

## Redmine - Defect #33336

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

2020-04-21 19:30 - Anonymous

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	3.4.11
<b>Resolution:</b>			

**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:

additional	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