JIRA User's Guide

1. JIRA User's Guide

1.1. JIRA User's Guide

This manual contains information on how to use JIRA, the issue tracking and project management system that you access from your web browser.

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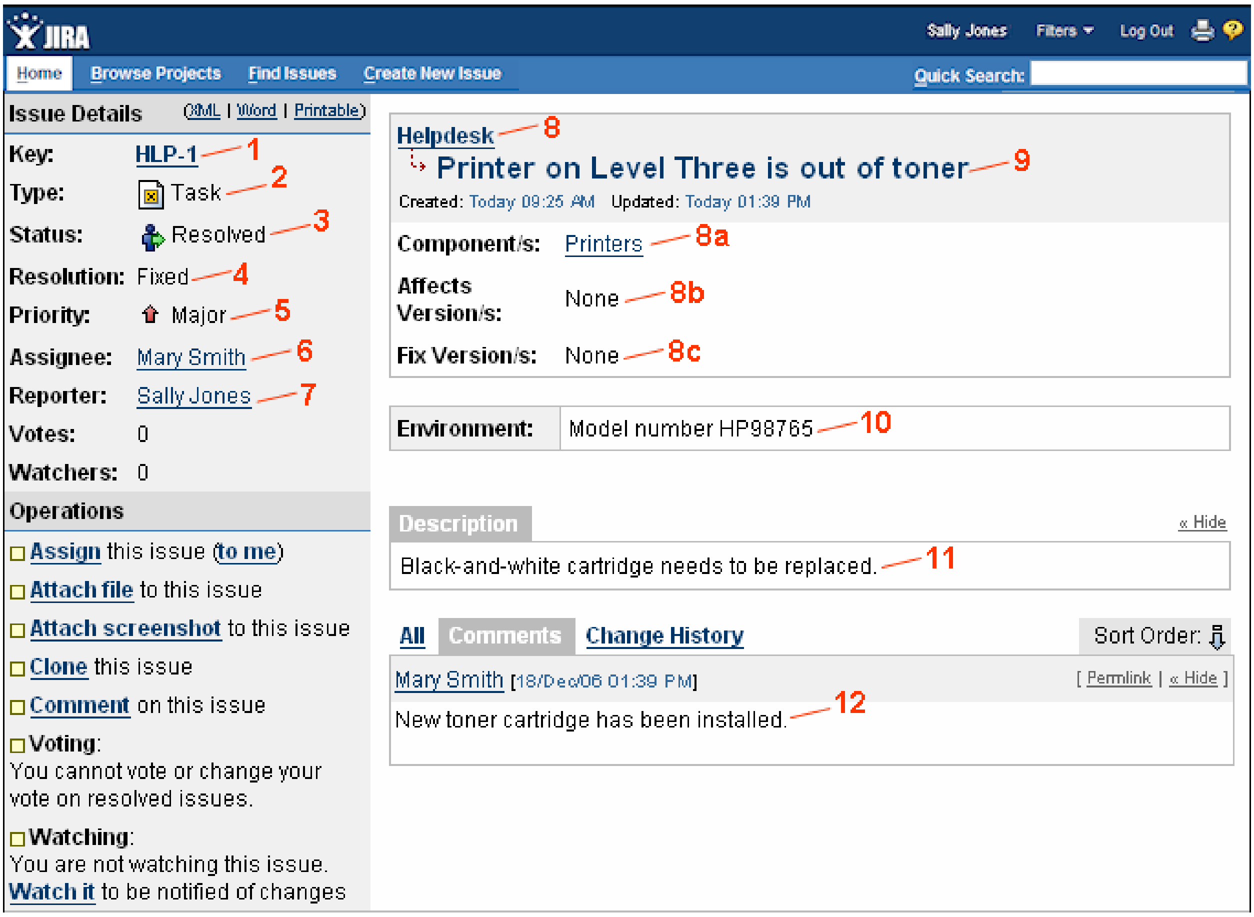
Note: for information on configuring JIRA, please see the *JIRA Administrator's Guide*.

1.2. Concepts

1.2.1. What is an Issue?

Different organisations use JIRA to track different kinds of issues. Depending on how your organisation is using JIRA, an issue could represent a software bug, a project task, a helpdesk ticket, a leave request form, etc.

A JIRA issue typically looks like this:



What is an Issue

> **Note:**
> Your JIRA issues may look different to the above screenshot if your administrator has customised JIRA for your organisation.

The numbered fields shown in the above screenshot are:

1. **Key** — a unique identifier for this issue.
2. **Type** — see below for a list of types.
3. **Status** — the stage the issue is currently at in its lifecycle ('workflow'). See below for a list of statuses.
4. **Resolution** — a record of the issue's resolution (if the issue has been resolved)
5. **Priority** — the importance of the issue in relation to other issues. (See below for a list of priorities.)
6. **Assignee** — the person to whom the issue is currently assigned.
7. **Reporter** — the person who entered the issue into the system.

8. **Project** — the 'parent' project to which the issue belongs.

   a. **Component(s)** *(if applicable)* — project component(s) to which this issue relates.
   b. **Affects Version(s)** *(if applicable)* — project version(s) for which the issue is (or was) manifesting.
   c. **Fix Version(s)** *(if applicable)* — project version(s) for which the issue was (or will be) fixed.

9. **Summary** — a brief one-line summary of the issue.
10. **Environment** *(if applicable)* — the hardware or software environment to which the issue relates.
11. **Description** — a detailed description of the issue.
12. **Comments** — added by people who are working on the issue.

Additionally, if your administrator has enabled 'Time-Tracking', the following fields will appear above the 'Description' field:

- **Original Estimate** — the total amount of time required to resolve the issue, as estimated when the issue was created. (This field cannot be modified once work has been logged on the issue.)
- **Remaining Estimate** — the remaining amount of time required to resolve the issue. This field only appears when work has been logged on the issue.
- **Time Spent** — the sum of all the individual work logs for this issue. This field only appears when work has been logged on the issue.

Some of the most important fields — 'Type', 'Priority', 'Status' and 'Resolution' — are described as follows:

1.2.1.1. Issue Type

JIRA can be used to track many different types of issues. The default types are listed below, but please note that your JIRA administrator may have customised this list to suit your organisation.

bug icon

Bug
A problem which impairs or prevents the functions of the product.

improvement icon

Improvement
An enhancement to an existing feature.

new feature icon

New Feature
A new feature of the product.

task icon

Task
A task that needs to be done.

custom issue icon

Custom Issue
A custom issue type, as defined by your organisation if required.

1.2.1.2. Priority

An issue's priority indicates its relative importance. The default priorities are listed below; note that both the priorities and their meanings can be customised by your JIRA administrator to suit your organisation.

'blocker' priority icon

Blocker
Highest priority. Indicates that this issue takes precedence over all others.

'critical' priority icon

Critical
Indicates that this issue is causing a problem and requires urgent attention.

'major' priority icon

Major
Indicates that this issue has a significant impact.

'minor' priority icon

Minor
Indicates that this issue has a relatively minor impact.

'trivial' priority icon

Trivial
Lowest priority.

1.2.1.3. Status

Each issue has a status, which indicates where the issue currently is in its lifecycle ('workflow'). An issue starts as being 'Open', then generally progresses to 'Resolved' and then 'Closed'; or, depending on circumstances, it may progress to other statuses. Please also note that your JIRA administrator may have customised the available statuses to suit your organisation.

'open' status icon

Open
This issue is in the initial 'Open' state, ready for the assignee to start work on it.

'in progress' status icon

In Progress
This issue is being actively worked on at the moment by the assignee.

'resolved' icon

Resolved
A Resolution has been identified or implemented, and this issue is awaiting verification by the reporter. From here, issues are either 'Reopened' or are 'Closed'.

'reopened' icon

Reopened

This issue was once 'Resolved' or 'Closed', but is now being re-examined. (For example, an issue with a *Resolution* of 'Cannot Reproduce' is Reopened when more information becomes available and the issue becomes reproducible.) From here, issues are either marked *In Progress*, *Resolved* or *Closed*.

'closed' icon

Closed
This issue is complete.

1.2.1.4. Resolution

An issue can be resolved in many ways, only one of them being 'Fixed'. The default resolutions are listed below; note that your JIRA administrator may have customised these to suit your organisation.

