

Behaviors - Bug #5625

ticketsolved_updatetech option

06/07/2021 04:09 PM - skita

Status:	Resolved	Start date:	06/07/2021
Priority:	Normal	Due date:	
Assignee:	yllen	% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	2.5.1		

Description

ticketsolved_updatetech option is triggered even if state is not closed or solved

To try, enable option, from new ticket (status = new), affect a group

You will see our user assign as tech.

```
if ($config->getField('ticketsolved_updatetech')) {
    $ticket_user = new Ticket_User();
    if (!$ticket_user->getFromDBByCrit(['tickets_id' => $ticket->fields['id'],
        'type' => CommonITILActor::ASSIGN])
        || (isset($ticket_user->fields['users_id'])
            && ($ticket_user->fields['users_id'] != Session::getLoginUserID())))
        && isset($ticket->oldvalues)
        && !in_array($ticket->oldvalues['status'], array_merge(Ticket::getSolvedStatusArray(),
            Ticket::getClosedStatusArray()))
        && in_array($ticket->input['status'], array_merge(Ticket::getSolvedStatusArray(),
            Ticket::getClosedStatusArray())) {

        $ticket_user->add(['tickets_id' => $ticket->getID(),
            'users_id' => Session::getLoginUserID(),
            'type' => CommonITILActor::ASSIGN]);
    }
}
```

The first condition trigger the behavior.

You will find attached a patch to fix the problem.

Associated revisions

Revision 340 - 06/08/2021 10:27 AM - yllen

fixed #5625

History

#1 - 06/08/2021 10:27 AM - yllen

- Status changed from New to Resolved

- % Done changed from 0 to 100

Applied in changeset r340.

#2 - 06/08/2021 10:28 AM - yllen

- Assignee set to yllen

- Target version set to 2.5.1

Files

fix_condition.patch	1.02 KB	06/07/2021	skita
---------------------	---------	------------	-------