

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/22670	status_id:	10
category_id:	9	tracker_id:	1
version_id:	0	plus1:	0
issue_org_id:	22670	affected_version:	
author_id:	150604	closed_on:	
assigned_to_id:	0	affected_version_id:	103
comments:	4		

説明

We have the issues that some of our team members get email reminders ("25 issue(s) due in the next 1/3/7 days") even for already closed tickets.

I could not find any pattern, on some teammembers it works, others[me] get tons of closed ticket notifications. It seems to be related to the tickets somehow. The tickets are definitely closed but something forces redmine to list em on this notification mails. There are always 25Tickets per mail report. Its the exactly same behavior as described at #8108

We already verified that it is not related to any plugin. We uninstalled our two plugins for testing, behavior is the same.

Our environment:

Environment:

Redmine version	3.1.1.stable
Ruby version	2.1.5-p273 (2014-11-13) [x86_64-linux-gnu]
Rails version	4.2.4
Environment	production
Database adapter	Mysql2

SCM:

Subversion	1.8.10
Git	2.1.4
Filesystem	

Redmine plugins:

redmine_contacts	4.0.3
redmine_contacts_helpdesk	3.0.1

Thank you for any help!

Regards,
Markus

journals

We uninstalled our two plugins

How did you uninstall?
I think your two plugins have problem because #21227 uses same plugins.

Test covers this case.

We checked the DB entries. This is one issue I still get notifications from:

Mail from 29.04.16

25 issue(s) that are assigned to you are due in the next 7 days:

- Distribution - Testdevices #2940: 2 Testgeräte mit AL Lieferung August

...

[View all issues](#)

```
{
  "table": "issues",
  "rows":
  [
    {
      "id": 2940,
      "tracker_id": 9,
      "project_id": 16,
      "subject": "2 Testgeräte mit AL Lieferung August",
      "description": "Hallo XX,
@ XX, kannst Du bitte 2 Geräte zu Ihm schicken lassen als Testgeräte, eines mit Zeitraum bis Ende Oktober, d
de Dezember, Lieferung erst im August!",
      "due_date": "2015-07-31",
      "category_id": 71,
      "status_id": 5,
      "assigned_to_id": 4,
      "priority_id": 4,
      "fixed_version_id": null,
      "author_id": 2,
      "lock_version": 29,
      "created_on": "2014-07-08 13:30:19",
      "updated_on": "2016-03-09 12:15:39",
      "start_date": "2014-07-08",
      "done_ratio": 100,
      "estimated_hours": null,
      "parent_id": null,
      "root_id": 2940,
      "lft": 55,
      "rgt": 56,
      "is_private": 0,
      "closed_on": "2016-03-09 12:15:39"
    }
  ]
}

{
  "table": "issue_categories",
  "rows":
  [
    {
      "id": 71,
      "project_id": 16,
      "name": "Leihstellung",
      "assigned_to_id": null
    }
  ]
}

{
  "table": "projects",
  "rows":
  [
```

```
{
  {
    "id": 16,
    "name": "Distribution",
    "description": "Distribution und Logistik Tasks/Workflows",
    "homepage": "",
    "is_public": 0,
    "parent_id": 14,
    "created_on": "2014-02-11 11:37:08",
    "updated_on": "2014-02-11 11:37:08",
    "identifier": "distribution",
    "status": 1,
    "lft": 12,
    "rgt": 13,
    "inherit_members": 0
  }
}

{
  "table": "trackers",
  "rows":
  [
    {
      "id": 9,
      "name": "Testdevices",
      "is_in_chlog": 0,
      "position": 7,
      "is_in_roadmap": 0,
      "fields_bits": 4,
      "default_status_id": 1
    }
  ]
}

{
  "table": "issue_statuses",
  "rows":
  [
    {
      "id": 5,
      "name": "Closed",
      "is_closed": 1,
      "position": 6,
      "default_done_ratio": null
    }
  ]
}
```

AFAK, the structure is original. No modification from any plugin.

related_issues

relates,Closed,21227,Email reminders sent for closed issues

履歴

#1 - 2022/05/10 17:07 - Admin Redmine

- カテゴリ を Email notifications_9 にセット