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[Help Centre](#) > [Community](#) > [Bug Report](#) > [Ticket update trigger "is not" ignored for some attributes](#)

Ticket update trigger "is not" ignored for some attributes Finished

- Martijn Lohmeijer
- **Forum name:** #Bug Report

In some cases the trigger choice "is not" is ignored in setting up a trigger in for "Ticket Updated Triggers". This means that a trigger like: "Status" "is not" "Resolved" will show as "Status is Resolved" when the trigger is saved.

 I have found this to be the case for:

 - Status

 - SLA

 - SLA Status

 - Urgency (it is translated to "less than" where it should be "is not" "5" for example)

 I also noticed something going wrong with Usergroup when you create a trigger on the two built-in usergroups (Everyone / Registered). In those cases the the trigger shows --> IF ALL: Usergroup is not Unknow #2.

 I don't need those triggers at the moment but was experimenting with them an noticed it.

Comments (2)

Chris Padfield

10 years ago

Thanks for reporting; we are looking into these and expect to have a solution out tomorrow.

Christopher Nadeau

10 years ago

Thanks for reporting. The triggers themselves are fine and work as expected, but I can confirm there is a problem with the descriptions in some cases. This has been fixed for our next update (#303).