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:				
Pull Request or Patch supplied:	No		**Tag:**	

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?