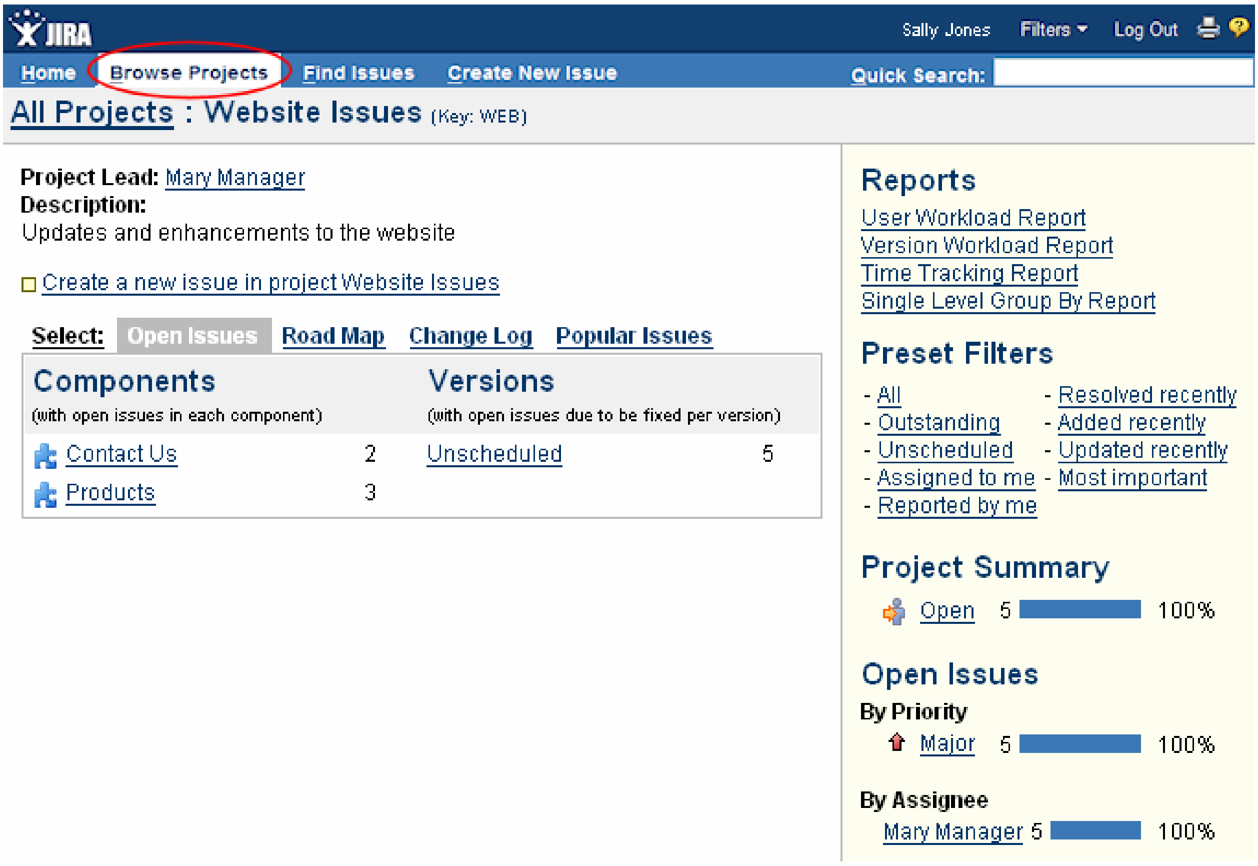
Fixed
A fix for this issue has been implemented.
Won't Fix
This issue will not be fixed, e.g. it may no longer be relevant.
Duplicate
This issue is a duplicate of an existing issue. Note: it is recommended you create a link to the duplicated issue.
Incomplete
There is not enough information to work on this issue.
Cannot Reproduce
This issue could not be reproduced at this time, or not enough information was available to reproduce the issue. If more information becomes available, please reopen the issue.

1.2.2. What is a project?

A JIRA project is a collection of issues, and is defined according to your organisation's requirements. For example, a JIRA project could be:

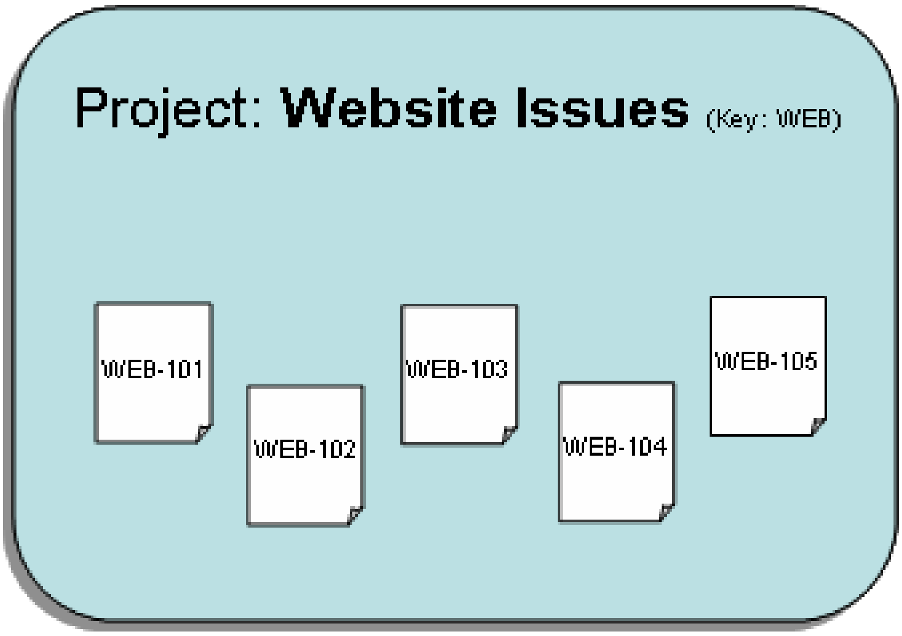
- a software development project
- a marketing campaign
- a helpdesk system
- a leave request management system
- a website enhancement request system

To see a quick snapshot of a project, click 'Browse Project' in JIRA's main menu bar, then select the project of interest. The 'Open Issues' report will be displayed as shown below, showing a summary of the project's components and versions — click on the component or version to see a list of all issues belonging to that component/version. A number of other reports are also available.



What is a Component

Every issue belongs to a project. Each project has a *name* (e.g. **Website Issues**) and a *key* (eg. **WEB**). The project key becomes the first part of that project's *issue keys*, e.g. **WEB-101**, **WEB-102**, etc:

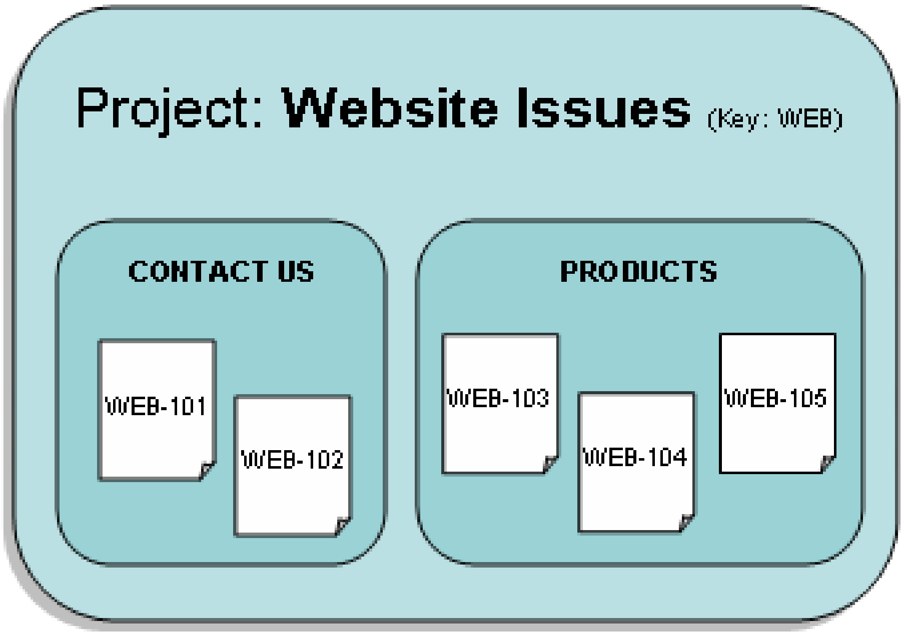


What is a Project

1.2.2.1. What is a component?

A project component is a logical grouping of issues within a project. Each project may consist of various components (or none), depending on your organisation's needs.

For example, a software development project could consist of components called 'Documentation', 'Backend', 'Email Subsystem', 'GUI'. A website enhancement request system might consist of components called 'Products', 'Contact Us', etc:



What is a Component

An issue can belong to zero, one or multiple components within a project.

1.2.2.2. What is a version?

For some types of projects, particularly software development, it is useful to be able to associate an issue with a particular project *version* (e.g. 1.0 beta, 1.0, 1.2, 2.0).

Issues have two fields that relate to versions:

- **Affects Version(s)** - this is the version(s) in which the issue is manifesting. For instance, a software bug might affect versions 1.1 and 1.2.
- **Fix Version(s)** - this is the version(s) in which the issue was (or will be) fixed. For instance, the bug affecting versions 1.1 and 1.2 might be fixed in version 2.0. Note that issues which do not have a **Fix Version** are classified as 'Unscheduled', as shown in the screenshot above.

Versions can be in one of three states: **Released**, **Unreleased** or **Archived**. Versions can also have a *Release Date*, and will automatically be highlighted as 'overdue' if the version is Unreleased when this date passes.

