Reporting a Bug in Jira

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 first sakai-dev mailing list

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.).
* 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.

Examples

- SAK-13679
- SAK-15284