

Redmine - Defect #31828

REPLY BUTTON

2019-07-30 13:11 - Dominik Signus

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:		Affected version:	4.0.4
Resolution:	Invalid		
Description			
Hello,			
how i need to set up the "reply" button, to send a e-mail from redmine (within a specific ticket), to an user? This reply function doesnt work at my redmine.			
Environment: Redmine version 4.0.4.stable Ruby version 2.3.5-p376 (2017-09-14) [x86_64-linux] Rails version 5.2.3 Environment production Database adapter Mysql2 Mailer queue ActiveJob::QueueAdapters::AsyncAdapter Mailer delivery smtp SCM: Subversion 1.9.5 Git 2.11.0 Filesystem Redmine plugins: redmine_contacts 4.2.3 redmine_contacts_helpdesk 4.0.1			
Thank you for your help.			

History

#1 - 2019-07-30 13:27 - Marius BĂLTEANU

- Status changed from New to Closed

- Resolution set to Invalid

Redmine doesn't have any "Reply" button, please contact plugins author.

#2 - 2022-12-21 08:40 - Dimitar (RedmineUP)

Hello Dominik,

This is Dimitar from the **RedmineUP** Support Team - we are the authors (developers) of the plugin that you are using --->
redmine_contacts_helpdesk

To solve your problem, please **apply the steps that are described in this guide** ---> **"I don't see the "reply" button"** --->
<https://www.redmineup.com/pages/help/helpdesk/i-don-t-see-the-reply-button>

Just let us know if everything is working fine afterward. You could write us your feedback about this issue at support@redmineup.com. Thank you.

We look forward to hearing from you.

Best Regards,
Dimitar from the RedmineUP Support Team

Dominik Signus wrote:

Hello,

how i need to set up the "reply" button, to send a e-mail from redmine (within a specific ticket), to an user?
This reply function doesnt work at my redmine.

Environment:

Redmine version 4.0.4.stable

Ruby version 2.3.5-p376 (2017-09-14) [x86_64-linux]

Rails version 5.2.3

Environment production

Database adapter Mysql2

Mailer queue ActiveJob::QueueAdapters::AsyncAdapter

Mailer delivery smtp

SCM:

Subversion 1.9.5

Git 2.11.0

Filesystem

Redmine plugins:

redmine_contacts 4.2.3

redmine_contacts_helpdesk 4.0.1

Thank you for your help.