

## D4Science Infrastructure - Incident #1874

### Redmine automatic update reminders spamming

Jan 04, 2016 10:50 AM - Massimiliano Assante

<b>Status:</b>	Closed	<b>Start date:</b>	Jan 04, 2016
<b>Priority:</b>	Urgent	<b>Due date:</b>	Jan 05, 2016
<b>Assignee:</b>	Luca Frosini	<b>% Done:</b>	100%
<b>Category:</b>	System Application	<b>Estimated time:</b>	1.00 hour
<b>Target version:</b>	UnSprintable		
<b>Infrastructure:</b>	Production		
<b>Description</b> Starting from January Second Redmine started to send automatic update reminders on every ticket not closed (i think) assigned.  I'm not sure if this is wanted or not but it must be "tuned" better. For instance I get reminders asking me to provide feedback for tickets of type Release that are currently under integration, which is a nonsense.  e.g. i got 3 tickets reminders (January 2nd, 3rd and 4th) for <a href="https://support.d4science.org/issues/1664">https://support.d4science.org/issues/1664</a>  Same for BB Project WP #686 and hundreds more.			
<b>Related issues:</b> Related to D4Science Infrastructure - Task #1417: Add Cron Job to make "Redmi... <span style="float: right;">Closed Nov 18, 2015 Nov 23, 2015</span>			

#### History

##### #1 - Jan 04, 2016 12:44 PM - Andrea Dell'Amico

- Related to Task #1417: Add Cron Job to make "Redmine Issue Reminder plugin" working added

##### #2 - Jan 04, 2016 12:46 PM - Andrea Dell'Amico

- Status changed from New to In Progress

- % Done changed from 0 to 100

I just disabled the cron job. Use [#1417](#) to converge to an acceptable behaviour, then let me know when to activate the cron job again (or remove the plugin).

##### #3 - Jan 04, 2016 12:46 PM - Andrea Dell'Amico

- Status changed from In Progress to Closed