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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 (۲

**Chris Padfield**

10 سال پیش

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

**Christopher Nadeau**

10 سال پیش

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