

RhodeCode CE/EE - Support #5255

I can't access issues created by me from mail

22.03.2017 22:06 - Alexey Vasiliev

Status: New	Start date: 22.03.2017
Priority: Normal	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Sorting:	Affected Version:
Commit Number:	

Description

I have opened issue using mail.
I have received answer with link <https://issues.rhodecode.com/issues/5163>
But cannot have access to this page from my created account. My username is avasilie.
Regards,
Alexey

History

#1 - 22.03.2017 22:13 - Marcin Kuzminski [CTO]

Hi Alexey,

Are you logged in to our Redmine instance under issues.rhodecode.com ? I see this ticket is assigned to your user so you should be able to view it.

#2 - 22.03.2017 22:22 - Alexey Vasiliev

Hi Marcin,

I have 403 error trying to open the link <https://issues.rhodecode.com/issues/5163><https://issues.rhodecode.com/issues/5163>

I think there is misunderstanding somewhere.

Best Regards,
Alexey Vasiliev

From: "redmine@rhodecode.com" redmine@rhodecode.com

Date: Wednesday, 22 March 2017 at 14:13

To: Alexey Vasiliev alexey.vasiliev@genesys.com

Subject: [RhodeCode CE/EE - Support #5255] I can't access issues created by me from mail

Issue [#5255](#) has been updated by Marcin Kuzminski [staff].

Hi Alexey,

Are you logged in to our Redmine instance under issues.rhodecode.com ? I see this ticket is assigned to your user so you should be able to view it.

Support [#5255](#): I can't access issues created by me from mail<https://issues.rhodecode.com/issues/5255#change-24747>

- Author: Alexey Vasiliev
- Status: New
- Priority: Normal
- Assignee:
- Category:
- Target version:
- Sorting:
- Commit Number:

I have opened issue using mail.

I have received answer with link <https://issues.rhodecode.com/issues/5163><https://issues.rhodecode.com/issues/5163>

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Regards,
Alexey

You have received this notification because you have either subscribed to it, or are involved in it.

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#3 - 22.03.2017 22:27 - Marcin Kuzminski [CTO]

I changed some permissions, can you try again please ?

#4 - 22.03.2017 22:38 - Alexey Vasiliev

- File image001.png added

The same.

[cid:image001.png@01D2A319.9E917B50]

Best Regards,
Alexey Vasiliev

From: "redmine@rhodecode.com" redmine@rhodecode.com
Date: Wednesday, 22 March 2017 at 14:27
To: Alexey Vasiliev alexey.vasiliev@genesys.com
Subject: [RhodeCode CE/EE - Support #5255] I can't access issues created by me from mail

Issue #5255 has been updated by Marcin Kuzminski [staff].

I changed some permissions, can you try again please ?

Support #5255: I can't access issues created by me from mail <https://issues.rhodecode.com/issues/5255#change-24749>

- Author: Alexey Vasiliev
- Status: New
- Priority: Normal
- Assignee:
- Category:
- Target version:
- Sorting:
- Commit Number:

I have opened issue using mail.

I have received answer with link <https://issues.rhodecode.com/issues/5163https://issues.rhodecode.com/issues/5163>

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Regards,
Alexey

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#5 - 22.03.2017 23:42 - Marcin Kuzminski [CTO]

We'll investigate this further, it looks like there're some problems with the ticket access via web on this new system.
I'm sorry for that, we'll try to fix this.

-- Marcin Kuzminski RhodeCode, Inc.

Enterprise Source Code Management. Unified. Contact us: Web [\[\[https://rhodecode.com/\]\]](https://rhodecode.com/) • Twitter [\[\[https://twitter.com/rhodecode\]\]](https://twitter.com/rhodecode) • Community [\[\[http://community.rhodecode.com/\]\]](http://community.rhodecode.com/) • Slack [\[\[https://rhodecode.com/join\]\]](https://rhodecode.com/join)

On Wed, Mar 22, 2017 at 22:38, redmine@rhodecode.com redmine@rhodecode.com wrote:

Issue #5255 has been updated by Alexey Vasiliev. * File image001.png [\[\[https://issues.rhodecode.com/attachments/download/2650/image001.png\]\]](https://issues.rhodecode.com/attachments/download/2650/image001.png) added

The same.

[cid: image001.png@01D2A319.9E917B50]

Best Regards,
Alexey Vasiliev

From: " redmine@rhodecode.comredmine@rhodecode.com " redmine@rhodecode.comredmine@rhodecode.com
Date: Wednesday, 22 March 2017 at 14:27
To: Alexey Vasiliev alexey.vasiliev@genesys.comalexey.vasiliev@genesys.com
Subject: [RhodeCode CE/EE - Support #5255 [\[\[https://issues.rhodecode.com/issues/5255\]\]](https://issues.rhodecode.com/issues/5255)] I can't access issues created by me from mail

Issue #5255 [\[\[https://issues.rhodecode.com/issues/5255\]\]](https://issues.rhodecode.com/issues/5255) has been updated by Marcin Kuzminski [staff].

I changed some permissions, can you try again please ?

Support #5255 [\[\[https://issues.rhodecode.com/issues/5255\]\]](https://issues.rhodecode.com/issues/5255) : I can't access issues created by me from mail

<https://issues.rhodecode.com/issues/5255#change-24749> [[https://issues.rhodecode.com/issues/5255#change-24749]]

- Author: Alexey Vasiliev
- Status: New
- Priority: Normal
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SUPPORT [#5255](#): I CAN'T ACCESS ISSUES CREATED BY ME FROM MAIL

[[HTTPS://ISSUES.RHODECODE.COM/ISSUES/5255#CHANGE-24750]]

- Author: Alexey Vasiliev
- Status: New
- Priority: Normal
- Assignee:
- Category:
- Target version:
- Sorting:
- Commit Number:

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Alexey

Files image001.png <https://issues.rhodecode.com/attachments/download/2650/image001.png>

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#6 - 04.04.2017 11:28 - Marcin Kuzminski [CTO]

Hi Alexey,

We managed to fix this issue now.

Best,

-- Marcin Kuzminski

CEO and Managing Director

RhodeCode, Inc.

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[[http://community.rhodecode.com/]] • Slack [[https://rhodecode.com/join]]

On Wed, Mar 22, 2017 at 23:13, marcin@rhodecode.com wrote:

We'll investigate this further, it looks like there're some problems with the ticket access via web on this new system.

I'm sorry for that, we'll try to fix this.

-- Marcin Kuzminski RhodeCode, Inc.

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The same.

[cid: [image001.png@01D2A319.9E917B50](#)]

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Alexey Vasiliev

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To: Alexey Vasiliev alexey.vasiliev@genesys.com

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SUPPORT #5255: I CAN'T ACCESS ISSUES CREATED BY ME FROM MAIL

[\[\[HTTPS://ISSUES.RHODECODE.COM/ISSUES/5255#CHANGE-24750\]\]](https://issues.rhodecode.com/issues/5255#change-24750)

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Files image001.png <https://issues.rhodecode.com/attachments/download/2650/image001.png>

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Files

image001.png	21.1 KB	22.03.2017	Alexey Vasiliev
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