

Redmine - Defect #33727

Issue number has jumped from 1200 to 1500 and then to 5000

2020-07-13 18:06 - Rene Graetz

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Issues	Estimated time:	0.00 hour
Target version:		Affected version:	3.3.3
Resolution:			
Description			
Hello,			
we have a strange behavior. Our issue/ticket number, jumped from 1200 to 5000.			
We are using:			
Environment:			
RHO (Redmine) version 3.3.3.stable			
Ruby version 2.3.5-p376 (2017-09-14) [x86_64-linux]			
Rails version 4.2.7.1			
Environment production			
Database adapter MySQL2			
Has anyone a clue how this can happen and how we can go back?			

History

#1 - 2020-07-29 17:35 - Holger Just

- Status changed from New to Closed

This might occur when you attempt to create a large number of issues in a single database transaction which is however not committed but rolled back.

With Redmine, this commonly happens when you attempt to copy a project but some issues (or other elements) are not successfully copied (e.g. because of updated custom field constraints or other data references which prevent a copied issue to be saved). All the data of the copied project are deleted after a failed copy attempt. The issue IDs however are not resetted. This is an effect of how MySQL handles automatic integer keys.

With that being said, you might be able to reset the next ID to a lower value as long as you have no current issues using a higher ID in your database. There are various guides on how to reset an AUTO_INCREMENT ID in MySQL. One can be found at <https://stackoverflow.com/a/8923132/421705>