

## D4Science Infrastructure - Support #1320

### Issue update reminder plugin does not work

Nov 06, 2015 05:17 PM - Alessia Bardi

<b>Status:</b>	Closed	<b>Start date:</b>	Nov 06, 2015
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Andrea Dell'Amico	<b>% Done:</b>	100%
<b>Category:</b>	Other	<b>Estimated time:</b>	0.00 hour
<b>Infrastructure:</b>	Production		
<b>Description</b>			
The plugin for reminding about tickets installed for the D-Net/OpenAIRE issue track in <a href="#">#892</a> seems to not work, as we are not receiving any updates on old and inactive tickets.			
The configuration seems to be correct, Andrea can you investigate?			

#### History

##### #1 - Nov 17, 2015 08:15 PM - Andrea Dell'Amico

- Status changed from New to In Progress

- % Done changed from 0 to 20

It seems that the ruby way of running scheduled tasks does not work, while running the job manually do.  
I'm going to set up a cron job that will run daily.

##### #2 - Nov 17, 2015 08:17 PM - Andrea Dell'Amico

The cron job needs to run the command

```
/usr/local/bin/rake -f /srv/redmine/openaireplus/Rakefile RAILS_ENV=production redmine_update_reminder:send_reminders
```

as user openaire

##### #3 - Nov 18, 2015 11:35 AM - Andrea Mannocci

Is it possible to configure the object of the email sent by the plugin?

It would be nice to have the same format redmine uses

[%project - %issue\_type #number] %ticket\_title

##### #4 - Nov 18, 2015 11:58 AM - Andrea Dell'Amico

Andrea Mannocci wrote:

Is it possible to configure the object of the email sent by the plugin?

It would be nice to have the same format redmine uses

[%project - %issue\_type #number] %ticket\_title

No, the email subject cannot be changed.

##### #5 - Nov 18, 2015 03:04 PM - Andrea Dell'Amico

- Status changed from In Progress to Feedback

- % Done changed from 20 to 100

We also have the cron job, now. It runs daily at midnight.

##### #6 - Nov 19, 2015 10:24 AM - Alessia Bardi

Can we make it run once a week on Monday night instead of every night?

##### #7 - Nov 19, 2015 11:44 AM - Andrea Dell'Amico

Done. It will now run on monday at 5am

**#8 - Nov 19, 2015 04:50 PM - Alessia Bardi**

Oops...misunderstanding here...

The guys here would like to receive the reminders on Tuesdays...

When I asked for Monday night, I meant the night between Monday and Tuesday, not the one between Sunday and Monday.

Can you update the cron expression again? Tuesday at 5AM is fine.

**#9 - Nov 19, 2015 05:31 PM - Andrea Dell'Amico**

Done.

**#10 - Nov 30, 2015 02:49 PM - Andrea Dell'Amico**

- *Status changed from Feedback to Closed*