

# Reporting a Bug in Jira

 This page may contain obsolete information

## Steps for Reporting a Bug in Jira

Find and reporting software bugs is essential to the continued success and improvement of the Sakai product. Sakai uses [Jira](#) software for bug tracking and issue management and below you will find the simple steps to report a bug in Sakai.

- Users [creating issues](#) should review the [community guidelines](#) here to ensure their issue includes needed information
- Additional details on issue creation and tracking can be found at [Sakai Jira Guidelines](#)
- **NOTE:** If you are reporting a security bug please review the [Sakai Security Policy](#) before reporting.

## Before you create an issue

1. Search the appropriate project in [JIRA](#) to see if the issue already exists
  - a. "Sakai" for Sakai 2
  - b. [Sakai UI Dev](#) or [Sakai Kernal](#) for Sakai OAE.
2. Search the [sakai mailing lists](#) archives ([nabble sakai lists archives](#))
  - Searching [nabble sakai-dev archives](#) may help if you get too many results
3. If you are not sure if the problem is a bug, try sending a note to the [sakai-dev mailing list](#) first

## Steps for creating an issue in the [Sakai Issue Tracker](#)

- \* **1. Project:** choose the default "Sakai".
- \* **2. Issue Type:** choose the default "Bug".
- \* **3. Summary:** provide a "brief, but insightful" summary describing the issue.
- \* **4. Priority:** enter the appropriate priority for the issue. If you are unsure of the correct priority use the default setting of "Major" (see table below for details).
  - *Blocker*      *Must be resolved for a release.*
  - *Critical*     *Most likely will be resolved for a release.*
  - *Major*        *Should be resolved for a release.*
  - *Minor*        *May be resolved for a release.*
  - *Trivial*      *Might be resolved for a release.*
- \* **5. Components:** select all related components/tools; e.g., (Assignment, Chat, Gradebook, etc).
- \* **6. Affects Version(S):** indicates the version(s) where the issue was observed. Note: Only use released versions of Sakai.
- \* **7. Fix Version(S):** choose the default "Unknown" unless you know the version where the issue is expected to be fixed.
- \* **8. Assignee:** choose "Unassigned" (for fastest review of your issue) or the default "~~Automatic~~" to automatically assign the issue to the project (component/tool) owner. Please do NOT directly assign to a developer using the dropdown list as this will likely result in the issue being ignored.
- \* **9. Reporter:** this is you.
- \* **10. Environment:** provide relevant details concerning the environment where the issue occurs; e.g., (Browser, OS, Sakai server details, etc.).
- \* **11. Description:** provide complete details concerning the issue, including steps to reproduce it and suggested resolution (see examples below and [community guidelines](#)).
  12. **Attachment:** use this tool to attach any relevant files to the issue; e.g., (patches, diff, logs, etc.).
  13. **Original Estimate:** leave this blank.
  14. **Security Level:** if the issue involves security exploits, vulnerabilities or sensitive data set this field to "Security Issue".
  15. **Security Issue:** leave this field unchecked.
- \* **16. Test Plan:** use this area to describe the steps and setup needed to recreate the issue. This will be used to test the issue once it has been fixed.
- 17. **Maintenance Branch Status (2.4.x, 2.5.x, 2.6.x, etc):** this field indicates whether the fixed issue should be merged into that branch. Choose the default "none", unless you know this should be merged into this branch.

\* Required

## EXAMPLES

- [SAK-13679](#)
- [SAK-15284](#)