

Bugs & Wish list

5x-16.x: tracker comments should allow self-subscribe option for poster, like in forum posts or page comments | Tiki Wiki CMS Groupware :: Development

5x-16.x: tracker comments should allow self-subscribe option for poster, like in forum posts or page comments

Status

✖ Closed

Subject

5x-16.x: tracker comments should allow self-subscribe option for poster, like in forum posts or page comments

Version

5.x

12.x

15.x

16.x

17.x

Category

- Usability
- Support request
- Dogfood on a *.tiki.org site

Feature

Trackers

Comment

Watch (email notifications of changes)

Community Currency

Resolution status

Fixed or Solved

Submitted by

Xavier de Pedro

Lastmod by

Xavier de Pedro

Rating

★ ★ ★ ★ ★ (1) ?

Related-to

- ✖ Anonymous comment posters do no receive email notification of replies to their comments, even if they leave their email address as indicated.

Description

5x: tracker comments should allow self-subscribe option for poster, like in forum posts or page comments. Right now, lost of interaction and feedback is lost for users until they learn how to subscribe to tracker items....

That was the same problem in forum posts for years, until some one added that feature to forum posts and wiki comments...

However, it seems that tracker item comments didn't benefit from that enhancement.... and honestly, they deserve it...

UPDATE:

- Still a very much desired feature in MANY tiki sites (including *.t.o sites).
- Still a wish...
- Still a wish (many years later). Sniff ...

Gorgeous, fixed, Victor! Thanks! (tested in tracker comments, and adapted the profile "Bug_Tracker_15" to allow commenting by registered to easily test/debug this issue also in the future (or in other branches)).

Update:

- emails are duplicated if the user was also selected in a "user selector" type of field, with notifications on. We should check that no duplication of emails is sent: one as commenter, and another one duplicated as user selected in the "user selector" field with notifications on.

See it reproduced in the show instance:

2 emails have been sent in some cases:

<http://xavi-9794-3214.show.tikiwiki.org/tiki-syslog.php>

u: admin

p: 12345

- Tracker item commented:
http://xavi-9794-3214.show.tikiwiki.org/tiki-view_tracker_item.php?itemId=5
- see email corresponding to each user:
<http://xavi-9794-3214.show.tikiwiki.org/tiki-adminusers.php>
- see tracker field definition:
http://xavi-9794-3214.show.tikiwiki.org/tiki-admin_tracker_fields.php?trackerId=1
 - note last 3 fields, all of them user selector with email notification on.

Update

In addition, other systems maybe sending a duplicate of the same email message (see <https://doc.tiki.org/Watch>), and we'd better add a system to prevent those duplicated emails to be sent.

To be checked for duplicates (and remove them before sending):

1. generic (wildcard-like) user watches through the "My Watches (UI) > Add Watch > Event"
2. Objects
 - user watches on objects
 - group watches on objects
3. Categories
 - user watches on categories
 - group watches on categories
4. Structures
 - user watches on structures
 - group watches on structures

I'm unsure about category watches. Maybe we can leave those messages also, since they are not 100% equivalent to the other notification emails?

Sure, see comments. Issue fixed.

And duplication of emails was due to some other issue, fixed by kroky6 also (great, thanks!).

Solution

Fixed in trunk commit 59950 and 59951.

Confirmed, thanks! Ideally to be backported down until the current last LTS version (15.x), in my honest opinion, once 16.0 is out.

And I still wish something similar was possible for anonymous users (related wish: item5368) so that tiki can be used by people not registered but willing to share back their info, comments and wisdom (aside of spammers, of course) in Tiki sites.

Pending still to avoid duplication of emails, if possible

Importance

7

Easy to solve?

5

Priority

35

Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on show2.tiki.org

Version: trunk ▼

Demonstrate Bug (older Tiki versions)

This bug has been demonstrated on show.tikiwiki.org

Ticket ID

3214

Created

Sunday 06 June, 2010 10:02:29 GMT-0000

by Xavier de Pedro

LastModif

Friday 14 October, 2016 10:13:35 GMT-0000

Comments



Victor Emanouilov 14 Oct 16 09:42 GMT-0000

Xavi, let's discuss the duplicate issue here. Users watching the tracker item in some way do not conflict with this new 'send me replies' feature. Code is checking for duplicate emails and only one email is sent

for a particular address.

As far as User Selector field is concerned - this field receives notifications about item changes but not notifications for comments. Thus, replies are also not sent there.

The mentioned tiki show instance has duplicate emails for the tracker item modification. Comment replies are all sent to unique emails - you can check the log. Duplicate emails for item modifications were due to another problem (duplicate tracker form submissions) which should be fixed in latest trunk (commits 59988 and 59990)



Xavier de Pedro 14 Oct 16 10:07 GMT-0000

Wohooo, that's very good news! Thanks Victor, I'll retest, and close if everything is fine now in updated trunk.
Thanks



Xavier de Pedro 14 Oct 16 10:15 GMT-0000

Duplicate emailing: can you backport to 16.x?
And ideally, we would need this backported to 15.x once 16.0 is out, since the client will stick to 15.x LTS, as far as I know. thanks



Victor Emanouilov 18 Oct 16 12:28 GMT-0000

r59987 and 59989 are actually done in 16.x, so we cover that version. We can backport to 15.x whenever is feasible.

Attachments

filename	created	hits	comment	version	filetype
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No attachments for this item

The original document is available at
<https://dev.tiki.org/item3214-5x-16-x-tracker-comments-should-allow-self-subscribe-option-for-poster-like-in-forum-posts-or-page-comments>