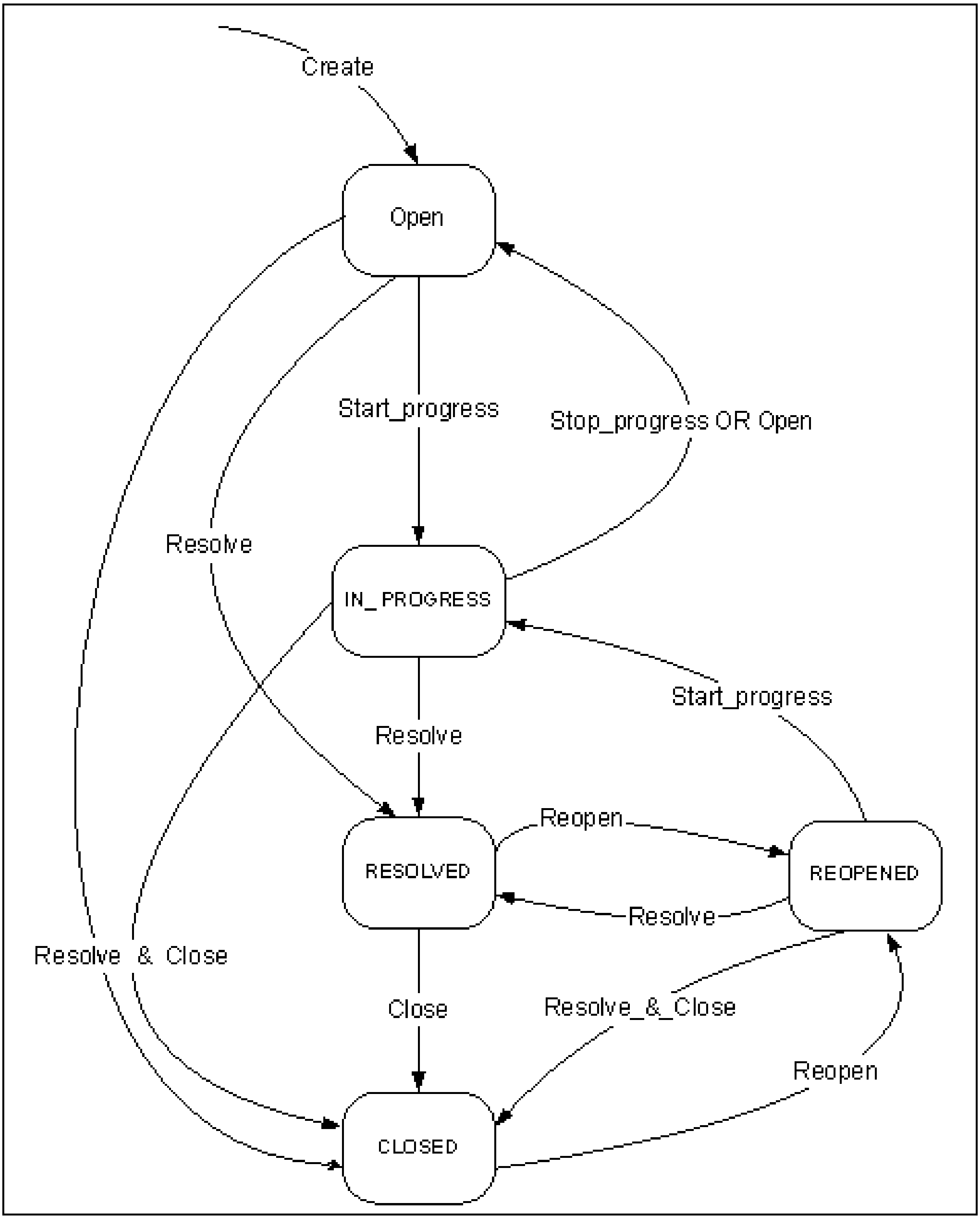
1.2.2.3. Additional Resources

- The *JIRA Administrator's Guide* contains information on defining projects, components and versions.
- Adding a Project tutorial video — Watch this short tutorial video to see how a project is added in JIRA. Please note the JIRA version and JIRA edition of the tutorial video before watching.

1.2.3. Workflow

Workflow is the movement of an issue through various **Statuses** during its lifecycle.

JIRA's default workflow looks like this:



State diagram of JIRA's default workflow

> **Note:**
> If you are using JIRA Professional or Enterprise edition, JIRA's workflow may be customised by your JIRA administrator.

1.3. Getting Started

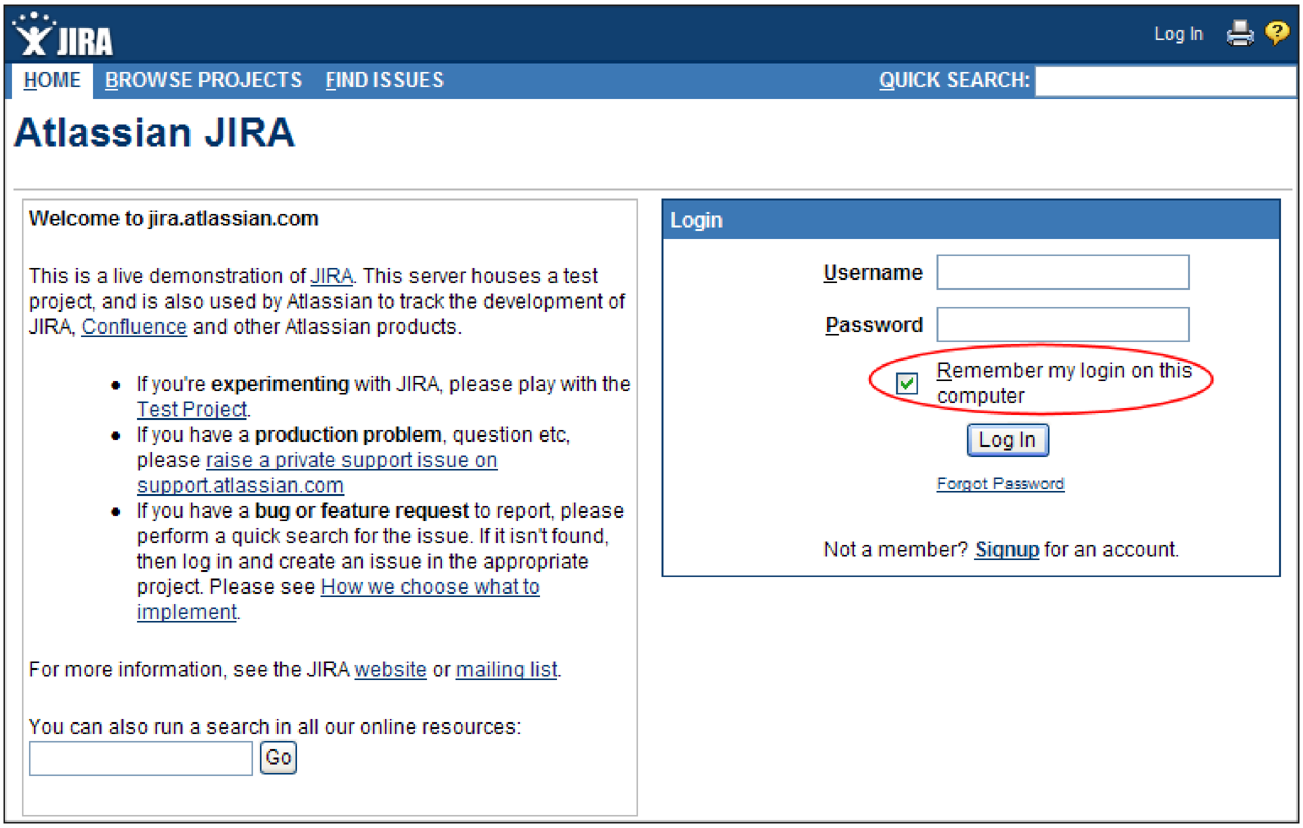
1.3.1. Logging into JIRA

Many JIRA instances will have permissions implemented that restrict issues and issue actions to certain users and user groups. Some JIRA instances may not permit anonymous access altogether. In these scenarios, you will be prompted to login to JIRA.

The **Login** panel will display on the System Dashboard if you haven't logged into JIRA. It has three functions:

1. **Logging into JIRA:** To login to JIRA, enter your **'Username'** and **'Password'** and click the **'Log In'** button.
   Checking the **'Remember my login on this computer'** checkbox will prevent you from being automatically logged out of JIRA. However, your session will not be preserved, e.g. last search, current project, etc.
2. **Resetting your password:** To reset your password, click the **'Forgot Password'** link. The reset password page will display. Enter your **'Username'** and a new password will be emailed to the email address specified in your JIRA user profile. If you have forgotten your email address, you will need to contact your JIRA administrator for help.
3. **Signing up for an account:** If you do not have a user account and the JIRA administrator has enabled public signup, you can create your own user account by clicking the **'Signup'** link in the 'Not a member? Signup for an account' text. Enter your details and click the **'Sign up'** button to create your account.

