

Redmine - Defect #14400

Email Reminder doesn't have the right behavior

2013-07-05 17:29 - Benjamin Billon

<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>		<b>Affected version:</b>	
<b>Resolution:</b>			
<b>Description</b> Hello there,  Let's start by a small complaint. Here <a href="https://github.com/chantra/redmine_whining/issues/25">https://github.com/chantra/redmine_whining/issues/25</a> , it is said that  <code>redmine</code> now include the rake task <code>send_reminders</code> . So this plugin is now redundant.  WELL, not exactly. Redmine Whining had the bright idea to send a reminder to assignees who didn't process a ticket for X days. The <code>send_reminders</code> now included in Redmine sends a reminder to assignees whose issue's due date is in X days. Quite a difference here, notably when the due date is empty or rarely used.  While patching <code>send_reminders</code> ( <code>./app/models/mailer.rb</code> ) to meet my needs, I've encountered the following:  <pre>scope = Issue.open.where("#{Issue.table_name}.assigned_to_id IS NOT NULL" +   " AND #{Project.table_name}.status = #{Project::STATUS_ACTIVE}" +   " AND #{Issue.table_name}.due_date &gt;= ?", days.day.from_now.to_date   )</pre> for which the last line would generate something like  <pre>AND issues.due_date &gt;= 'Fri, 12 Jul 2013'</pre> <code>issues.due_date</code> being of type <code>DATE</code> , that is just not going to work properly.  For those interested, I replaced the line by  <pre>" AND DATEDIFF(NOW(),#{Issue.table_name}.updated_on) &gt;= ?", days</pre>			

History

#1 - 2013-07-05 18:09 - Jan Niggemann (redmine.org team member)

- Status changed from New to Closed
- Resolution set to Invalid

This is not a defect in redmine.

Benjamin Billon wrote:

Let's start by a small complaint.  
Here [https://github.com/chantra/redmine\\_whining/issues/25](https://github.com/chantra/redmine_whining/issues/25), it is said that  
  
`redmine` now include the rake task `send_reminders`.  
So this plugin is now redundant.

WELL, not exactly. Redmine Whining had the bright idea to send a reminder to assignees who didn't process a ticket for X days.

The send\_reminders now included in Redmine sends a reminder to assignees whose issue's due date is in X days.  
Quite a difference here, notably when the due date is empty or rarely used.

Please tell the plugin developer that you disagree with his view and that he update his plugin.

**#2 - 2013-07-05 18:29 - Benjamin Billon**

- Status changed from Closed to Reopened

Sorry to insist, but as far as I understand, the Email Reminder *is* part of redmine:

<http://www.redmine.org/projects/redmine/wiki/RedmineReminderEmails>

And the "days.day.from\_now.to\_date" part returning an invalid value for a MySQL Date type comparison, it would make the feature behaving unexpectedly.

If not, I apologize for the noise.

**#3 - 2013-07-05 20:04 - Etienne Massip**

You're right, but I'm not sure this is a Redmine issue, it's very likely that the AR DB adapter is responsible for the translation of the Date object into a format that the DB can understand.

Could you please give more details about your setup, as described in [SubmittingBugs](#)?

**#4 - 2013-07-05 20:04 - Etienne Massip**

- Category set to Email notifications

- Status changed from Reopened to Needs feedback

- Resolution deleted (Invalid)

**#5 - 2013-07-05 22:18 - Jan Niggemann (redmine.org team member)**

Am I getting this wrong? OP points out that the rake task doesn't to the same as the plugin, and that is true, isn't it?

**#6 - 2013-07-05 23:28 - Benjamin Billon**

Redmine version 2.3.0.stable

Ruby version 1.9.3 (x86\_64-linux)

Rails version 3.2.13

Mysql Server version: 5.5.30-30.2 Percona Server (GPL), Release 30.2

[jan.jan](#)> sorry, my initial post contained two main points: one about the plugin (which doesn't concern redmine itself indeed), and another one about what looked like a bug in the code (that I felt I had to report).

**#7 - 2013-09-01 23:37 - Jan Niggemann (redmine.org team member)**

- Status changed from Needs feedback to New

**#8 - 2013-09-18 06:35 - Brad Langhorst**

- File `more_field_notifications_trunk.diff` added

I also had this itch... here's a patch to enable more fine grained control of reminder emails

**Files**

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more_field_notifications_trunk.diff	4.29 KB	2013-09-18	Brad Langhorst
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