Redmine - Feature #1142

CC list for issues

2008-04-29 13:57 - Carl Nygard

Status:	New	**Start date:**	2008-04-29
Priority:	Normal	**Due date:**	
Assignee:	Jean-Philippe Lang	**% Done:**	0%
Category:	Email notifications	**Estimated time:**	0.00 hour
Target version:			
Resolution:			

Description
It would be nice to have a CC: list of people to notify when the issue gets modified/commented. The people in the cc list should at minimum be allowed to be people not directly registered with the project. It would be nice if they could be arbitrary email addresses (for example, an internal mailing list or email alias). This might cover #1133 in a more general fashion.

Related issues:		
Related to Redmine - Feature #1133: Email to individuals not registered in Re...	**New**	**2008-04-28**
Related to Redmine - Feature #1255: Add "Send a Reminder" Feature to issues	**New**	**2008-05-19**

History

#1 - 2008-05-16 15:12 - Ronie Henrich

+1

#2 - 2008-05-27 02:31 - clawfrown clawfrown

+1

#3 - 2008-06-20 23:35 - Randy Harmon

This could be implemented using additional permission for maintaining watchers:

User role can:

- Add watcher
- View watcher list
- Remove watchers from list

#4 - 2008-06-21 11:39 - Paul Rivier

What do you propose to prevent abuse ?

#5 - 2008-06-21 18:53 - Randy Harmon

Paul Rivier wrote:

> What do you propose to prevent abuse ?

Good point. I'd propose a procedural solution for that: that these extra watcher-maintenance features be limited to user-roles who can be trusted to use them responsibly. For instance, on the public Redmine site, I would propose that nobody get extra permissions (which leaves the UI exactly as-is) unless JP decides to trust.

#6 - 2008-06-22 00:09 - Randy Harmon

Note, acts_as_watcher would have to be modified to implement as I described; side benefit, anything that allows watchers would gain this cc: type of ability.

#7 - 2008-06-22 02:48 - Carl Nygard

The idea of acts_as_watcher seems to indicate we could have a cc_email table that acts_as_watcher and that you could attach to an issue (or anything else watchable). This would be a simple table, and it would be separate from the user list, and I think that distinction is important to maintain, at least from a user perspective.

I think the CC: list should be a separate entity from the list of watchers. Watchers are users, CC: list is just a set of email addresses.

To prevent abuse, one could send an email notification and require a reply before setting the address active, like the mailing lists do. That would

prevent wanton abuse, but would make the procedure for setting a CC: entry much more cumbersome. I was thinking of the bugzilla feature for adding email addresses, but now that I think of it the email addresses have to be registered in the system first. Which brings us right back to registered users... can you tell I'm thinking as I type?

#8 - 2008-08-07 03:12 - Jan Losinski

+1

#9 - 2008-08-08 19:58 - mathew murphy

+1 from me too.

Often I add something to RedMine that someone reported to me by e-mail. I'd like to be able to add them to the CC list so when I update RedMine, I don't have to manually e-mail them.

#10 - 2008-08-16 00:28 - Thomas Pihl

+1

Sometimes issues get reported by phone. To be able to send the same type of updates to reporter as if it was watched would be perfect. Registered users should cover the need in my option. Someone who needs cc's should register as user to prevent abuse.
To have the rights to set reporter could also be of interest.

#11 - 2008-11-11 10:37 - Jean-Philippe Lang

- Target version deleted (0.8)

#12 - 2009-03-18 21:39 - Carey DiJulio

This is the #1 most requested feature by my teams after we implemented redmine. We're not worried about abuse of this field so I think adding as a permission is a great idea. That way we could give the permission to almost everyone, but people more concerned about abuse could restrict the permission to certain roles only. I would love to see this get on the roadmap for a upcoming release.

#13 - 2009-03-18 22:01 - Carey DiJulio

nevermind - just found the ability to add watchers. This will work. Thanks!

#14 - 2009-03-22 12:02 - tolan blundell

Something along these lines would be a huge bonus for our usage of Redmine too.

The main problems with the watchers system for us are:

1. When you add a watcher they don't receive any mail to indicate they've been added and might need to look at the bug, so each time a watcher is added you need to add a comment to the ticket to let them know they're added. Is there currently a way around this? I haven't been able to find one but perhaps I've missed something.
2. Being able to arbitrarily add people without them having to be users would be very useful for us. We also have no problem with abuse, the submission addresses aren't published anywhere.

#15 - 2009-07-03 21:14 - david austin

i agree with the need for this..
we have the same requirement
david

#16 - 2009-07-29 10:10 - Corentin Chary

+1
Need a way to manager a CC list, like bugzilla. And I don't really care about abuse.
Thanks,

#17 - 2009-12-19 20:20 - Eric Voisard

+1
This is a feature we're looking for too. Sometimes we need to report about an issue to some non-members (e.g. a higher level manager, a developer who had a similar problem in another project, somebody in the company who might help, etc).

I like Randy's proposal in #5 for preventing abuse: only trusted project members with specific permission can add cc.

Thanks, Eric

#18 - 2010-04-27 14:09 - Gergő Jónás

+1 i need this feature...

#19 - 2010-06-21 22:28 - Nick Peelman

+1. We're looking for this as well.

#20 - 2010-07-14 02:49 - Nick Peelman

For those interested parties, I have a plugin written that takes care of this, somewhat. Its not as fluid as I'd like, but it gets the job done. It can be found here:

http://github.com/peelman/redmine_cc_addresses

Feedback and/or issues are welcome there as well. I can't promise I'll address everything, since I'm mostly working off of guesswork and the help of an incredibly generous rails aficionado, but I will do the best I can.

#21 - 2010-07-23 21:35 - Enrique Delgado

+1

Definitely the number 1 feature requested by people at my company! Need a way to manager a CC list, like bugzilla. And I don't really care about abuse either.

Thanks so much for a great product! :)

#22 - 2010-07-23 21:50 - Enrique Delgado

Nick Peelman wrote:

> For those interested parties, I have a plugin written that takes care of this, somewhat. Its not as fluid as I'd like, but it gets the job done. It can be found here:
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> Feedback and/or issues are welcome there as well. I can't promise I'll address everything, since I'm mostly working off of guesswork and the help of an incredibly generous rails aficionado, but I will do the best I can.

Nick, thanks for your plugin! I've installed it and it works as expected :)

#23 - 2010-07-23 21:53 - Nick Peelman

Enrique Delgado wrote:

> Nick, thanks for your plugin! I've installed it and it works as expected :)

Glad to hear it. Let me know if you notice any problems.

#24 - 2010-08-06 02:40 - Nick Peelman

To keep everybody apprised of the plugin i wrote to fill this need:

The current version of what i have on github isn't compatible with Redmine 1.0. Issue #6000 has more gritty technical details, and there is developer interest in fixing / alleviating the problem, so hopefully there will be a resolution in a point release or something.

You can now add cc addresses (as many as you want) when creating an issue, you no longer need to hack the core as was the case before. Please test and let me know if you find any glitches!

#25 - 2013-09-08 01:46 - Toshi MARUYAMA

- Related to Feature #1255: Add "Send a Reminder" Feature to issues added

#26 - 2016-02-07 06:02 - Kevin Gallagher

Just leaving a note, in case anyone needs this functionality, that I took on the task of updating Nick Peelman's plugin for Redmine 3.x/Rails 4, with some simplifications for the specific use case which I needed it for. Find it here in the upgrade branch:
https://github.com/ageis/redmine_cc_addresses/tree/upgrade