Please note that your JIRA screen may look different from this screenshot, as the dashboard and colours may have been customised by your JIRA administrator. The links, however, will be the same.



The JIRA workspace

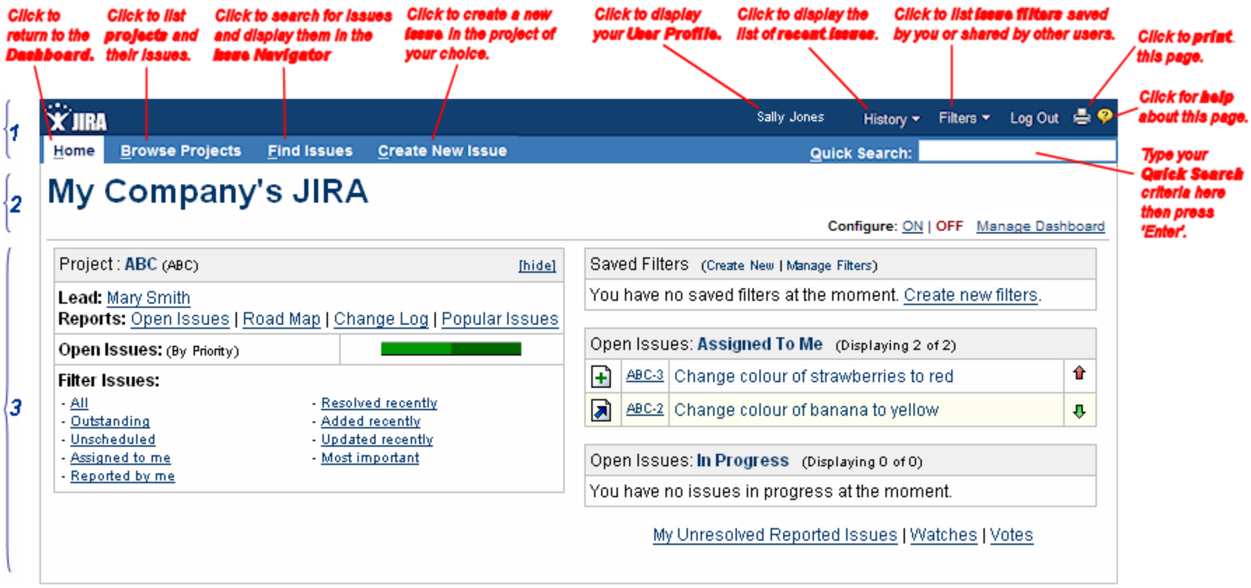
1.3.2. Exploring the JIRA workspace

The **Dashboard** is the first page you see when you login to JIRA. It has three areas:

1. The navigation bar (at the top of the screen) — this is the same on every page in JIRA. It contains links which give you quick access to many of JIRA's most useful functions.

2. The name of your JIRA system (e.g. 'My Company's JIRA') — this area can also contain a 'welcome' message from your JIRA administrator.
3. The main area of the screen, below the top navigation bar — this area can be customised to display many different types of information, depending on your areas of interest. For details, please see Configuring the Dashboard.

Please note that your JIRA screen may look different from this screenshot, as the logo and colours may have been customised by your JIRA administrator. The links, however, will be the same.



The JIRA workspace

Note:
You can return to the dashboard from any page in JIRA by clicking the '**Home**' link on the top navigation bar.

1.3.3. Keyboard Shortcuts

Keyboard shortcuts provide a quick and easy way of navigating though JIRA without having to take your fingers off the keyboard.

1.3.3.1. Activating Shortcuts

Shortcuts are activated by simultaneously pressing the modifier key and the specific access key. For example, pressing 'Alt + C' in Firefox (on Windows) will create a new issue.

The access key is an identifying key for a particular page element. The access key is commonly identified by the underlined character on the element label.

1.3.3.2. Access Keys

The shortcuts that are currently available, and their default access keys, are:

Operation	Default Access Key	Description
Home	H	Redirects you to your Dashboard.
Browse Projects	B	Redirects you to the Browse Projects page.
Find Issues	F	Redirects you to the Issue

		Navigator.
Create New Issue	C	Redirects you to the Create Issue page.
Administration	A	Redirects you to the Administration page (if you have appropriate permission).
Quick Search	Q	Directs your cursor to the Quick Search text box in the top right-hand corner.
Comment	M	On the View Issue screen, opens and focuses on the comment box.
Edit	E	On the View Issue screen, edits the issue (if you have appropriate permission).
Next	N	On the View Issue screen (if you got there via the Issue Navigator), navigates to the next issue.
Previous	P	On the View Issue screen (if you got there via the Issue Navigator), navigates to the previous issue.
Submit	S	Submits any form.
Cancel	`(backquote)	Cancels any form.
Remember Me	R	Automatically checks the 'Remember me' checkbox on the Login page.

1.3.3.3. Modifier Keys

The modifier key will differ with each operating system and browser. For example, when running Firefox on Mac OSX you will need to type 'Ctrl' + 'S' to submit a form, while on Windows you will need to type 'Alt' + 'S'. The following table identifies the modifier keys for the various combinations:

Browser	Mac OSX	Windows	UNIX/Linux
Internet Explorer	Ctrl	Alt	Alt
Mozilla Firefox 2	Ctrl	Alt + Shift	Alt + Shift
Mozilla Firefox 1	Ctrl	Alt	Alt
Opera	Shift + Esc	Shift + Esc	Shift + Esc
Safari	Ctrl	Ctrl	Ctrl

Note:

In Internet Explorer, **links** will only be highlighted by shortcut keys; you will need to press Enter to proceed. Buttons, however, are activated through the shortcut.

Note:

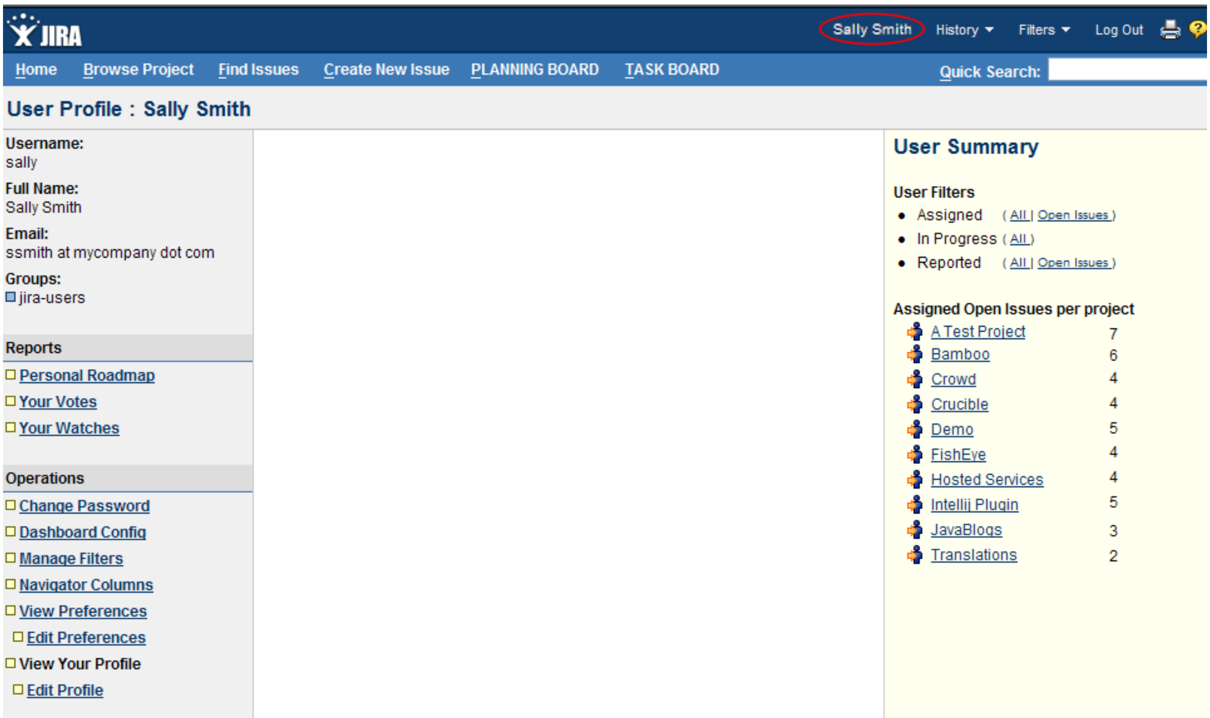
In Opera, **buttons** will only be highlighted by shortcut keys; you will need to press Enter to proceed.

1.3.4. Managing your User Profile

Your JIRA user profile is where you specify your JIRA settings (e.g. your email address, and the format in which you would like to receive email notifications). It also contains useful links to a number of personalised reports.

