

Automatic closing of resolved issues

2022/05/09 16:16 - Admin Redmine

ステータス:	New	開始日:	2022/05/09
優先度:	通常	期日:	
担当者:		進捗率:	0%
カテゴリ:	Issues workflow_41	予定工数:	0.00時間
対象バージョン:	Candidate for next major release_32	作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/11313	status_id:	1
category_id:	41	tracker_id:	2
version_id:	32	plus1:	18
issue_org_id:	11313	affected_version:	
author_id:	58989	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	34		

説明

Are there any plans to implement this feature?

Would be great to turn on automatic closing of issues, if they have been marked as resolved for X days.

I know, that there is a plugin there, but it's not been updated for quite a while now and doesn't install on some instances of RedMine.

What do you think guys?

journals

What is the point? Any resolved issue is also considered closed (by default.)

Yes, it would be helpful.

1) Resolved doesn't mean issue is closed

2) Closed issue means you don't need to get back to issue anymore, it's completely closed.

3) Resolved doesn't mean always that issue was properly fixed, very often it needs testing.

Exactly. In our workflow every resolved issue needs to be closed by project leader or issue author. However, people are no robots and sometimes miss/forget to review a resolved issue which then simply goes down the issue queue. Would be highly useful if such issues could be auto-closed after "expiration".

So I think it's pretty simple and straight forward: if an issue's status was "A" for X days, then it's status is changed to "B". That's it. Is it possible to just update the old plugin https://github.com/edtsech/redmine_x_closed/tree so that it installs on the newest versions of Redmine?

Here's another request for this, posted a year ago:

<http://www.redmine.org/boards/3/topics/20046> ...

It's a highly required feature. In our installation we have an agreement: if a resolved issue is not closed for 30 days, we close it by hands. The "Langoliers" eat my time. Please, help.

For "Resolution: Cant reproduce" this feature would be also helpful. A suitable delay time might be 90 days.

There is some interesting discussion on #1306 for similar aspect.

For me it would also be useful to have such a feature. For me, the inspiration is the (old / classic-style) SourceForge.net tracker. There, a status "Pending" exists for issues. If an issue is put into status "Pending", then if no change is made to it within 14 days, it is automatically closed. On the other hand, if a change is made, it is automatically put back to status "Open".

Having such a feature would be highly useful to us. And perhaps also to redmine.org: There are many ancient reports here, and for

many, redmine staff now is adding comments like "Please respond until DATE, otherwise we will close this issue". But staff has to remember those issues, and on/after DATE, go back to them, and change their status manually to closed. With a "pending" status that could be automated.

Of course in Redmine, one may want to have a somewhat more general "status transition" facility. I.e. it would be nice if each issue status would get these extra fields (in addition to the existing "Name", "Issue closed" and "Default value"):

- "If issue is in this status for more than [checkbox / textfield] days, change status to [popup]."
- "If issue is updated while in this status, change status to [popup]."

(Of course the last option would only have an effect if the user making the issue update did not select some other target status manually).

+1

+1

This would also be helpful in our environment.

Just as an example, in our internal helpdesk system when a ticket is solved it will go into a 'Solved / Resolved' status, then if no feedback is provided by the tech or user it is automatically closed after 2 days. This allows the users a testing time while not clogging up the tech's ticket lists with active tickets. (The 2 days is adjustable, just what works for us).

+1

Our clients don't always close resolved issues :(

Yes, we encounter sometimes the same issues. Some issues have a long wait time until they were really closed.

+1

+1 here!

+1

Nobody does not close the resolved issue.

Pavel Loginov wrote:

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+1!

Totally agree with you. This feature would be very useful for our company as well. When a issue has been resolved, we notified it to the client and if everything is ok or if we don't receive any answer in 3 days, we close the issue manually. A feature like this could automate this process and it would be very useful for us.

Is there any chance to include this feature into the roadmap for the next product iterations?

+1

Highly requested!

+1

Would be great!

+1

Thanks in advance!

+1

Thanks!

+1 vote

+1

This is essential if you want to have a retest for a resolved issue.

I tried to create a plugin for this problem, but it's my first plugin, so I'm not sure if you find an error, please contact me, thank you. It's not the final version.

http://www.redmine.org/plugins/redmine_closes_resolved_issues

+1

Highly requested!

Jogi : your plugin is not compatible with 3.0 redmine installation.

I've tried Jogi's plugin and it suits me (I use redmine 2.6). The only thing that I need is notifications about closing the issues. So I'm offering USD 20.00000000 via FreedomSponsors to the first person who fixes it.

Offer link: <https://freedomponsors.org/issue/732/close-notifications>

You can also join me and throw in a few bucks there and we'll get it fixed faster :)

If you fix this issue (see my acceptance criteria there) please use that site to request your payment.

Ivan Prokudin: Maybe this is something you want?

https://github.com/jkraemer/redmine_issue_reminder

+1 : will be very useful for us to.

+1

+1

+1

Isn't that a better job for a custom script and a cron job?
Not every Redmine installation has to have a particular @resolved@ state.

It's also a more versatile approach as you can have multiple automated status transfers and also for different workflows.

+1

redmine 3.4 here

related_issues

relates,New,1306,resolution fixed and % done out of sync
duplicates,Closed,16769,auto-close resolved issues

履歴

#1 - 2022/05/10 17:16 - Admin Redmine

- カテゴリを Issues workflow_41 にセット

- 対象バージョンを Candidate for next major release_32 にセット