Redmine - Defect #33336

Send notification when new issue created by email ?

2020-04-21 19:30 - Anonymous

Status:	New	**Start date:**	
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	Email notifications	**Estimated time:**	0.00 hour
Target version:			
Resolution:		**Affected version:**	3.4.11

Description

I am using Redmine in my company. Everything is going well.

But i am facing a problem.

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.

"Email Notification"-> "Issue Added" , "Issue Updated" in the settings are enable.
If i create an issue directly in Redmine, i receive a mail notification.

Any help ?

```
Environment:
  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
SCM:
  Subversion                     1.10.0
  Git                            2.20.1
  Filesystem
Redmine plugins:
  additionals                    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
```