To view your JIRA user profile:

1. Click your user name at the top-right of the page.
2. Your '**User Profile**' will be displayed:



View your User Profile

3. From here you can:
   - Click '**Personal Roadmap**' in the left column to view your 'Personal Roadmap Report' (i.e. work assigned to you, across all projects).
   - Click '**Your Votes**' in the left column to view the list of issues for which you have voted.
   - Click '**Your Watches**' in the left column to view the list of issues that you are watching.
   - Click '**Change Password**' in the left column to change your JIRA password.
   - Click '**Dashboard Config**' in the left column to customise your JIRA dashboard.
   - Click '**Manage Filters**' in the left column to view and edit your issue filters.
   - Click '**Navigator Columns**' in the left column to choose which fields appear in your Issue Navigator.
   - Click '**View Preferences**'/'**Edit Preferences**' in the left column to view/edit the following:
     - '**Number of Issues displayed per Issue Navigator page**' (the default is 50).
     - '**Outgoing email format**' (i.e. text/HTML).
     - '**Language**' (your preferred language).
     - '**Email me when I make changes**' (i.e. whether you wish to receive email notifications about issue updates that you have made, or only about issue updates made by other people).
     - '**Default sharing for filters and dashboards**' (i.e. whether you wish your filters and dashboards to be shared with all JIRA user by default at creation. You can change the sharing for individual filters and dashboards from the default).
   - Click '**View Profile**'/'**Edit Profile**' in the left column to view/edit the following:

  - '**Full Name**' (your display-name, i.e. the name by which you are known in JIRA).
  - '**Email**' (the email address to which your JIRA notifications will be sent).
- Click the links under '**User Filters**' in the right column to view your:
  - '**Assigned**' issues (i.e. the list of issues that are assigned to you).
  - '**In Progress**' issues (i.e. the list of issues that are assigned to you and that currently have a status of 'In Progress').
  - '**Reported**' issues (i.e. the list of issues that were created by you).
- Click the links under '**Assigned Open Issues per project**' in the right column to view the unresolved issues (if any) that are assigned to you for each project.

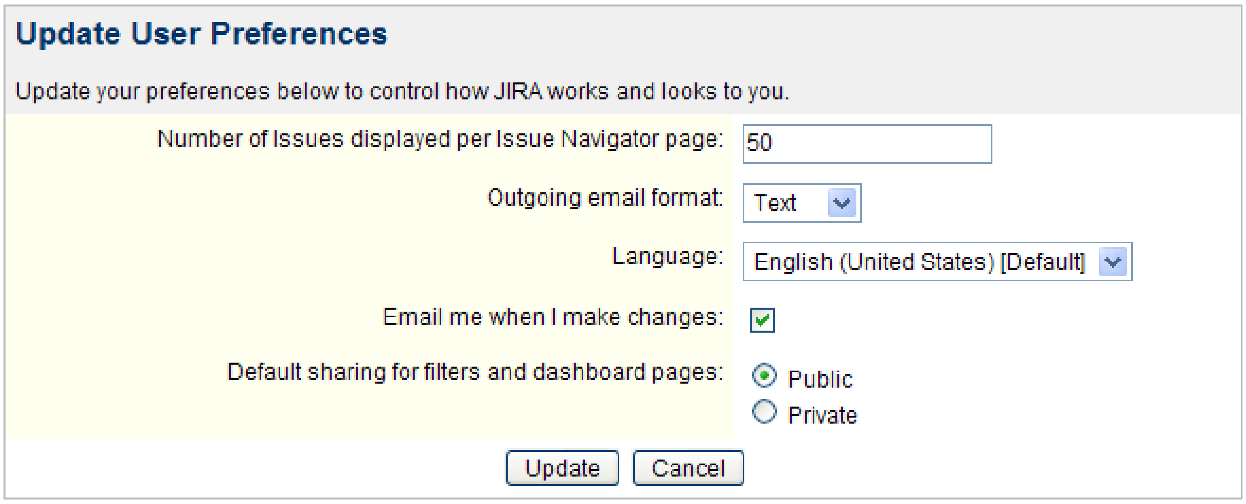
> **Note:**
> If your JIRA administrator has configured 'External User Management' or 'External Password Management' (e.g. if you are using your Active Directory or LDAP username to login to JIRA), the '**Edit Profile**' and '**Change Password**' links may not be available.

1.3.5. Internationalisation

You can personalise your JIRA account to use a language of your choice.

To choose a language:

1. Click your user name at the top-right of the page to open your User Profile.
2. Click the **View Preferences** link at the left of the page.
3. Select your language from the "Language" drop down list:



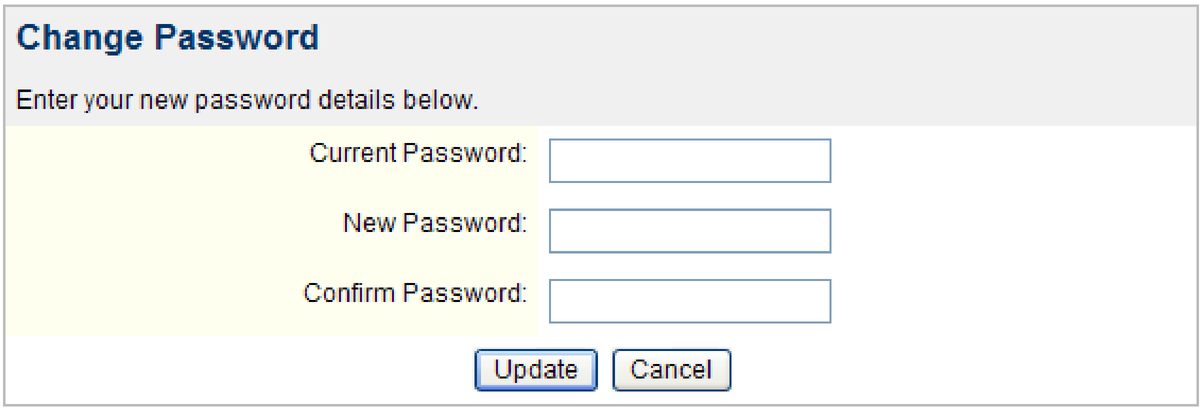
Update Language in User Preferences

4. Click the **Update** button.

1.3.6. Changing your Password

To change your JIRA password:

1. Click your user name at the top-right of the page to open your User Profile.
2. Click the '**Change Password**' link at the left of the page.
3. Type your old password into the '**Current Password**' field, and type your new password into the '**New Password**' and '**Confirm Password**' fields:



Change your Password

4. Click the '**Update**' button.

> **Note:**
> If your JIRA administrator has configured 'External User Management' or 'External Password Management' (e.g. if you are using your Active Directory or LDAP username to login to JIRA), the '**Change Password**' link may not be available.

1.4. Working with Issues

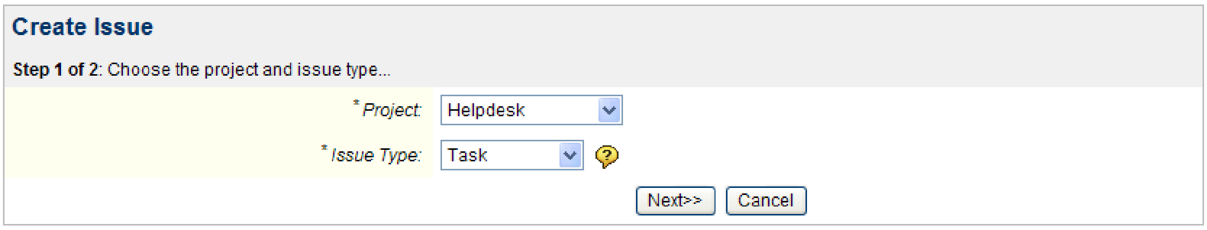
1.4.1. Creating an Issue

> **Note:**
> To create a JIRA issue, you will need to have the *Create Issue* permission in the relevant project. If you don't have this permission, please contact your JIRA administrator.

