

Watcher is not getting email notification when an issue has been updated

2022/05/09 17:13 - Admin Redmine

ステータス:	Needs feedback	開始日:	2022/05/09
優先度:	通常	期日:	
担当者:		進捗率:	0%
カテゴリ:	Email notifications_9	予定工数:	0.00時間
対象バージョン:		作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/16058	status_id:	10
category_id:	9	tracker_id:	1
version_id:	0	plus1:	0
issue_org_id:	16058	affected_version:	
author_id:	95263	closed_on:	
assigned_to_id:	0	affected_version_id:	76
comments:	32		

説明

User1 created an issue and assigned it to User2 and added User3 as Watcher

User3 is getting mail notification when the issue is created but not getting notified when the same issue is updated.

User3 has the notification setting as *+Only for things I watch or I'm Involved in+*

Please help me out.

The details of redmine I'm using is as follows

Environment:

Redmine version 2.4.1.stable

Ruby version 1.9.3-p484 (2013-11-22) [i686-linux]

Rails version 3.2.16

Environment production

Database adapter Mysql2

SCM:

Subversion 1.8.4

Git 1.8.3

journals

Check your setting.

!setting.png!

I've checked settings. t looks fine. Please check attached screen shot.

I also have same errors. User3 doesnt receive any notification when User1 create issue also update issue

Anybody help me resolved it.

Do you use plugins?

i dont use plugin. I must install plugin rite?

Hoc NV wrote:

i dont use plugin. I must install plugin rite?

No.
Your problem is not same with Shashank's description.

Shashank, do you use plugins?

Toshi MARUYAMA, I don't use any plugins for watcher

how about my problem MARUYAMA? Pls help me resolve it.

comment out "config.action_mailer.logger" line of config/environments/production.rb
and check log/production.log.

```
# No email in production log
#config.action_mailer.logger = nil
```

----- Hi Toshi MARUYAMA, I remove comment on it:

```
# No email in production log
config.action_mailer.logger = nil
```

but still errors.

I describe again:

Admin create new project, and add member user1 to that project.
then admin create one issue and assign to user1.

now, admin add user2 as a watcher to issue. But when user1 update or modify, user2 don't any mail notification.

User2 is not belong to member of that project. User2 is a watcher.

Pls help me to resolve.

Thanks.

Hoc NV wrote:

Hi Toshi MARUYAMA,
I remove comment on it:

No. Add comment at "config.action_mailer.logger = nil" line.
Then you get log in log/production.log.

```
Rendered mailer/_issue.text.erb (4.2ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (4.8ms)
Rendered mailer/_issue.html.erb (0.8ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (2.4ms)
```

```
Sent email "[hg-crew-00 - Bug #74] Google Chrome 36" (12ms)
bcc: admin@example.net, test00@exapmle.com
Rendered mailer/_issue.text.erb (0.9ms)
Rendered mailer/issue_edit.text.erb within layouts/mailer (1.6ms)
Rendered mailer/_issue.html.erb (1.2ms)
Rendered mailer/issue_edit.html.erb within layouts/mailer (2.8ms)
```

```
Sent email "[hg-crew-00 - Bug #74] Google Chrome 36" (11ms)
bcc: test02@example.com
```

Oh, still send mail notification to watcher:

```
Completed 200 OK in 276.7ms (Views: 210.8ms | ActiveRecord: 15.6ms)
Started PUT "/issues/39" for 183.91.7.251 at Mon Jul 07 09:15:54 +0700 2014
Processing by IssuesController#update as HTML
```

Parameters: {"time_entry"=>{"comments"=>""}, "activity_id"=>"", "hours"=>""}, "commit"=>"Submit", "last_journal_id"=>"58", "authenticity_token"=>"hkSlso159d6IJLiViQJRREnjQPhvw3NAIfxOkIDgSPU=", "utf8"=>"â", "id"=>"39", "issue"=>{"start_date"=>"2014-07-04", "estimated_hours"=>""}, "priority_id"=>"2", "parent_issue_id"=>""}, "is_private"=>"0", "project_id"=>"25", "notes"=>"Test send mail to watcher now.....", "lock_version"=>"4", "subject"=>"Xá»

Current user: hocnv (id=3)
Rendered mailer/_issue.text.erb (4.6ms)
Rendered mailer/issue.edit.text.erb within layouts/mailer (5.2ms)
Rendered mailer/_issue.html.erb (1.2ms)
Rendered mailer/issue.edit.html.erb within layouts/mailer (2.1ms)

Sent email "[PrHocNV - CÃ ´ng viá»c #39] Xá» lÃ½ lá»i send mail cá»§a redmine" (3816ms)
bcc: XXXXXXXX

Redirected to http://192.168.9.12/issues/39

Completed 302 Found in 4040.0ms (ActiveRecord: 15.9ms)

