

Missing notification if assignee was a group

2022/05/09 17:34 - Admin Redmine

ステータス:	Closed	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:	2.6.3_91	作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/19197	status_id:	5
category_id:	9	tracker_id:	1
version_id:	91	plus1:	0
issue_org_id:	19197	affected_version:	
author_id:	122427	closed_on:	
assigned_to_id:	1	affected_version_id:	
comments:	13		

説明

If the old assignee of an issue is a group, no mail is sent to notify change of assignee.
The feature was clearly intended to be there, as there are explicit checks for this case.

Attached a patch for trunk.

journals

Original feature #2694 introduced with r8695.

Fix committed in r14049, thanks for pointing this out.

Merged.

Is this feature separate from the Email Notifications setting?

Settings > Email notifications > Select actions for which email notifications should be sent > Issue updated > Assignee updated

With v2.6.3 we're noticing notifications for Assignee changes when the previous Assignee was a group, but not when the previous Assignee was a specific user.

Is the group assignment change notification also subject to the Email notifications setting or is it a separate feature?

Deoren Moor wrote:

Is this feature separate from the Email Notifications setting?

If this setting (Issue updated > Assignee updated) is checked, a notification should be sent whenever the assignee changed (no matter if it was a user, a group or nobody).

This defect that was fixed in 2.6.3 is about *who* was notified: if the previous assignee was a group, the group members were not notified.

Jean-Philippe Lang wrote:

Deoren Moor wrote:

Is this feature separate from the Email Notifications setting?

If this setting (Issue updated > Assignee updated) is checked, a notification should be sent whenever the assignee changed (no matter if it was a user, a group or nobody).

This defect that was fixed in 2.6.3 is about *who* was notified: if the previous assignee was a group, the group members were not notified.

Thanks for clarifying that. I think we're seeing unintentional behavior with the new change.

We have a project called "Unassigned" where all incoming issues are stored. They're assigned to a group for processing. A member of that group then takes those unassigned tickets and assigns them to the appropriate technician.

When we ran 2.6.1 with these Email notification settings:

```
[x] Issue added
[ ] Issue updated
    [x] Note added
    [ ] Status updated
    [ ] Assignee updated
    [ ] Priority updated
[x] News added
[x] Comment added to a news
[x] Document added
[x] File added
[x] Message added
[x] Wiki page added
[x] Wiki page updated
```

everyone in the group was notified of the new issue, but nothing past that, regardless of whether a Note was added to the issue when it was moved.

Now after the upgrade to 2.6.3 with the same Email notification settings the group is notified when the issue is reassigned. Presumably this only occurs if a comment is added, but we have not tested that part.

Is this the intended behavior? I'll be happy to open a new issue and test various scenarios if it's not.

Yes, it's the expected behaviour after the fix, is it a problem for you ?

Jean-Philippe Lang wrote:

Yes, it's the expected behaviour after the fix

Thank you for your reply. To be clear, should we see an email notification when the Assignee changes even if we have the Email notification settings as indicated in #19197#note-8? I had to go back and modify that post to include the missing option so the list would properly match our settings (both before and after the upgrade to 2.6.3).

is it a problem for you ?

I personally like the feature, but my team members are less enthusiastic about it.

It seems if I read your last post properly then that feature is tied to the `@[ ] Assignee updated@` option on the *Email notifications* tab. If it's checked, then those notices are sent, otherwise if it is not checked, no notifications would be sent. If that's true then we wouldn't be receiving these notifications at all.

I opened #19443 and used some of my previous comments to explain the issue. Please let me know if I can assist with testing any patches/changes to help resolve this.

I get no notifications that issue was created when assignee is a group in Redmine version 2.6.3.stable.14166

Michal Kowalski wrote:

I get no notifications that issue was created when assignee is a group in Redmine version 2.6.3.stable.14166

Do not post on closed issue.

Check your mail addresses of list are all valid (#8157).

related_issues

relates,Closed,2694,Notification on losing assignment

履歴

#1 - 2022/05/10 17:09 - Admin Redmine

- カテゴリを *Email notifications_9* にセット

- 対象バージョンを *2.6.3_91* にセット