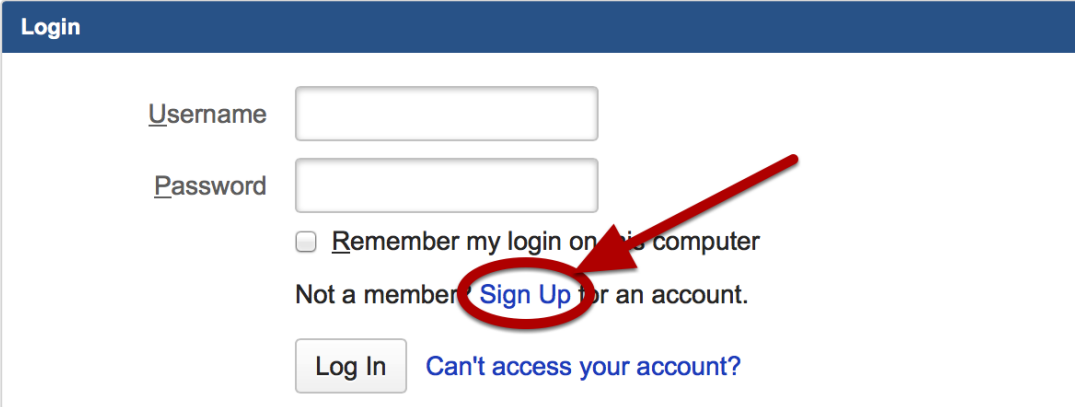


Log in to Jira

A Jira account is required

1. Log into Jira. If you do not have an account, use the Sign Up link to create a new account. It is free and easy.



Username

Password

Remember my login on this computer

Not a member? [Sign Up](#) for an account.

[Can't access your account?](#)

Search to see if the problem you are noticing has already been reported.

You are welcome to watch [a recent Webinar reviewing how to use Jira to report issues](#). But a few quick tips may help.

1. View existing links in the parent Jira ticket. For each round of QA testing, we create a Jira ticket to track newly reported issues by linking to them. See the relevant QA page for the Jira ID of the parent issue.

2. Use Google. Type in the text "site:jira.sakaiproject.org" (not including quotes). Then type a space and whatever key words you wish to search.

3. Search in Jira. Use the most common fields to narrow down your search.

a) Searching on one of these projects will cover over 90% of your search needs project = "Sakai CLE", for most searches, project = "CLE: Samigo", for the built-in Test and Quiz module, or project = "CLE: Lesson Builder", for the Lessons tool.

b) Issue status. You will be interested in issues which are still considered known problems. Issues which are closed, resolved, or verified (which is resolved and tested) are not likely of interest.

c) Component. Mostly this is applicable to the Sakai CLE, under which are many components, that except for Samigo, Lessons and a few others, are major Sakai tools. Announcements, Assignments, Calendar, Content, and Forums, Gradebook, Messages and Polls are among some common ones.

d) Your text. The ~ operator is smart about making matches. The "text" field generically searches most of the text fields in Jiras.

e) Example: Let's say you find an issue with merging an announcement into a new site. Your search query might look something like this: project = "Sakai CLE" and component = announcements and status not in (resolved, verified, closed) and text ~ merge

