

Redmine - Defect #33336

Send notification when new issue created by email ?

2020-04-21 19:30 - Patrice Bonhomme

Status:	New	Start date:																									
Priority:	Normal	Due date:																									
Assignee:		% Done:	0%																								
Category:	Email notifications	Estimated time:	0.00 hour																								
Target version:		Affected version:	3.4.11																								
Resolution:																											
Description																											
<p>I am using Redmine in my company. Everything is going well.</p> <p>But i am facing a problem.</p> <p>When user send an email to create an issue in Redmine, there is no notification sent while the issue is created. I can not find any parameter to set this feature.</p> <p>"Email Notification"-> "Issue Added" , "Issue Updated" in the settings are enable. If i create an issue directly in Redmine, i receive a mail notification.</p> <p>Any help ?</p> <p>Environment:</p> <table><tr><td>Redmine version</td><td>3.4.13.stable.19405</td></tr><tr><td>Ruby version</td><td>2.5.5-p157 (2019-03-15) [x86_64-linux-gnu]</td></tr><tr><td>Rails version</td><td>4.2.11.1</td></tr><tr><td>Environment</td><td>production</td></tr><tr><td>Database adapter</td><td>Mysql2</td></tr></table> <p>SCM:</p> <table><tr><td>Subversion</td><td>1.10.0</td></tr><tr><td>Git</td><td>2.20.1</td></tr></table> <p>Filesystem</p> <p>Redmine plugins:</p> <table><tr><td>additional</td><td>2.0.22</td></tr><tr><td>clipboard_image_paste</td><td>1.13</td></tr><tr><td>redmine_banner</td><td>0.1.2</td></tr><tr><td>redmine_ldap_sync</td><td>2.1.1.devel</td></tr><tr><td>redmine_lightbox2</td><td>0.4.5</td></tr></table>				Redmine version	3.4.13.stable.19405	Ruby version	2.5.5-p157 (2019-03-15) [x86_64-linux-gnu]	Rails version	4.2.11.1	Environment	production	Database adapter	Mysql2	Subversion	1.10.0	Git	2.20.1	additional	2.0.22	clipboard_image_paste	1.13	redmine_banner	0.1.2	redmine_ldap_sync	2.1.1.devel	redmine_lightbox2	0.4.5
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