

Redmine - Defect #32771

Editing issues does not send notifications to previous assignee

2020-01-08 11:35 - Daniel Petat

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:		Affected version:	4.0.4
Resolution:	Invalid		
Description Hello, we are using Environment: Redmine version 4.0.4.stable Ruby version 2.5.5-p157 (2019-03-15) [x64-mingw32] Rails version 5.2.3 Environment production Database adapter Mysql2 Mailer queue ActiveJob::QueueAdapters::AsyncAdapter Mailer delivery smtp Following steps: 1. I had an issue, created by me, user A, assigned to user B 2. This user then assigned it back to me 3. I added a comment and assigned it to user C. I expected, that about this 3. action, user B would have been notified, because previously it was assigned to him. I think this was meant by "Involved in". But he said, he didn't get an e-mail notification. The user said to me, that his mail option is "Only for things I watch or I'm involved in". Other notifications about issues which are directly assigned to him work well. This behaviour was already described and fixed in #26627 . Is it possible, that it was reintroduced in version 4.0.x ? Best regards Daniel			
Related issues:			
Related to Redmine - Feature #2716: User option to automatically add assignee...		New	2009-02-11

History

#1 - 2020-01-09 06:28 - Mischa The Evil

- Status changed from New to Needs feedback
- Resolution set to Invalid

Daniel Petat wrote:

[...]

Following steps:

1. I had an issue, created by me, user A, assigned to user B
2. This user then assigned it back to me
3. I added a comment and assigned it to user C.

I expected, that about this 3. action, user B would have been notified, because previously it was assigned to him.

I think that this is an incorrect expectation. After step 2. the previous assignee is user A, not user B as the assignee set in step 2. is user A. So when the assignee is set to user C in step 3. the previous assignee is user A and not user B.

This behaviour was already described and fixed in [#26627](#). Is it possible, that it was reintroduced in version 4.0.x ?

I don't think so.

#2 - 2020-01-09 09:28 - Daniel Petat

Mischa The Evil wrote:

Daniel Petat wrote:

[...]

Following steps:

1. I had an issue, created by me, user A, assigned to user B
2. This user then assigned it back to me
3. I added a comment and assigned it to user C.

I expected, that about this 3. action, user B would have been notified, because previously it was assigned to him.

I think that this is an incorrect expectation. After step 2. the previous assignee is user A, not user B as the assignee set in step 2. is user A. So when the assignee is set to user C in step 3. the previous assignee is user A and not user B.

Oh, I am sorry.

I thought "previous assignee" would mean everybody, to whom the issue has **ever** been assigned to.

Would it make sense, to add such an option?

#3 - 2020-01-12 16:55 - Marius BĂLTEANU

- *Status changed from Needs feedback to Closed*

Daniel Petat wrote:

Oh, I am sorry.

I thought "previous assignee" would mean everybody, to whom the issue has **ever** been assigned to.

Would it make sense, to add such an option?

[#2716](#) should cover this request by adding the assignees as watchers. In this way, user B will receive the notifications.

#4 - 2020-01-12 16:55 - Marius BĂLTEANU

- *Related to Feature #2716: User option to automatically add assignee to watchers added*