

QGIS Redmine (QGIS bug tracker) - Support #3992

Unable to reopen closed tickets

2011-06-16 03:20 AM - Alexander Bruy

Status:	Feedback	Start date:	2011-06-16
Priority:	Normal	Due date:	
Assignee:	Werner Macho	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Tag:	
Pull Request or Patch supplied:			
Description			
Subject says it all.			

History

#1 - 2011-10-22 06:21 AM - Giuseppe Sucameli

Seeing at #3643 seems that:

- if the ticket's status is closed and its resolution is set the user can reopen it by changing the status,
- instead the ticket becomes blocked in closed status only if the user deletes the resolution w/o change the status.

#2 - 2011-11-25 04:59 AM - Pirmin Kalberer

- *Pull Request or Patch supplied set to No*
- *Assignee set to Werner Macho*
- *Status changed from Open to Feedback*

The workflow for different roles (project manager, developer, reporter, non-member) is configurable:

<http://www.redmine.org/projects/redmine/wiki/RedmineIssueTrackingSetup>

Could you define the desired possibilities?

#3 - 2011-12-08 03:01 PM - Alister Hood

- *if the ticket's status is closed and its resolution is set the user can reopen it by changing the status*

Really? If I set a ticket's resolution to fixed and close it, it still becomes blocked in closed status.

Or do I need to do it in two steps instead of one: set the resolution and submit, then set the status and submit?

#4 - 2012-01-22 01:58 PM - Alister Hood

I've also noticed that if a ticket's status is set to "Feedback" a user can only change it to "Closed". This doesn't seem right - is it?