

## Redmine - Feature #8568

### add ability to designate default watchers by tracker/project

2011-06-09 03:46 - Kioma Aldecoa

<b>Status:</b> New	<b>Start date:</b> 2011-06-09
<b>Priority:</b> Normal	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 0%
<b>Category:</b> Issues	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b>	
<b>Resolution:</b>	
<b>Description</b>	
<p>There is a situation we have where it would be nice to be able designate a default set of watchers for a given tracker/project. The scenario would happen like this:</p> <ol style="list-style-type: none"><li>1. In the project, we would configure a tracker, for example "Bug", to have default users Aya and Bubba</li><li>2. Later, someone creates a new issue with tracker Bug, fills out details but does not specify any watchers</li><li>3. Upon the issue being created as tracker Bug in this specific project, Redmine automatically adds the watchers Aya and Bubba to this bug.</li><li>4. Aya and Bubba get updates about the issue because they are watchers.</li></ol>	
<b>Related issues:</b>	
Related to Redmine - Feature # 1602: Email options for Roles	<b>New</b> <b>2008-07-08</b>
Duplicated by Redmine - Feature # 12155: Default Observer in tracker	<b>Closed</b>
Duplicated by Redmine - Feature # 13787: Observateurs par défaut?	<b>Closed</b>

#### History

##### #1 - 2011-07-19 19:13 - Rahul Panwar

Is there any plan for this feature, it is really a useful feature? We can define a list of default watchers per project.

##### #2 - 2011-07-19 19:22 - Etienne Massip

- *Category set to Issues*

##### #3 - 2011-08-05 14:07 - Felix Sendino

Isn't there any news about this subject?

It would be very useful to manage teamwork for ticket-helpdesk purposes.

We have several workflows managed by redmine, for example to manage restore queries by final users or to manage application deployments by developers,

These are managed by different teams-groups.

When we define this kind of project an associate an email account to it, so users can send issues through redmine,

It would be really useful that all the members in the team/project would be auto-set as watchers of the issue to coordinate the work.

Another approach would be to have a ROL which meant that the member of the project is set as a watcher of its issues

##### #4 - 2011-11-04 23:32 - Zee Prime

Here's what we're using:

In Settings->Project, you can specify a role for the default watchers. You could use an existing role (e.g. "Manager") or create a new one (e.g. "Watcher"). Whenever a new issue is created, anyone who is in that role for that project is set as a default watcher for the issue. If the user creating the issue has permission to edit watchers, they can override this, but we've found that in most cases nobody even looks at the watchers list when they create a new issue and they just leave it as the default. Because this is hooked directly into the Issue constructor, it works regardless of whether you create an issue through the web interface, the API, incoming email, etc.

-Z'

PS: This is a patch against redmine 1.1.1.

Index: app/views/settings/\_projects.rhtml

=====

```
--- app/views/settings/_projects.rhtml (revision 505)
+++ app/views/settings/_projects.rhtml (revision 518)
@@ -9,8 +9,11 @@
<p><%= setting_check_box :sequential_project_identifiers %></p>

<p><%= setting_select :new_project_user_role_id,

  Role.find_all_givable.collect {|r| [r.name, r.id.to_s]},

  :blank => "--- #{l(:actionview_instancetag_blank_option)} ---" %></p>
+
+<p><%= setting_select :default_watchers_role_id,
+  ([[ "", "0"]] + Role.find_all_givable.collect {|r| [r.name, r.id.to_s]}) %></p>
</div>
```

<%= submit\_tag l(:button\_save) %>

Index: app/controllers/issues\_controller.rb

=====

```
--- app/controllers/issues_controller.rb (revision 505)
+++ app/controllers/issues_controller.rb (revision 518)
@@ -292,10 +292,15 @@
  return false
  end
  @issue.start_date ||= Date.today
+ @issue.watcher_user_ids ||= []
+ @watcher_role = Role.find(Setting.default_watchers_role_id)
+ if !@watcher_role.nil?
+ @issue.watcher_user_ids |= @project.users_by_role[@watcher_role].collect{|u| u.id}
+ end
  if params[:issue].is_a?(Hash)
    @issue.safe_attributes = params[:issue]
    if User.current.allowed_to?(:add_issue_watchers, @project) && @issue.new_record?
- @issue.watcher_user_ids = params[:issue]['watcher_user_ids']
+ @issue.watcher_user_ids |= params[:issue]['watcher_user_ids']
    end
  end
  @issue.author = User.current
```