Ask the Sakai developers

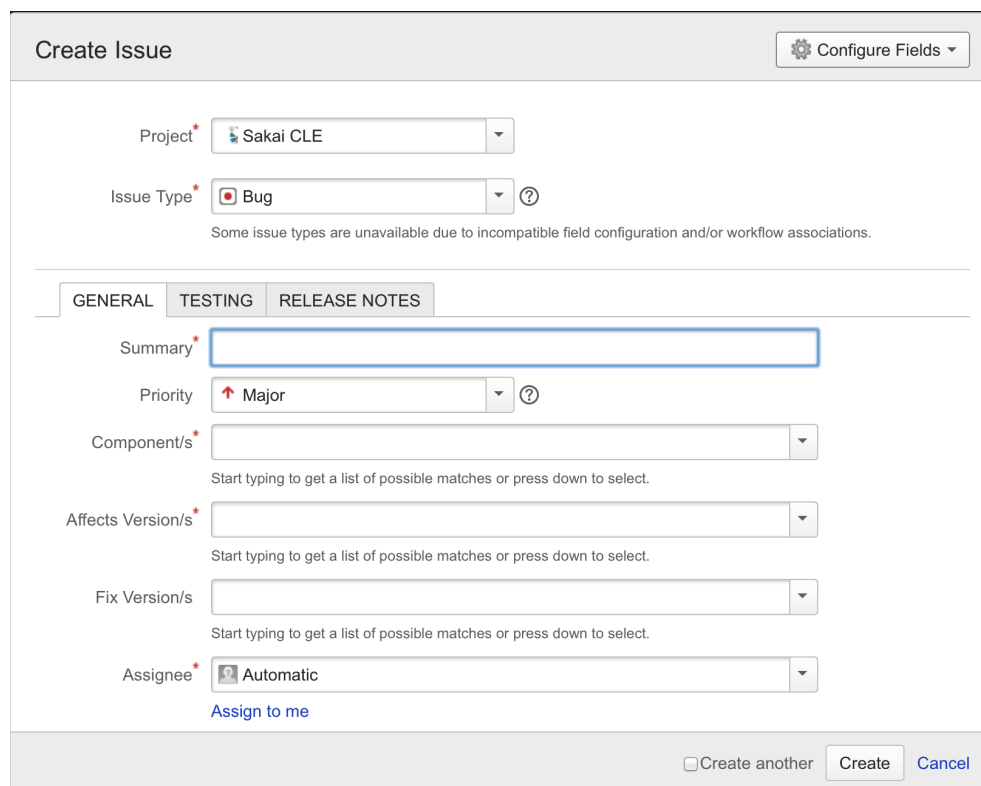
If you are still not sure if what you have found is a bug, or you would like additional suggestions for testing or reporting the bug, feel free to write to the sakai-dev@collab.sakaiproject.org list, the largest list of all the Sakai email groups. You need to be a member of the list to post. Alternatively you could ask the sakai-ga@collab.sakaiproject.org, also requiring a subscription. It is highly recommended that you join one or both of these groups if you are to perform QA testing on Sakai.

Report your issue, Create a Jira

Click the Create Issue button (you must be logged on)



Fill out issue fields

A screenshot of the 'Create Issue' form in Jira. The form is titled 'Create Issue' and has a 'Configure Fields' button. The 'Project' field is set to 'Sakai CLE' and the 'Issue Type' is 'Bug'. The 'Summary' field is empty and highlighted with a blue border. The 'Priority' is 'Major'. The 'Component/s', 'Affects Version/s', and 'Fix Version/s' fields are empty. The 'Assignee' is 'Automatic'. There are 'Create another', 'Create', and 'Cancel' buttons at the bottom.

Fields with a red asterisk (*) are required fields. Following are some suggestions.

- Project: In most cases the Project field should be set to Sakai CLE. The main exceptions are

Lessons and Samigo (Test and Quizzes), which have their own projects.

- Issue Type: Choose "Bug"

Filling out fields, continued

The screenshot shows the 'Create Issue' form in Jira. At the top left is the title 'Create Issue' and at the top right is a 'Configure Fields' button with a gear icon. The form contains the following fields:

- Environment:** A text input field. Below it is a note: "For example operating system, software platform and/or hardware specifications (include as appropriate for the issue)."
- Description:** A large text area with a red asterisk indicating it is required.
- Attachment:** A section with a red asterisk, a 'Choose Files' button, and the text 'no files selected'. Below it is a note: "The maximum file upload size is 50.00 MB."
- Due Date:** A date picker field.
- Original Estimate:** A time input field with a note: "(eg. 3w 4d 12h) ?". Below it is a partially visible note: "An estimate of how much work remains until this issue will be resolved."

At the bottom right of the form are three buttons: 'Create another' (with a checkbox), 'Create', and 'Cancel'.

- **Environment:** Include where the testing was done. Trunk? If so, which revision? A nightly server? A QA server? What browsers and OS? What version browser?
- **Description:** Include as much detail as possible. Make sure to provide a step-by-step procedure to reproduce the bug. This is essential.
- **Attachment:** Attaching screen shots is often helpful. Video clips showing the problem can be useful. Log file entries are also welcome.

More filling out fields (last)

Create Issue Configure Fields

Due Date

Original Estimate (eg. 3w 4d 12h) ?
An estimate of how much work remains until this issue will be resolved.
The format of this is ' *w *d *h *m ' (representing weeks, days, hours and minutes - where * can be any number)
Examples: 4d, 5h 30m, 60m and 3w.

Reporter*
Start typing to get a list of possible matches.

2.9.x Status
Status of fix in 2.9.x branch

Security Level ?
2.8.x Status
Sakai 2.8.x branch status

Conversion Script Yes
Required Ticket requires a SQL conversion script change or addition.

