

Redmine - Defect #24253

Email replies sent to redmine creates new ticket

2016-11-02 13:18 - nayan v

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	
Resolution:	Invalid		
Description			
<p>Hi,</p> <p>We use Redmine as internal ticketing portal.</p> <p>When an email to sent to one email id of Redmine. A new ticket is created in a project. we have configured it in that manner.</p> <p>On subsequent emails conversation that happens among out team. We wanted to track the information in the same ticket which is created during the first email. But, a new ticket is created for every email sent out.</p> <p>Can Redmine be configured to update the same ticket based on the email subject. This will avoid creating new tickets for same email conversations.</p>			

History

#1 - 2016-11-02 13:26 - Toshi MARUYAMA

- Status changed from New to Closed
- Resolution set to Invalid

Please use forum for question.