Index: config/settings.yml

=====

```
--- config/settings.yml (revision 505)
```

```

+++ config/settings.yml (revision 518)
@@ -164,6 +164,10 @@
new_project_user_role_id:
  format: int
  default: ""
+# Role that denotes the default watchers
+default_watchers_role_id:
+ format: int
+ default: 0
sequential_project_identifiers:
  default: 0
# encodings used to convert repository files content to UTF-8
Index: config/locales/en.yml
=====
--- config/locales/en.yml      (revision 505)
+++ config/locales/en.yml      (revision 518)
@@ -351,6 +351,7 @@
  setting_openid: Allow OpenID login and registration
  setting_password_min_length: Minimum password length
  setting_new_project_user_role_id: Role given to a non-admin user who creates a project
+ setting_default_watchers_role_id: Role containing all of the default watchers for a project
  setting_default_projects_modules: Default enabled modules for new projects
  setting_issue_done_ratio: Calculate the issue done ratio with
  setting_issue_done_ratio_issue_field: Use the issue field

```

**#5 - 2011-12-05 18:57 - Razi Baluchi**

Emailed requests do not appear to pickup the default watchers.

**#6 - 2012-01-20 00:55 - j l**

Hi,

I tested this with 1.3 and it works great IF ALL the projects have someone assigned as a default watcher. It broke creating new issues for projects that didn't have a default watcher defined. The issue (at least I think) is that `@watcher_role` is not nil, but returns empty if it can't find any user ids associated with that role. (in `app/controllers/issues_controller.rb`). My experience with ruby is less than 10 minutes, so let me know if there's a better way. Maybe there's something else going on, but this seemed to fix it.

I changed

```
@issue.watcher_user_ids |= @project.users_by_role[@watcher_role].collect{|u| u.id}
```

to

```
if @project.users_by_role[@watcher_role]
  @issue.watcher_user_ids |= @project.users_by_role[@watcher_role].collect{|u| u.id}
end
```

Thanks for this patch, works awesome otherwise!

**#7 - 2012-01-20 01:05 - j l**

Also, the default watcher works for me when an email creates an issue automatically

**#8 - 2013-07-02 12:02 - Sergio Talente**

In my company we are trying to do the same: opening an issue by email having a default watcher notified at the same time.

I tried to apply the patch you published but it is not possible because we are using a different version of Redmine.

Could you be so kind to post the patch for Redmine version 1.4.4?

Thanks in advance.

**#9 - 2014-05-15 11:18 - Antoine Gefflot**

In my company, people request to be able to define default watchers for issues

Many way to do that:

- Add the capability for each user to be a default watcher
- Add the capability to define many roles as default watchers
- Add the capability to set all members as default watchers

The third one seems to be the simplest but I prefer the second one

**#10 - 2014-11-17 17:03 - Damon Tabb**

Has this been implemented? Our developer is running 2.3.1.stable. I handle software testing on our end of things, and it would be super useful if I could just be selected as a default watcher on ALL new issues (since testers/developers sometimes forget to select me as a watcher when creating new bugs), that way I could receive emails when bugs are added, updated, etc.... This seems like a very basic feature, no?

**#11 - 2014-11-18 00:02 - Mischa The Evil**

Damon Tabb wrote:

| *Has this been implemented?*

No, it is not.

