JIRA AND JIRA PLUGIN'S FAQ

JIRA is an online tracking tool used by software developers. It offers bug tracking, issue tracking, and project management features. JIRA integrates with a number of source control programs, including Git, to allow automatic deployment of source code.

If you're new to JIRA in general or need a refresher on the basics, click here. If you already know JIRA and would like to see the release notes for the current version (6.1.2), click here.

I am unable to start a new Sprint. The button to start sprint is disabled.

In order to add a new Sprint, you are required to have Project Administrator Role permissions.

Can I rename my Project Name or Project Key?

Only a project Administrator can rename the project name. It is currently not possible to rename the Project Key on a project. Changing a project key causes a re-index to occur, which is heavy on on system resources. Project key's were once customizable when our support services were on JIRA, but caused many problems to occur during initial on-boarding. We have removed the option to customize a key and now our Service Now support service will give you a random 5 character alpha letter key.

I released issues from my Kanban board Done column, but they still appear. Why?

The Kanban Work board has a work sub-filter to limit the issues shown. (See https://confluence.atlassian.com/display/GH/Configuring+Filters for more details.) By default that JQL is

```
fixVersion in unreleasedVersions() OR fixVersion is EMPTY
```

If you have multiple versions (such as for hierarchical versioning), the issue will be displayed if any version has not been released.   You might want to modify the work sub-filter to be something like:

```
(fixVersion in unreleasedVersions() and fixVersion not in releasedVersions()) OR fixVersion is
EMPTY
```

Where are my Planning, Task, Chart and Release Board menus under the Agile tab?

From Greenhopper verison 6 onwards, the traditional 'Planning Board', 'Task Board', 'Chart Board' and 'Release Board' are available from the 'Classic..' menu item under the Agile tab. The default boards are the custom Rapid Boards that you can create and manage yourself.

How to end a Sprint?

Just giving the end date doesn't automatically end the sprint. On the final day of the sprint the team will complete the sprint — this will usually occur immediately prior to the sprint demo and retrospective. Any issues not completed at the end of the sprint will be returned to the backlog (or to the next planned sprint, if you have one) as they did not meet the team's definition of "Done".

1. Click the **Agile** link's down-arrow in the top navigation bar, then select your preferred board from the resulting dropdown menu.
2. Click **Work**.
3. Click the cog dropdown, next to the sprint name, to display a dialog box (see *Screenshot 1* below).
4. If you wish, edit the Sprint Name, Start Date or End Date.
5. Click the **Complete Sprint** button.
   You will need to 'Project Administrator' permission in the project(s) whose issues are included in the sprint.
   When you try to close a sprint, and you have parent issues not Done but all sub-tasks are Done, or visa-versa, you will be prompted to make the parent Done before continuing. For issues to be interpreted as 'Done' on your Scrum board their status needs to be mapped to that column, so if you're receiving errors for parents or sub-tasks that you believe are in fact Done, ensure that they are mapped correctly.
6. You will be taken to the Sprint Report. Your issues will move out of Work mode. Any incomplete issues will move back into the backlog and will be visible in Plan mode.

Note:

- Because Scrum teams usually track completed issues by version rather than by sprint, your issues will not be marked with the date the sprint was closed.

- Once a sprint is closed, you cannot re-open it. If you need to view the contents of the sprint again, you can select that sprint in the Sprint Report.

> **You can release the sprint as a version if you wish**
> Many Scrum teams don't release a version at the end of a sprint, but if you need to, it's easy to do. In the **Completed Issues** section of the Sprint Report, just click **View in Issue Navigator**. You can then use JIRA's **Bulk Edit** to assign all of the issues to the relevant version (for details, please see the JIRA documentation on Bulk Operations). Note that you will not be able to do this if your "Done" column sets an issue's status to "Closed", as issues are not editable once they are "Closed" (but "Resolved" is fine). Also note you can only **Bulk Edit** the "Fix Version" for issues from one project at a time.

I have Administrator access, how do I change my notification Scheme?

The project Administrators do not have access to change the Notification scheme or any other Schemes that your project is using. Only a JIRA Administrator can make this change for you. Please Create a Support Customization Request to update your JIRA project configurations.

What can I do with the JIRA filters?

You can create frequently used filters (issue queries in JIRA). You can also use the filter to customize your Jira Dashboard. Also, when you have a list of issues created by a filter, you can export them to Excel, Word, or create an RSS feed. Subscribing to a filter will send you (or a designated group) the list of issues in email.

How do I get the Kanban display?

