

Redmine - Defect #3763

'Create Issues' Permission for Non-Member Not Working

2009-08-20 13:32 - Chris Platts

|                 |                       |                   |            |
|-----------------|-----------------------|-------------------|------------|
| Status:         | Closed                | Start date:       | 2009-08-20 |
| Priority:       | Normal                | Due date:         |            |
| Assignee:       |                       | % Done:           | 0%         |
| Category:       | Permissions and roles | Estimated time:   | 0.00 hour  |
| Target version: |                       | Affected version: |            |
| Resolution:     | Duplicate             |                   |            |

**Description**

Hi,

I've bee having problems setting up a project to allow ticket-creation via email for unknown users. The rake task to fetch the email is working correctly - it creates the unknown user if required just fine.

However, I can't seem to allow that new user (which wouldn't be a member of any projects) to create issues - even though the **Create Issues** permission is granted to the **Non-Member** role.

In our case, these users do not have access to our Redmine installation's web site at all - we just want issues to be created via email from those users.

Installation information:

```
About your application's environment
Ruby version          1.8.6 (i486-linux)
RubyGems version      1.3.3
Rails version         2.2.2
Active Record version 2.2.2
Action Pack version   2.2.2
Active Resource version 2.2.2
Action Mailer version 2.2.2
Active Support version 2.2.2
Application root      /var/redmine-latest
Environment           production
Database adapter      mysql
Database schema version 20090614091200

About your Redmine plugins
Redmine Repo Pygments plugin      0.0.2
Stuff To Do Plugin                0.3.0
Redmine Graphs plugin            0.1.0
ezFAQ plugin                     0.3.5
Redmine ezLibrarian plugin       0.1.1
Redmine Exception Handler plugin  0.2.0
Embedded                        0.0.1
Redmine System Notification plugin 0.2.0
Google Calendar Plugin           0.1.0
Charts Plugin                    0.0.12
Timesheet Plugin                 0.5.0
Redmine My Widgets plugin        0.1.0
Redmine Todo Lists plugin        0.0.3.4
Rate Plugin                      0.1.0
Customer plugin                  0.2.0
Budget                          0.2.0
```

Thanks for any pointers!

Regards,  
Chris

**Related issues:**

## History

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### #1 - 2009-09-01 10:29 - Chris Platts

I've still not had any luck getting this to work correctly -- are others using the Create Issue/Non-Member permission without any problem? Is there anything beyond granting the Create Issue permission to Non-Member that I need to do?

Thanks,  
Chris

### #2 - 2009-09-29 11:23 - Roland Discein

+1

### #3 - 2009-10-01 19:16 - Landon Harsh

+1

### #4 - 2009-11-11 19:36 - Jean-Philippe Lang

- Status changed from New to Closed

- Resolution set to Cant reproduce

There are working tests for this use case. So make sure:

- You specify a default project when you invoke the rake task (see [RedmineReceivingEmails](#))
- The target project is public
- There is no **required** custom field on issues

### #5 - 2009-11-13 09:59 - Kolja K.

If you set up Redmine as an OTRS-like public ticketing system, the target project typically is not public, to avoid people seeing each others tickets. In my opinion it would be nice if for this use case either there is a third type of projects between public and private OR that "create issues" for non member simply work for closed projects, too!

Any hint for a place where one could patch Redmine trunk to achieve this now?

### #6 - 2009-11-13 11:29 - Jean-Philippe Lang

- Resolution changed from Cant reproduce to Duplicate

Dup of [#3584](#).

### #7 - 2009-11-14 19:31 - Kolja K.

Thank you so much!