**Redmine - Defect #33336**

**Send notification when new issue created by email?**

2020-04-21 19:30 - Patrice Bonhomme

<table>
<thead>
<tr>
<th>Status</th>
<th>New</th>
<th>Start date:</th>
<th>Due date:</th>
<th>% Done:</th>
<th>Estimated time:</th>
<th>Affected version:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority:</td>
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<td></td>
<td></td>
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<td>3.4.11</td>
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<tr>
<td>Assignee:</td>
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<tr>
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<td>Email notifications</td>
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<td>Resolution:</td>
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**Description**

I am using Redmine in my company. Everything is going well.

But i am facing a problem.

When user send an email to create an issue in Redmine, there is no notification sent while the issue is created. I can not find any parameter to set this feature.

"Email Notification"-> "Issue Added", "Issue Updated" in the settings are enable.

If i create an issue directly in Redmine, i receive a mail notification.

Any help?

**Environment:**

- Redmine version 3.4.13.stable.19405
- Ruby version 2.5.5-p157 (2019-03-15) [x86_64-linux-gnu]
- Rails version 4.2.11.1
- Environment production
- Database adapter Mysql2

**SCM:**

- Subversion 1.10.0
- Git 2.20.1

**Filesystem**

**Redmine plugins:**

- additions 2.0.22
- clipboard_image_paste 1.13
- redmine_banner 0.1.2
- redmine ldap sync 2.1.1.devel
- redmine_lightbox2 0.4.5