On the "Task Board", set the "Views" (upper right) to Compact (Kanban). Then, for each column that should have limits, mouse over the column, pull down the gear icon and set the column constraints. See http://confluence.atlassian.com/display/GH/Adding+Constraints+to+your+Task+Board+Columns+%28Kanban%29 for details.

Can I restrict which users can view / modify my JIRA project?

If you have been granted administration rights for your JIRA project or Confluence space, then you can. See Managing Users and Groups in the Developer Cloud for more information.

Is there a log of who viewed / modified my JIRA projects?

For each issue in JIRA, there is a history of the activity. But it does not track who has viewed the issue. When projects are being constructed, they are set up with visibility to only the project team. Upon request, projects can be set up to be viewable by a larger audience.

How do I see JIRA issues from a page in Confluence?

While editing a page in Confluence, look under the "Insert" menu for "JIRA Issue". You can then select the JIRA issue to display in the "Recently Viewed" section or you can use the "Search" function to specify a JQL query to search for issues. These returned issues can be displayed in a table on your Confluence page. The easiest way to get started with JQL is to go to JIRA, search for issues, then switch to the "advanced" view to see the actual JQL that was used. You can copy this JQL and paste it into your "JIRA Issue" macro in Confluence and check the box that says "Insert all query results as a table".

For more information on JQL, go to http://confluence.atlassian.com/display/JIRA/Advanced+Searching

You can also use the JIRA Issues macro from the Other Macros extended list. This requires a URL from JIRA. To get that, construct the query from the Issues. Then from "Tools->XML" right click and "Copy Link Location". Paste that into the URL box. You can downselect the fields to show in the Fields box. The URL you get is **NOT** the same URL as shown in the browser. For an ad-hoc query, the valid URL will look like:

https://devcloud.swcoe.ge.com/jira03/sr/jira.issueviews:searchrequest-xml/temp/SearchRequest.xml?jqlQuery=project+%3D+DP+AND+status+%3D+%22In+Progress%22&tempMax=1000

For a saved filter, the URL will look something like:

https://devcloud.swcoe.ge.com/jira03/sr/jira.issueviews:searchrequest-xml/10476/SearchRequest-10476.xml?tempMax=1000

The Documentation link in the top of the macro data entry form (http://confluence.atlassian.com/display/CONF40/JIRA+Issues+Macro) describes this process.

A sample configuration will look like:

In edit mode, the macro will look like:

Can I change the "From" email address for JIRA notifications for my project?

The From address for notifications is set to the system email address by default. It can be customized per project. If the email address is valid from the GE GAL, then notifications will appear to come from that individual/group. If the email is not in the GE GAL, then the notifications will use the JIRA user properties for the display of the address.

Why do I get an error: "Sorry no transitions were found!" when I drag an issue from one column to another on the Task Board?

This error indicates that you cannot move the issue from its current state to the new desired state. The reasons depend on the conditions and permissions required to make this transition. For the GE Default Workflow, the two common problems are 1) you are not assigned to this task, so do not have the permission to move it or 2) the issue requires an effort estimate (original estimate or story points specified). For the GE Default Workflow without Time Tracking, the effort estimate constraint is not applied.

If you are using one of the GE Simple Kanban workflows, only users with the "Schedule Issues" permission, typically those in the Product Owner role, can "Select" an issue from the To Do or Open list and transition it to the Next To Do list where Developers can then start working on it and move to In Progress.

To review the workflow definition applied to your project as well as other existing alternatives, see Workflows.

Can I localize JIRA for my time zone?

JIRA now automatically detects the time zone of the computer you are working on. If the time zone specified in your JIRA user profile doesn't match that of the computer you are working on, JIRA will prompt you with the choice of updating your user profile's time zone settings to that of your computer's settings.

To change the time zone in your profile, click on the triangle next to your name (upper right side) and go to the Profile. Click on the "pencil" next to the Preferences to edit those preferences. The timezone is broken into two parts: a region and the related time zones. Select a region (continent) and then choose from the list of timezones available. Seehttp://confluence.atlassian.com/display/JIRA/Choosing+a+Time+Zone for detailed instructions.

How can I get JIRA customized for my project?

Review this document: https://devcloud.swcoe.ge.com/devspace/display/DEVCLOUD/DevCloud+-+JIRA+Customization+Guidelines

To describe workflows, a good starting point is to construct a table of the states and transitions from each state. For each transition, identify the conditions, validations (required fields), and post events that should occur. Visit our list of workflows here: https://devcloud.swcoe.ge.com/devspace/display/DEVCLOUD/Workflows. Drill-down to any example to see what a table should look like. The closer your table resembles this format, the easier and more quickly the new workflow can be created. A diagram of the workflow can be helpful, but is not required. Make sure all states in your workflow have a transition to and from. (Closed does not require a transition out of that state, but often it even has a "reopen" transition.) Consider whether states need the ability to "back up", if so, make sure those transitions are included.

