcher is fine.

#6 - 2016-07-18 14:17 - Victor Campos

Holger Just wrote:

Victor Campos wrote:

| *reset shouldn't happen after add/remove?*

The [reset](#) method just clear the cache of the association proxy but does not actually reload the association. As such, the only requirement is that the reset happens before the `watcher_users` association is accessed next time. This does not happen when adding the watcher itself. As such, resetting the association before adding the watcher is fine.

Thx =)

#7 - 2017-03-27 14:26 - Joaquim Homrighausen

Does this in any way change the handling of watchers not being added from the FROM: field of an email-imported issue?

#8 - 2017-04-26 10:06 - Toshi MARUYAMA

Joaquim Homrighausen wrote:

Does this in any way change the handling of watchers not being added from the FROM: field of an email-imported issue?

AFAIK, FROM become author.

If you mean CC not FROM, please create new feature issue.

Files

0001-Reload-watcher_users-before-sending-issue-notificati.patch	875 Bytes	2016-07-08	Holger Just
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