Redmine - Defect #6069

No Outgoing Mails when Customer creates Ticket via Mail

2010-08-06 22:52 - Alfons L.

Status:	New	**Start date:**	2010-08-06
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	Email notifications	**Estimated time:**	0.00 hour
Target version:			
Resolution:		**Affected version:**	

Description

When a customer creates an Issue and the user is auto-generated (unknown_user=create) by the system, he will not get emails when issues are changed. Normal Users receive Mails with the changes of their own tickets.

Related issues:

Related to Redmine - Defect #4228: no notification on issue creation by mail...	**Closed**	**2009-11-17**
Related to Redmine - Feature #13341: Mail handler: --no-notification option t...	**Closed**	
Related to Redmine - Feature #8497: Email response/updates to external client...	**New**	**2011-06-02**

History

#1 - 2011-03-07 11:49 - Brian Harty

you could CC the users email address on the issue being emailed in(in my case emails come in from users of a website through a form so i just add their email address as a CC as the website sends the email). this will make him a watcher and so any updates to the ticket will be mailed to the person who created the ticket. This doesnt send the issue created email to the user however but i believe that is an issue being addressed in the related issues on this ticket.

#2 - 2013-03-03 09:58 - Daniel Black

private projects aren't visible to non-members #13287.

A solution is possible since r11522 was committed. The how follows.

The mail script can create the new users in a named group.

The global settings need to be set Email notifications, Default notification option to something so the user will receive email.

You need to create a role that has "Issues visibility" , "issues created by or assigned to the user" with permissions View Issues and Add notes for completeness.

One of the --default-group that that the mail script specifies should have the above role on the project.

And done, the response will be sent to the originating user.

r11525 adds a --no-account-notice which is also useful.

This can be closed now.

#3 - 2013-03-06 01:51 - Daniel Black

related #13341

#4 - 2023-05-12 09:40 - Guy Van Sanden

I tried to set up this workflow, but it does not work. No mails get sent out

#5 - 2023-05-12 10:02 - Guy Van Sanden

Guy Van Sanden wrote in #note-4:

> I tried to set up this workflow, but it does not work. No mails get sent out

Redmine 5 BTW