



[Help Center](#) > [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 &quot;is not&quot; is ignored in setting up a trigger in for &quot;Ticket Updated Triggers&quot;. This means that a trigger like: &quot;Status&quot; &quot;is not&quot; &quot;Resolved&quot; will show as &quot;Status is Resolved&quot; when the trigger is saved. <br /><br /> I have found this to be the case for:<br /><br /> - Status<br /><br /> - SLA<br /><br /> - SLA Status<br /><br /> - Urgency (it is translated to &quot;less than&quot; where it should be &quot;is not&quot; &quot;5&quot; for example)<br /><br /> 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 --&gt; IF ALL: Usergroup is not Unknow #2. <br /><br /> I don't need those triggers at the moment but was experimenting with them an noticed it.

Comments (2)

**Chris Padfield**

пред 11 година

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

**Christopher Nadeau**

пред 11 година

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).