# Redmine - Defect #32187

## Email notifications and create ticket

2019-10-03 13:42 - brice wilmet

| | | | |
|---|---|---|---|
| **Status:** | Closed | **Start date:** | |
| **Priority:** | Normal | **Due date:** | |
| **Assignee:** | | **% Done:** | 0% |
| **Category:** | Email notifications | **Estimated time:** | 0.00 hour |
| **Target version:** | | | |
| **Resolution:** | Invalid | **Affected version:** | |

**Description**

Hi,

I have redmine application in my company.
I use this for create ticket for any problem for my customers.
Ticket automaticaly create when one customer send email.
After my customer is notifie by email when this ticket is create.
But if my customer reply at this email new ticket is created and i don't want.

Do you know any solution for resolv this problem or is not possible ?

ty,
Brice

## History

**#1 - 2019-10-03 13:45 - Go MAEDA**

Please use forums for "how to" questions. Issues are used to report a bug, suggesting a new feature, or submitting a patch. Reading How to request help may be helpful for you.

**#2 - 2019-10-03 13:45 - Go MAEDA**

*- Status changed from New to Closed*

*- Resolution set to Invalid*

**#3 - 2019-10-03 13:49 - brice wilmet**

ok no problem. sorry, i have create a new discussion in "how to".