For transitions, identify what transition screen, if any, is required. If it is not a "standard" transition screen, a mockup of the desired screen can be attached. Balsamiq (available in JIRA and in Confluence) can be used to create screen mockups. If the transition screen only requires a few fields, then it can be described in text.

For new custom fields, include the field name, the type of field (e.g. text, select list, etc.) For fields like select list, radio buttons, etc., provide the list of options that should be provided. The available types of custom fields can be found here: https://devcloud.swcoe.ge.com/devspace/display/DEVCLOUD/Custom+Field+Types.

It's important to note that not all customizations are/can be approved. We will evaluate, consult with you, re-evaluate and then approve/cancel based on the information given. For fairly large customizations request, a BUC and AND number are REQUIRED before we can start to work on large customizations such as workflows, multiple fields, and screens.

How can I add Custom Fields to my JIRA project?

Adding Custom fields is part of Customization. Customization on your JIRA projects can only be done by JIRA administrators.

Please review this page describing customization guidelines. https://devcloud.swcoe.ge.com/devspace/display/DEVCLOUD/DevCloud+-+JIRA+Customization+Guidelines

For new custom fields, include the field name, the type of field (e.g. text, select list, etc.) For fields like select list, radio buttons, etc., provide the list of options that should be provided. The available types of custom fields can be found here: https://devcloud.swcoe.ge.com/devspace/display/DEVCLOUD/Custom+Field+Types.

You can request for your Customization request by creating a Support Request here: JIRA Customization Request. The customization process will have to go through Approval process before we start working on your request.

Can I edit issue before cloning?

Yes, by using Clone Plus option you can edit issue fields before cloning. It also gives you option to edit project or issue type.

How does the Jira "Release Feature" work in conjunction with Bamboo?

Users can tie versions or groupings of issues in Jira to a specific build in Bamboo. For detailed instructions see this specific page : Release Management with Jira and Bamboo

How do I integrate my business's PeerReview Complete instance with my Jira project?

Note that PeerReview Complete is not a part of GE's Developer Cloud. Some GE businesses have licenses for it and use it for code reviews and general document reviews. But your business's instance of PeerReview Complete can have a limited integration with the Developer Cloud's Jira instance.

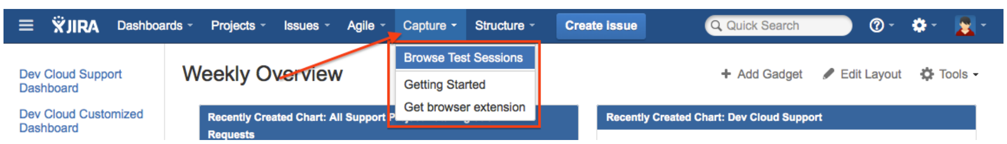
Scripts can be installed by your PeerReview Complete system administrator that can be triggered by a "Review Created" event. These scripts will create an issue in your Jira project that mirror your review in PeerReview Complete. The new Jira issue will have links to the PeerReview Complete review and the PeerReview Complete review will have links to the new Jira issue. There is extensive documentation targeted at developers, project leaders, and PeerReview Complete system administrators here: Integrating PeerReview Complete with Jira.

Is JIRA Bonfire available for use?

Bonfire plugin is already part of DevCloud instances of JIRA. JIRA Capture (formerly BonFire) is just a simple browser add-on that the users have to install & configure it.

Here are more instructions and compatible browsers https://confluence.atlassian.com/display/CAPTURE/Getting+JIRA+Capture+for+your+browser

JIRA Capture can be access from JIRA top menu (as in screenshot), the browser extension can be downloaded directly from here (JIRA02: https://devcloud.swcoe.ge.com/jira02/secure/GetBonfire.jspa,   JIRA03:https://devcloud.swcoe.ge.com/jira03/secure/GetBonfire.jspa):



Can JIRA project descriptions contain embedded HTML?

Yes, you can use this to make fonts bigger and brighter.

How much does JIRA cost?

Please find pricing for all build.GE (DevCloud) services here: https://portal.devcloud.sw.ge.com/about-us/pricing/

Related Documents: JIRA Agile (GreenHopper) FAQ

? Unknown Attachment