Redmine - Defect #42252

Incomplete notifications from the new Redmine release 6.0.2

2025-02-12 11:49 - Igor Goncharenko

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:**	6.0.2

Description

Hello,

Before upgrading to Redmine 6.0.2, we were using version 4.1.1, where email notifications included the full ticket name along with additional fields such as "Author," "Assigned," etc.

After installing Redmine 6.0.2 and migrating the database, these fields are no longer present in the email notifications.

Is there any way to restore these fields in our notifications?

P.S. I have checked the template files, and they are identical in both versions.

Thank you in advance!

Redmine 4.1.1

  clipboard-202502121146-qjg6i.png
Redmine 6.0.2

  clipboard-202502121147-zfzxv.png

History

#1 - 2025-02-12 12:13 - Igor Goncharenko

- File clipboard-202502121212-zp7kx.png added

Moreover, after creating a **new ticket** , there is no information displayed about the assignee, priority, or other details. This information only becomes visible after some changes have been made to the ticket.

  clipboard-202502121212-zp7kx.png

#2 - 2025-02-12 19:16 - Holger Just

- Status changed from New to Needs feedback

Are you using any plugins? Please provide all the details requested in [Submissions](#).

#3 - 2025-02-12 21:47 - Igor Goncharenko

- File clipboard-202502122146-4cgcj.png added

Please see the requested information below:

```
              /opt/redmine$ ruby bin/about
sh: 1: svn: not found
sh: 1: hg: not found
sh: 1: cvs: not found
sh: 1: bzr: not found
sh: 1: git: not found
Environment:
  Redmine version              6.0.2.stable
  Ruby version                 3.3.7-p123 (2025-01-15) [x86_64-linux]
  Rails version                7.2.2
  Environment                  production
  Database adapter             Mysql2
  Mailer queue                 ActiveJob::QueueAdapters::AsyncAdapter
  Mailer delivery              smtp
Redmine settings:
  Redmine theme                A1 (includes JavaScript)
SCM:
  Filesystem
Redmine plugins:
  redmine_agile                1.6.9
  redmine_checklists           3.1.25
  redmine_contacts             4.4.1
  redmine_dmsf                 4.0.0
  redmine_editauthor           0.11.1
  redmine_wysiwyg_editor       0.34.0
```

#4 - 2025-02-13 20:06 - Holger Just

- Status changed from Needs feedback to Closed

- Resolution set to Invalid

In general, if you are using any plugins and observe errors (especially after an update of Redmine), the most likely culprit is that one of your plugins is not compatible with the Redmine version is has other issues. Thus, we generally ask reporters to try to remove all plugins and try to reproduce the issue they describe. In generl, we can;t provide support for plugins or issues caused by plugins. Please contact the plugin maintainers / authors for that instead.

In your case, it appears that your dmsf plugin is causing this - see https://github.com/danmunn/redmine_dmsf/issues/1576. You may want to update the plugin.

In any case, before reporting a defect to redmine.org next time, please first remove any plugins from your Redmine and try if you can still reproduce your issue. Only if you can still reproduce your issue on an unchanged Redmine, we can actually help you here.

#5 - 2025-02-15 23:43 - Igor Goncharenko

- File clipboard-202502152342-vrjoo.png added

- File clipboard-202502152343-euo4g.png added

Dear Holger Just,

It looks like you were right about the DMSF plugin. After updating from version 4.0.0 to 4.1.0, the issue has been resolved.

I hope this ticket helps someone else facing the same problem.

clipboard-202502152342-vrjoo.png

clipboard-202502152343-euo4g.png
Best regards,
Igor Goncharenko

Files

clipboard-202502121146-qjg6i.png	8.22 KB	2025-02-12	Igor Goncharenko
clipboard-202502121147-zfzxv.png	13 KB	2025-02-12	Igor Goncharenko
clipboard-202502121212-zp7kx.png	9.18 KB	2025-02-12	Igor Goncharenko
clipboard-202502122146-4cgcj.png	23.7 KB	2025-02-12	Igor Goncharenko
clipboard-202502152342-vrjoo.png	20.1 KB	2025-02-15	Igor Goncharenko
clipboard-202502152343-euo4g.png	25.4 KB	2025-02-15	Igor Goncharenko