Property Yes
addition/change required Ticket requires a default property addition or modification (e.g., a property that must be included in either kernel.properties, default.sakai.properties or demo.sakai.properties).

CLE Team Issue Yes
Ticket is being addressed by the Maintenance Team.

Create another

* Reporter: Will default to yourself. that should be sufficient.

* Security Level : Most of the time, leave this as "None". If you think you may have found a security vulnerability, choose "Security Issue". **NOTICE: If you uncover a security vulnerability in Sakai software please do not voice your concerns on any public listserv, blog or other open communication channel but instead notify the Sakai Security Working Group immediately at sakai-security@collab.sakaiproject.org . Please provide a callback telephone number so that we can contact you by telephone if it is deemed necessary.**

Create a link to the Parent Jira

The screenshot shows the Sakai 10-QA01 new issues page. At the top, there is a header with the Sakai logo and the text "Sakai CLE / SAK-25466" and "Sakai 10-QA01 new issues". Below the header are several buttons: "Edit", "Comment", "Assign", "More", "Open", "Resolve", and "Admin". The "More" button is clicked, and a dropdown menu is visible. The menu items are: "Agile Board", "Rank to Top", "Rank to Bottom", "Log Work", "Attach Files", "Attach Screenshot", "Voters", "Stop Watching", "Watchers", "Create Sub-Task", "Move", "Link", "Clone", "Labels", "Create Test Session", and "Delete". The "Link" option is circled in red, and a red arrow points to it from the right. To the left of the dropdown menu, there is a "Details" section with fields for "Type:", "Priority:", "Affects Version/s:", "Component/s:", "Labels:", "2.7.x Status:", "2.6.x Status:", "2.5.x Status:", and "2.4.x Status:". To the right of the dropdown menu, there is a "Status:" field with a person icon and the text "Awaiting", a "Resolution:" field with the text "Unresolved", and a "Fix Version/s:" field with the text "None". Below the dropdown menu, there is a "Description" section with the text "Before posting a new issue, check if it is already reported in Jira, by doing a search for this ticket as 'relates to'." and "Add a new Jira and link this ticket as 'relates to'." and "The issues will be linked to the parent Jira issue.".

Go to the Jira used for tracking the current round of testing. You will find the link to the Jira on our [QA documentation site in Confluence](#) . On the left side of the page notice the Sakai 10 QA Hub link. The Sakai 10 hub points to the current active page of information, which will include a link to the Jira used for tracking issues opened for the current QA testing cycle.

As an example, we are using SAK-25466 which is the Jira used to track the first round of testing for Sakai 10. This first round of testing is called qa01. As we perform additional rounds of testing, we will have new parent Jiras to track reported issues. These new rounds of testing will be listed in the Hub page. As we create additional versions of Sakai such as Sakai 11, Sakai 12 and so on, new Hubs will be created so that you can easily find the current version being developed and the current QA activity.

To add your new issue, which you've already created and for which you have a Jira id, click More, then "Link".

Link

JIRA Issue
Confluence Page
Web Link

Select a JIRA issue to link this issue to

This issue is related to

Issue

or search for an issue

Begin typing to find recently viewed issues

Comment

Viewable by All Users

Link Cancel

Use the "is related to" option in the dialog box. Enter the issue id of your issue in the "Issue" field. Add comments summarizing your findings. Click the Link button to save.

What happens next?

A couple of things.

First of all, please include the Jira id of the issue you created in the Google doc spreadsheet used for testing and add additional information. It is a little bit redundant, but the Google doc provides a quick way of tracking the overall status of our testing effort, something that Jira does not do.

Feel free to ask questions about the issue to the sakai-dev@collab.sakaiproject.org and sakai-qa@collab.sakaiproject.org lists.

Issues reported will be reviewed and prioritized. Based on priority, goals for the QA testing, and developer availability, bugs will be fixed.

Steps to reproduce an issue are critical because they help us determine if the issue is a regression with respect to previous releases, and help to identify the root cause of the problem. Please include steps to reproduce on your Jira.

Additional testing? In many cases, once an issue is identified, it is also helpful to test it in different OS and browsers, to clear the browser cache and re-test to see if the problem still exists, and to test against other versions of Sakai. If the issue causes information to be written to the Sakai log file, including the log entries on the Jira is also helpful (much better just to have the entries around

the time of your activity rather than the entire log file, which can get rather large and difficult to search through). The results of these additional efforts help improve prioritization of issues, and like the steps-to-reproduce, help identify the root cause of the problem.