To create a new JIRA issue:

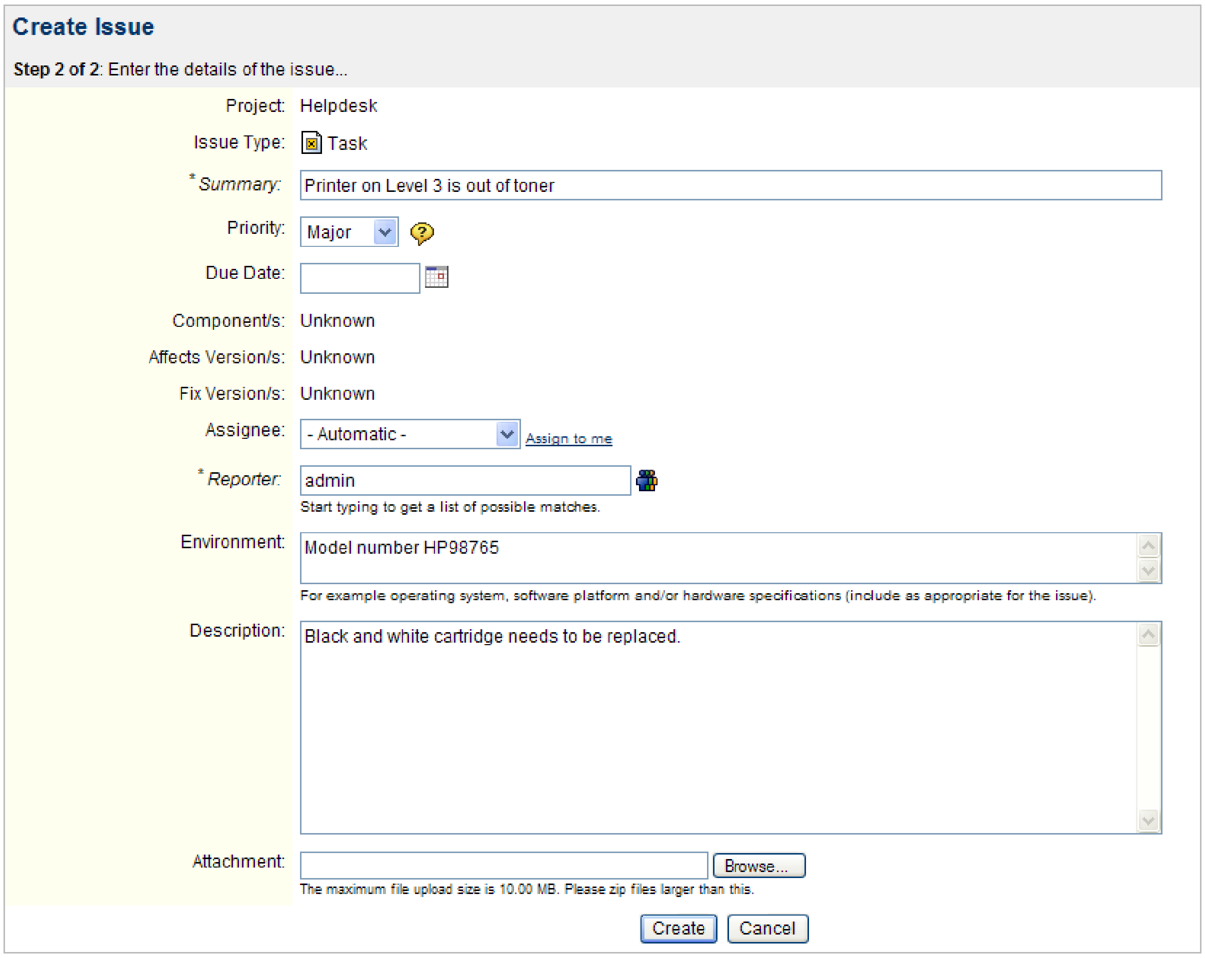
1. Click the 'Create New Issue' link at the top of the screen.
2. The 'Step 1. Choose the project and issue type' screen will be displayed. Select the relevant project and issue type, then click the 'Next' button.

   Note, this page will not display if the project and issue type can be defaulted, i.e.
   - There is only one project and one issue type for that project.
   - If you click 'Create New Issue' while browsing a project, and there is only one issue type for that project.



Create Issue - Step 1. Select Issue Type

3. The 'Step 2. Enter the details of the issue' screen will be displayed. Type a summary of the issue and complete any other required fields, which are italicised and highlighted by an asterix.



Create Issue - Step 2. Enter Issue Details

4. Click the 'Create' button at the bottom of the page. The new issue will be created and you will see the 'View Issue' screen, showing the issue details that you have provided. You may also receive an email containing details and a link to your new issue.

To see a list of all issues that you have created, which have not yet been resolved, go to the Dashboard and click the 'My Unresolved Reported Issues' link.

> **Note:**
> With appropriate configuration by your JIRA administrator, it is also possible to create issues via email.

1.4.2. Setting Security on an Issue

Setting the security level on an issue restricts the access of that issue to only people who are a member of that security level. If you are not a member of that security level then you cannot access that issue and it will not appear in any filters, queries or statistics.

The security level of an issue can be set either when the issue is being created or afterwards when the issue is being edited.

> **Note:**
> Issue security is only available in *JIRA Enterprise Edition*.

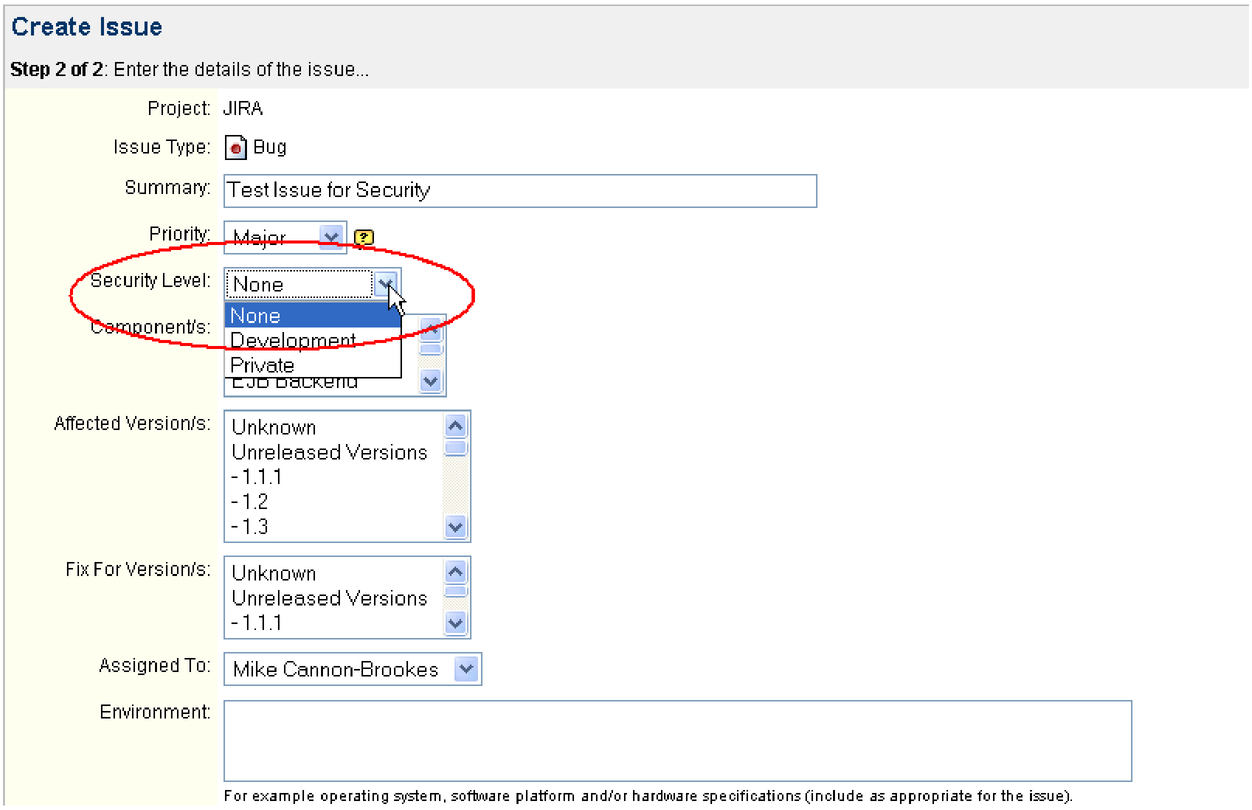
1.4.2.1. Permissions

To be able to set the Issue Level Security for an issue the user must have the 'Set Issue Security' permission. This is set up by the administrator for the current project as explained in the Permissions section.

1.4.2.2. Setting Security on an Issue

A person can only set the security on an issue to a level that they are a member of. This prevents the issue from being set to a level that nobody is a member of and effectively becoming "lost"

If the person creating/editing the issue has the permission 'Set Issue Security' then they will be presented with a drop down of all the security levels that they are a member of. Selecting one of these levels sets the security of the issue to this level. The issue will then only be accessible to members of that security level



Set the Security of an Issue

N.B. If the user does not have the 'Set Issue Security' permission then the default Issue Level Security will be used. This may mean that the issue created is not visible to the person that created it (Issue Level Security should be configured so this does not happen).

1.4.3. Attaching a Screenshot

JIRA allows you to attach screenshots you have captured to an issue, if the administrator has configured JIRA and your permissions appropriately.

