

## Redmine - Defect #32183

### Notification sub-events for "Issue updated" does not cover all events which consist its parent

2019-10-03 07:16 - Go MAEDA

<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>	Candidate for next major release	<b>Affected version:</b>	
<b>Resolution:</b>			

#### Description

You can configure notification events in "Administration" > "Settings" > "Select actions for which email notifications should be sent.". In the section, you can see "Issue updated" and its sub-events, "Note added", "Status updated", "Assignee updated", and "Priority updated".

The issue I am going to point out is that the four sub-events don't cover all notification types that handled by the "Issue updated" event. For example, add/remove relations trigger notifications if "Issue updated" is enabled. But there is no such sub-event on the page.

As a result, the following two configurations work differently. I think most users expect that the two configurations work the same. It is confusing.

Select actions for which email notifications should be sent.

- Issue added
- Issue updated
  - Note added
  - Status updated
  - Assignee updated
  - Priority updated

Select actions for which email notifications should be sent.

- Issue added
- Issue updated
- Note added
- Status updated
- Assignee updated
- Priority updated

It is quite misleading. Many users misunderstand that "Issue updated" consists of "Note added", "Status updated", "Assignee updated", and " Priority updated". But "Issue updated" includes some other "hidden" events such as an update of description and a change of relation. Probably users never think that "Issue updated" includes "hidden" events.

My idea to resolve the problem is to add a new sub-event "Other issue attributes updated". This sub-event covers all other events (I mentioned before as "hidden events").

Select actions for which email notifications should be sent.

- Issue added
- Issue updated
  - Note added
  - Status updated
  - Assignee updated
  - Priority updated
  - Other issue attributes updated
- News added
- Comment added to a news

The benefits of adding the sub-event as follows:

- Users can easily understand that there are some other events that trigger notifications
- It makes easy for users to find the way to disable unimportant notifications such as "Relation added"
- Makes things consistent. There are no "hidden" events any longer

## History

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### #1 - 2019-10-03 07:54 - ryou soda

+1

So Nice!

### #2 - 2019-10-03 14:36 - Kohei Nakamura

+1

That's an awesome idea. :)  
I've never thought of it ("Issue updated" includes "hidden" events).

### #3 - 2019-10-03 14:47 - Yuuki NARA

+1

This will make the email sending condition MECE.

By the way, is Relation updated included in other attributes?  
I think it is better to be independent.

<https://www.redmine.org/issues/16098#note-18>

### #4 - 2019-10-07 06:44 - Yuichi HARADA

- File 32183\_notified\_events\_other\_issue\_attributes.patch added

Go MAEDA wrote:

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My idea to resolve the problem is to add a new sub-event "Other issue attributes updated". This sub-event covers all other events (I mentioned before as "hidden events").

Select actions for which email notifications should be sent.

- Issue added
- Issue updated
  - Note added
  - Status updated
  - Assignee updated
  - Priority updated
  - Other issue attributes updated
- News added
- Comment added to a news

I added "Other issue attributes updated" checkbox. I attached a patch.

**#5 - 2019-11-04 03:53 - Go MAEDA**

- Target version set to Candidate for next major release

**Files**

notified-events-config-1@2x.png	13.3 KB	2019-10-03	Go MAEDA
notified-events-config-2@2x.png	14 KB	2019-10-03	Go MAEDA
other-issue-attributes-event@2x.png	21.5 KB	2019-10-03	Go MAEDA
32183_notified_events_other_issue_attributes.patch	4.94 KB	2019-10-07	Yuichi HARADA