

## Redmine - Patch #11495

### Reopen closed issues on reply by email

2012-07-24 14:05 - Alex Shulgin

|  |                                  |
|--|----------------------------------|
| <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 receiving   | <b>Estimated time:</b> 0.00 hour |
| <b>Target version:</b>   |                                  |
| <b>Description</b><br>This patch adds a setting to enable automatically reopening closed issues if a new reply by email is received.<br><br>The new status to assign to a reopened issue can be also set in the global settings. |                                  |
| <b>Related issues:</b>   |                                  |
| Related to Redmine - Feature #15837: Reply to closed ticket changes status to...   | <b>New</b>                       |
| Related to Redmine - Feature #15838: feedback received status designation  | <b>New</b>                       |
| Related to Redmine - Feature #6067: Change Ticket Status from Closed to Open ...   | <b>New</b> <b>2010-08-06</b>     |
| Has duplicate Redmine - Feature #7994: reopen closed issues on e-mail  | <b>Closed</b> <b>2011-03-25</b>  |

### History

#### #1 - 2013-02-18 17:23 - Timothy Fawcett

This patch would work in Redmine 2.2.2 if the following line in mail\_handler.rb did not override the change in issue.status:

```
issue.safe_attributes = issue_attributes_from_keywords(issue)
```

#### #2 - 2013-02-27 20:56 - Alex Shulgin

Timothy Fawcett wrote:

This patch would work in Redmine 2.2.2 if the following line in mail\_handler.rb did not override the change in issue.status:

```
issue.safe_attributes = issue_attributes_from_keywords(issue)
```

What makes you think it doesn't work in 2.x? It does for me (and I have a report that it works on 2.2.2 exactly.) The patch was against 1.4 (or 1.3) and the line you show didn't change since then. This line **can** overwrite the change, but only if the status was deliberately altered by the email author, in which case it **should** overwrite it.

I must note that to make the thing actually work you need to check the 'Reopen closed issues on email reply' checkbox in the Redmine Settings after applying the patch.

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Alex

#### #3 - 2014-01-08 18:06 - guzzi jones

When i run this on the latest version of redmine i get "can't find file to patch at input line 5"

#### #4 - 2014-01-08 18:07 - guzzi jones

guzzi jones wrote:

When i run this on the latest version of redmine i get "can't find file to patch at input line 5"

Environment:

```
Redmine version      2.4.1.stable
Ruby version         1.8.7-p352 (2011-06-30) [x86_64-linux]
Rails version        3.2.16
Environment          production
Database adapter     PostgreSQL
SCM:
Subversion           1.6.17
Git                  1.7.9.5
```

Filesystem  
Redmine plugins:  
no plugin installed

#### #5 - 2014-01-08 18:37 - guzzi jones

got the patch to run by using p1

```
$ sudo patch -p1 < issue-reopen.patch
```

```
patching file app/models/mail_handler.rb
Hunk #1 FAILED at 190.
1 out of 1 hunk FAILED -- saving rejects to file app/models/mail_handler.rb.rej
patching file app/views/settings/_mail_handler.html.erb
Hunk #1 succeeded at 23 (offset 5 lines).
patching file config/locales/en.yml
Hunk #1 succeeded at 376 (offset 11 lines).
patching file config/settings.yml
Hunk #1 FAILED at 148.
1 out of 1 hunk FAILED -- saving rejects to file config/settings.yml.rej
```

looks like this patch will not install anymore

#### #6 - 2014-01-16 11:13 - Toshi MARUYAMA

- Related to Feature #15837: Reply to closed ticket changes status to "reopen" designated status added

#### #7 - 2014-01-16 11:14 - Toshi MARUYAMA

- Related to Feature #15838: feedback recived status designation added

#### #8 - 2015-11-23 19:55 - Bruno Souza

guzzi jones wrote:

When i run this on the latest version of redmine i get "can't find file to patch at input line 5"

Same problem here! This feature will be very helpful for us.

```
Environment:
  Redmine version      3.1.2.stable.14882
  Ruby version         2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]
  Rails version        4.2.4
  Environment          production
  Database adapter     PostgreSQL
SCM:
  Subversion           1.8.10
  Git                  2.1.4
  Filesystem
Redmine plugins:
  redmine_base_deface  0.0.1
  redmine_closes_resolved_issues 1.0.2
  redmine_default_custom_query 1.1.2
  redmine_helpdesk    0.0.15
  redmine_image_clipboard_paste 1.0.0
  redmine_ldap_sync   2.0.7.devel.gba84cac44e
  redmine_lightbox2   0.2.4
  redmine_private_wiki 0.2.2
  redmine_refresh     0.3.1
  redmine_track_control 1.1.0
```

#### #9 - 2016-07-28 01:12 - Harry Wood

Seems to be a duplicate of an earlier issue [#7994](#) (and the same patch code?) Would this fix be considered for trunk? or is there a newer solution to this problem I'm not aware of?

#### #10 - 2016-08-24 09:33 - Toshi MARUYAMA

- Has duplicate Feature #7994: reopen closed issues on e-mail added

#### #11 - 2016-08-24 09:34 - Toshi MARUYAMA

- Related to Feature #6067: Change Ticket Status from Closed to Open on Email Reply added

**Files**

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issue-reopen.patch

2.53 KB

2012-07-24

Alex Shulgin