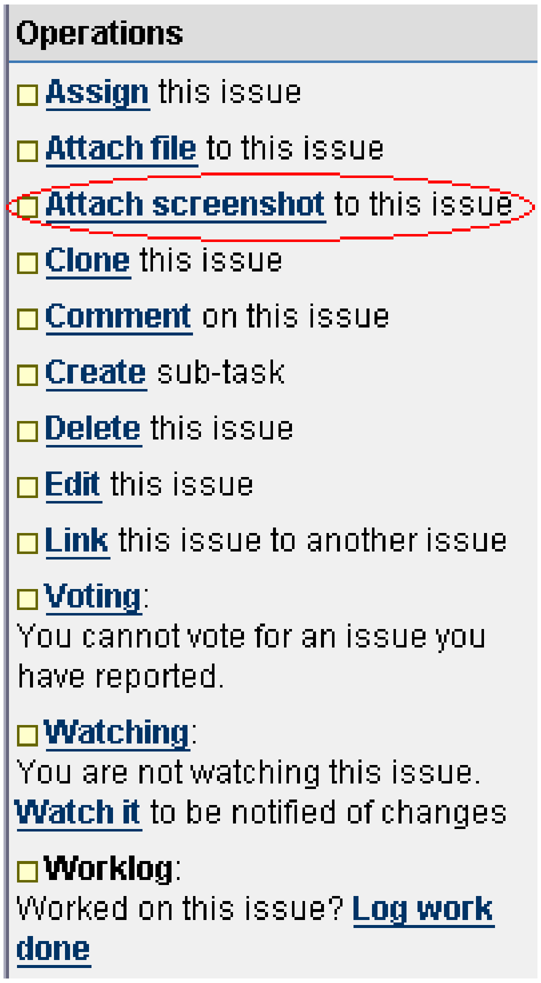
> **Note:**
> To be able to attach screenshots, your JIRA administrator must have enabled file attachments. You will also need the 'Create Attachments' permission in the appropriate projects. Otherwise, the link to attach screenshots will not appear in your issues.

> **Note:**
> The functionality to attach screenshots is currently only available on Windows and Mac clients.

1.4.3.1. Attaching a Screenshot

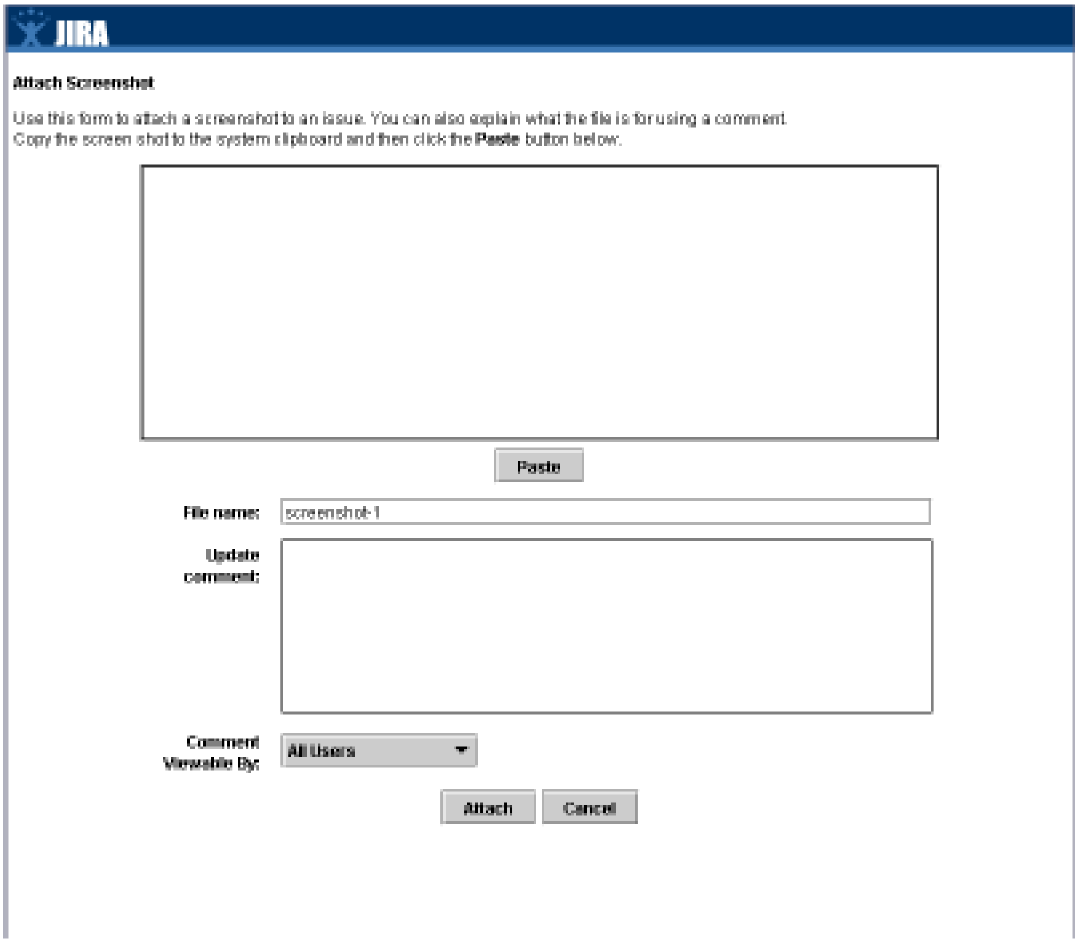
To attach a screenshot:

1. Open the JIRA issue that you wish to attach a screenshot to. Click the **'Attach screenshot to this issue'** link in the '**Operations**' menu.



Screen shot of JIRA screenshot applet launch link

2. The '**Attach Screenshot**' page will open in a new browser window.



Screen shot of JIRA screenshot applet

If this is the first time you have used this function, a security warning will also display in a dialog box asking you whether you want to trust the applet or not.

Screen shot of JIRA screenshot applet dialog box

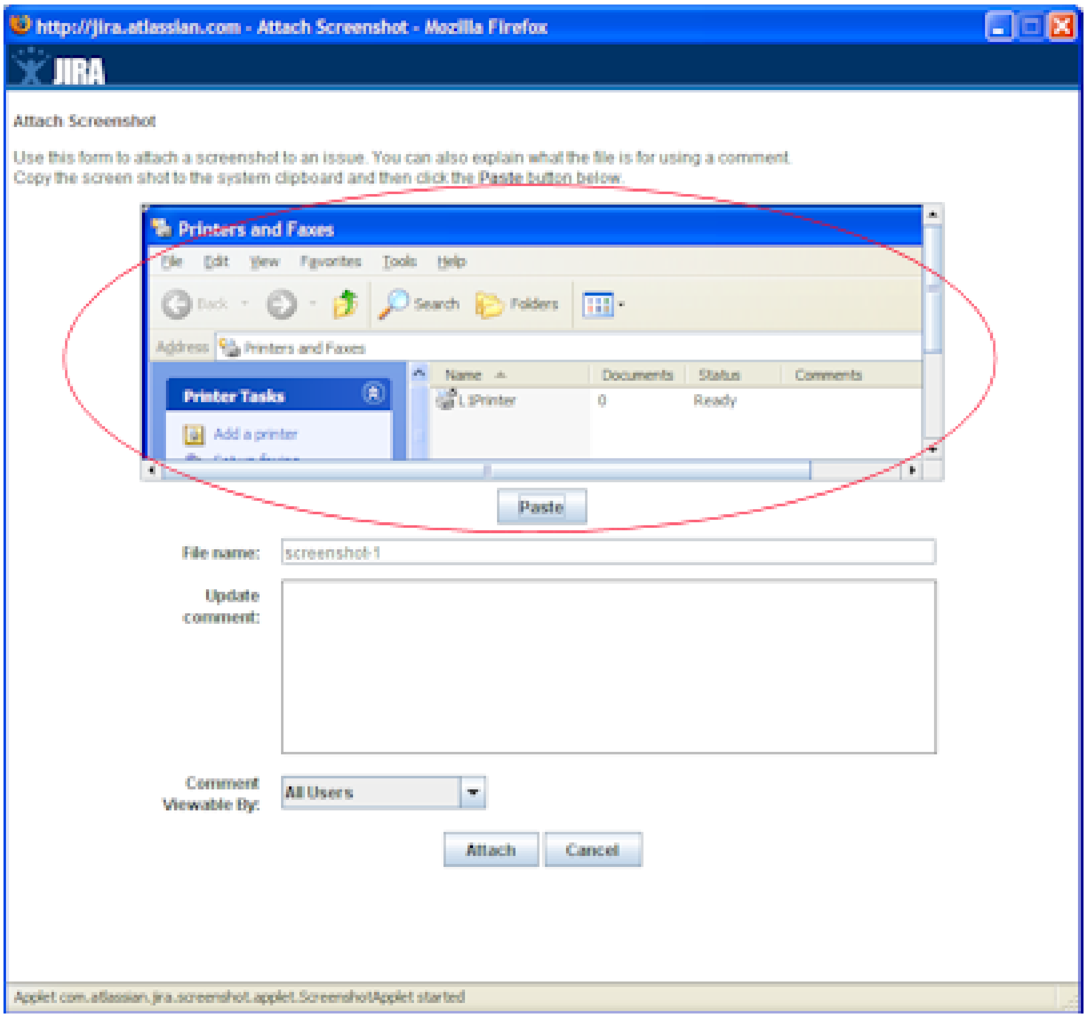
Choose the **'Yes'** option to trust the applet and access the '**Attach Screenshot**' page.

Note:

JIRA uses an applet to run the '**Attach Screenshot**' functionality in the new browser window.