**#12 - 2015-06-30 19:27 - Blaise Alleyne**

+1

**#13 - 2015-09-16 12:16 - Kevin Palm**

+1

#14 - 2016-02-02 14:04 - Alessandro Zucchi

+1

#15 - 2016-02-02 19:49 - philip champon

+1

also, here's a patch for 3.2

```
diff -rub '--exclude=log' '--exclude=tmp' /tmp/foo/app/models/issue.rb ./app/models/issue.rb
--- /tmp/foo/app/models/issue.rb      2015-12-06 14:06:19.000000000 +0000
+++ ./app/models/issue.rb            2016-02-02 18:40:25.468758582 +0000
@@ -175,6 +175,10 @@
     # set default values for new records only
     self.priority ||= IssuePriority.default
     self.watcher_user_ids = []
+
+   # force project= method to run, generate default watchers
+   if attributes && proj = attributes[:project] || attributes["project"]
+     self.project = proj
+   end
  end
end

@@ -364,6 +368,12 @@
    self.fixed_version_id = project.default_version_id
  end
end
+
+ if new_record?
+   watcher_role = Role.find(Setting.default_watchers_role_id)
+   if !watcher_role.nil? && project.users_by_role[watcher_role]
+     self.watcher_user_ids |= project.users_by_role[watcher_role].collect &:id
+   end
+ end
  self.project
end

diff -rub '--exclude=log' '--exclude=tmp' /tmp/foo/app/views/settings/_projects.html.erb ./app/views/settings/_projects.html.erb
--- /tmp/foo/app/views/settings/_projects.html.erb      2015-12-06 14:06:19.000000000 +0000
+++ ./app/views/settings/_projects.html.erb            2016-02-02 17:34:57.310787484 +0000
@@ -14,6 +14,9 @@
 <p><%= setting_select :new_project_user_role_id,
      Role.find_all_givable.collect {|r| [r.name, r.id.to_s]},
      :blank => "--- #{l(:actionview_instancetag_blank_option)} ---" %></p>
+
+ <p><%= setting_select :default_watchers_role_id,
+   ([[ "", "0"]] + Role.find_all_givable.collect {|r| [r.name, r.id.to_s]}) %></p>
</div>

<%= submit_tag l(:button_save) %>
diff -rub '--exclude=log' '--exclude=tmp' /tmp/foo/config/locales/en.yml ./config/locales/en.yml
--- /tmp/foo/config/locales/en.yml      2015-12-06 14:06:23.000000000 +0000
+++ ./config/locales/en.yml            2016-02-02 17:46:07.441171951 +0000
@@ -352,6 +352,7 @@
```

field\_total\_estimated\_hours: Total estimated time

field\_default\_version: Default version

+ setting\_default\_watchers\_role\_id: Role containing all of the default watchers for a project

setting\_app\_title: Application title

setting\_app\_subtitle: Application subtitle

setting\_welcome\_text: Welcome text

```
diff -rub '--exclude=log' '--exclude=tmp' /tmp/foo/config/settings.yml ./config/settings.yml
```

```
--- /tmp/foo/config/settings.yml      2015-12-06 14:06:23.000000000 +0000
```

```
+++ ./config/settings.yml      2016-02-02 17:57:32.200183079 +0000
```

```
@@ -257,3 +257,6 @@
```

```
  default:
```

```
  - '6'
```

```
  - '7'
```

```
+default_watchers_role_id:
```

```
+ format: int
```

```
+ default: 13
```

#### #16 - 2016-05-10 05:54 - Go MAEDA

- Duplicated by Feature #13787: Observateurs par défaut? added

#### #17 - 2016-05-31 09:57 - Vlad Belkov

+1

#### #18 - 2016-06-23 16:05 - Dan MP

Thank you for the patch @Philip Champon. Really helpful.

Unfortunately is broking the import issue functionality. I think has something to do with the Trackers, but as I'm a newbie in Redmine and 0 experience in Ruby I can't tell where the problem really is.

Also the logs are for me a mystery. If you can guide me what logs to look I can be of some help.

Again thank you for the work around it saved me some troubles.

#### #19 - 2016-06-25 12:36 - Sebastian Paluch

+1

related to #1602

#### #20 - 2016-07-18 14:41 - Toshi MARUYAMA

- Related to Feature #1602: Email options for Roles added

#### #21 - 2017-01-25 22:07 - Fred B

Zee Prime wrote:

Here's what we're using:

In Settings->Project, you can specify a role for the default watchers. You could use an existing role (e.g. "Manager") or create a new one (e.g.

| "Watcher").

I dont see that anywhere in my redmine 2.4.

What it a wish or a feature present at the time he wrote this?

**#22 - 2019-06-11 09:48 - David Doležal**

Hi, fix this anybody for 3.4?

**#23 - 2019-07-30 09:04 - Taine Woo**

I think i will prefer to add the default watchers for Category, or maybe both tracker and category, then Redmine will collect all the values of them.

**#24 - 2020-07-14 08:45 - Jie Lio**

Hi, There is another way to watcher all updates of project. You can change email notification options to receive all notifications which from projects i involved, in my account page.

**#25 - 2020-12-03 11:20 - R Pommier**

Would it be interesting to close (reject?) the issue and redirect the users/reporters to a Redmine plugin, or another way to do the job (as Jie Lio suggested)?