Started GET "/issues/39" for 183.91.7.251 at Mon Jul 07 09:15:59 +0700 2014

Processing by IssuesController#show as HTML

Parameters: {"id"=>"39"}

Current user: hocnv (id=3)

Herer user MP MP2010 is a watcher, but he dont receive any notification

[!http://www.redmine.org/attachments/download/11942/Untitled.png!](http://www.redmine.org/attachments/download/11942/Untitled.png)

I see in the log:

Send mail notification cho watcher\r\n2. Xá» lÃ½ send mail cÃ ´ng viá»c quÃ; deadline", "status_id"=>"2"}}

Current user: hocnv (id=3)

Rendered mailer/_issue.text.erb (4.6ms)

But watcher dont receive notification.

Only user1 receive mail.

Check user preference setting.

!preference.png!

i just have configured also the same log as above i pasted.

:(

Well the both users need tho set their informations for email notifications. If the user has the option "no events" they won't get ANY notifications.

Please screen your redmine settings for notifications, and the settings for the two users. Maybe we could take a look at it, which would be better than digging in the dark. :-)

Hi Deniel, I've mentioned in description that all users have notification setting as '*Only for things I watch or I'm Involved in*'

Yes, i also chosen "Only for things I watch or I'm Involved in".

But watcher doesn't receive any notification.

Hm just to be sure....

Is the project we were talking about public or does a user just see his own generated

issues? In this case, this would be the correct behaviour!

I paste here:

Admin create new project, and add member user1 to that project.
then admin create one issue and assign to user1.

now, admin add user2 as a watcher to issue. But when user1 update or modify, user2 don't any mail notification

User2 is not belong to member of that project. User2 is a watcher.

The project is only one User1 to be a member, and it's not public project.

And i add user2 as watcher as under picture:

[!http://www.redmine.org/attachments/download/11952/Untitled.png!](http://www.redmine.org/attachments/download/11952/Untitled.png)

Yes... i know where you added the user....

But what is the role setting?

What is your value for the property "issue visibility" in the role which is assigned to the two users?

But wait... If you just have one member in the project... and only one user is member, I would guess that this single user gets the email and the added watcher which is not a member of the project won't get this mail. Is this right? This would be the intended behaviour. So this means, it won't be a bug, as it is intended.

Here is role setting of user02 that i add as watcher:

[!http://www.redmine.org/attachments/download/11954/user02.png!](http://www.redmine.org/attachments/download/11954/user02.png)

And i don't know to set the property "issue visibility" where.

I only assign to User01, and User01 is member of the project, User02 is not belong to member of this project.

Both user01, user02 have account login to redmine system.

Well, as already stated. User02 isn't a project member and the project isn't public. This means, that he won't get an information message. This is the intended behaviour as far as i know.

Oh, can you tell me i can find it where now?

Thanks Daniel,

Just two or three comments above.

Maybe you try to add the user to the project and retry. This should do it. Another way is to set the project public. But this way of configuration gives this experience. I'm not sure if this is a bug and if there is a good way to get around it.

But there is a plugin, maybe you want to try it. I'm not sure if this is compatible with 2.4.x and 2.5.x branch.

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

Best regards,

Daniel

Hoc NV wrote:

And i don't know to set the property "issue visibility" where.

!Issuesvisibility.png!

Hello,

I think I have a similar problem and I'm sure I did not understand a setting :

On a project where I'm member (manager), on a task I'm a watcher, but not assigned user I don't get notification mail.

If I change the assigned user with me, I get the notification.

I'm a manager, and the issues visibility for this role is "All issues".

I did something wrong ?

Best regards,

Rachel.

Hi Rachel,

What is your Email Notification Preferences set to in "My Account"?

Make sure it is at least set to "Only for things I watch or I'm Involved in".

Regards,

Mike

We had the same problem, BUT found out that user WHO can SEE the Ticket also get notifications, but *users who can't see the ticket but are a watcher also do not get a notification.*

So it might rather a *problem of ticket visibility*, rather than notification settings.

This might help:

<https://www.redmine.org/boards/2/topics/40722?r=40741#message-40741> to make watchers also see a ticket they are not owning but just watching.

Yes, same "issue" on my side. The watcher feature does not allow people to see a ticket.

Maybe it's not directly linked to the first subject but my case is :

- A private project
- Dev create an issue
- At some point we need an info from a colleague but we don't want this guy to get access to all data in this specific project so we add him as watcher on this issue (we can do this action without warning)

*** He won't be able to see or to be notified by this because he is not member of the project and no Redmine option should allow this.**

履歴

#1 - 2022/05/10 17:11 - Admin Redmine

- カテゴリ を Email notifications_9 にセット