3. Ensure that you have captured an image to your operating system's clipboard and click the '**Paste**' button to paste the image. Your captured image should display in the blank area above

the '**Paste**' button.



Screen shot of JIRA screenshot applet paste control

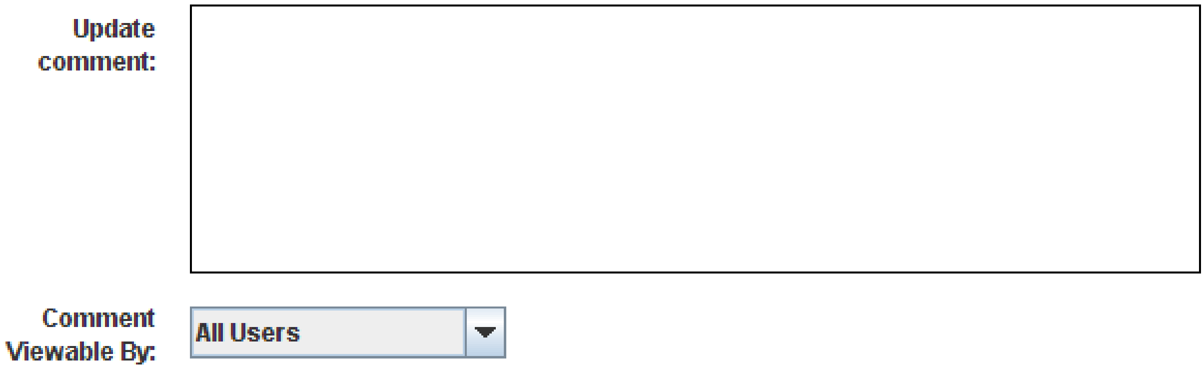
Please note that clicking the **'Attach'** button before an image has been pasted will not attach anything to the JIRA issue.

4. Enter a file name for the screenshot you are attaching in the **'File name:'** field. The file name will be initially defaulted to '`screenshot-1`'.

Screen shot of JIRA screenshot applet filename textbox

A valid file name cannot contain any of these characters: `'\', '/','\"', '%', ':', '$', '?', '*'`.
If an invalid file name is entered, an error message will display when the '**Attach**' button is clicked and the screenshot will not be attached to the JIRA issue.

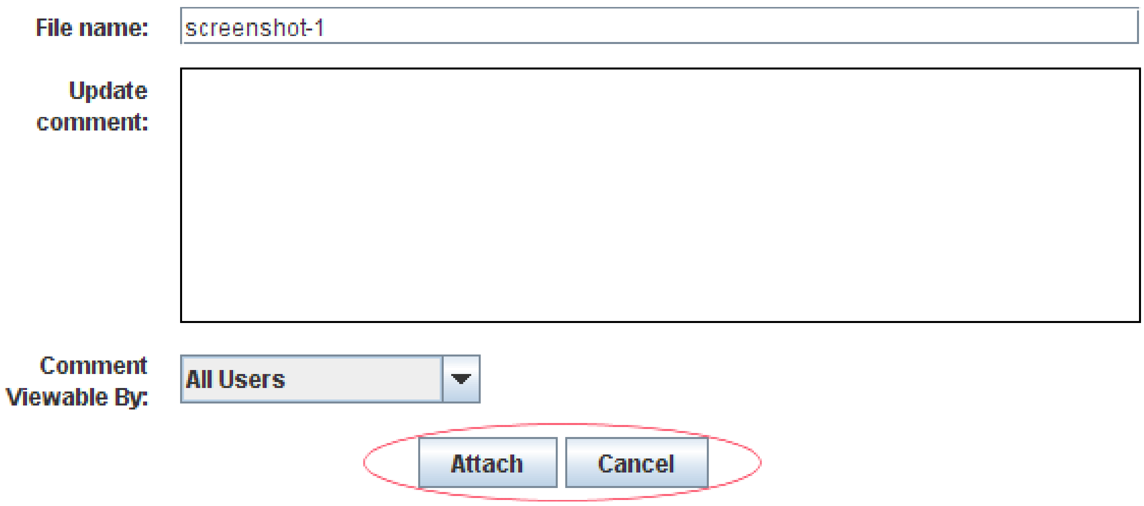
5. Enter a comment for the screenshot you are attaching in the '**Update comment:**' field. This is an optional step.



Screen shot of JIRA screenshot applet comment textbox

If you have entered a comment, then you can also set the security level for the comment by selecting the appropriate value from the '**Comment Viewable By:**' dropdown. The security level for the comment will initially be defaulted to '`All Users`'.
The comment entered will be added to the JIRA issue, with the selected security level, when the screenshot is attached.

6. Click the **'Attach'** button to attach the captured image to your JIRA issue.
The window will close and you will be returned to your original JIRA issue.
At any time you may click the **'Cancel'** button to close the window without attaching anything to the JIRA issue.



Screen shot of JIRA screenshot applet attach and cancel buttons

1.4.3.2. Capturing Screenshots

The method for capturing screenshots differs on each operating system, as described below:

Capturing a screenshot on Windows

- New screenshot capture — To capture a screenshot into the system clipboard, use either of the following keyboard combinations:
  - press **ALT-PRINTSCREEN** to capture your currently selected window; or
  - press **CTRL-ALT-PRINTSCREEN** to capture the whole desktop
- Existing image — Open your existing image in your favourite imaging application and select the copy option from the appropriate menu to capture the image into the system clipboard.

Capturing a screenshot on Mac OSX

- New screenshot capture — To capture a screenshot into the system clipboard, use either of the following keyboard combinations:
  - press **CTRL-APPLE-SHIFT-4** to capture your currently selected window; or
  - press **CTRL-APPLE-SHIFT-3** to capture the whole desktop
- Existing image — Open your existing image in your favourite imaging application and select the copy option from the appropriate menu to capture the image into the system clipboard.

1.4.4. Editing Rich-Text Fields

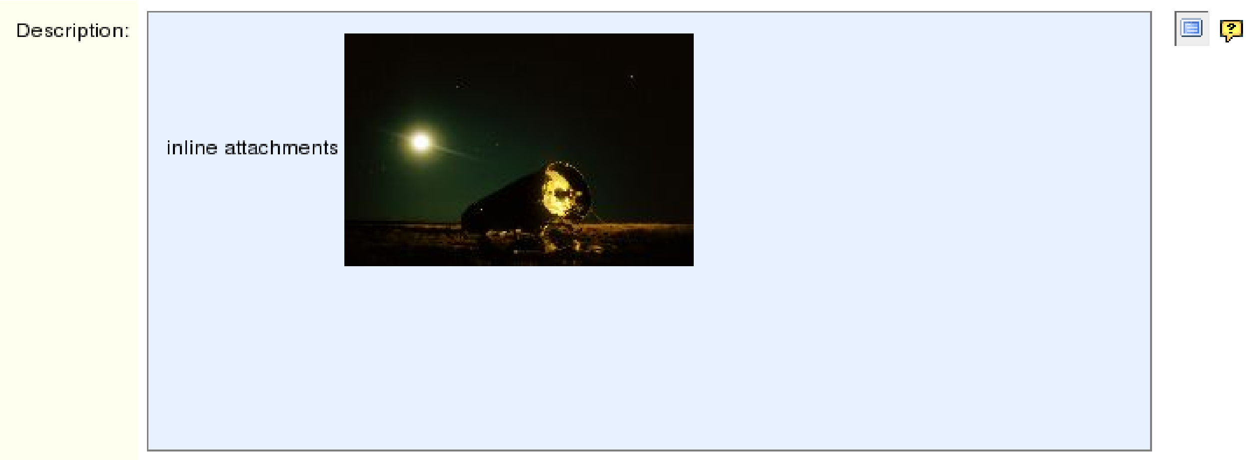
When you create, edit or comment on a JIRA issue, some fields may display two small icons at the right of the text area: a blue screen (the '**Preview**' icon) and a yellow question-mark (the '**Help**' icon). The presence of these icons indicates that this field supports JIRA's Text Formatting Notation, allowing you to use rich-text features such as:

- Italic, bold, underlined text.
- Multiple levels of headings.
- Bullets, numbered lists, tables and quotations.
- Images.
- Macros (see below).

For example, to include an image in the field, you would first attach the image to the issue, then type the following into the field:

Sample of description edited with wiki renderer

To preview what the field will look like after you save it, click the '**Preview**' icon:



Sample of description previewed with wiki renderer

Click the '**Help**' icon to see a popup window containing the [Text Formatting Notation Help](#).

1.4.4.1. Using Macros

JIRA ships with the following macros:

Macro	Description	Enabled by default

Anchor Macro	Create an anchor that allows people to link to a specific point in a page. Usage:
	`{anchor:bookmark1}`
	`... text here ...`
	`[#bookmark1]`
		yes

Code Macro	Format blocks of source-code or XML. The default language is Java but you can specify JavaScript, ActionScript, XML, HTML and SQL too. Usage:
	`--- Java example ---`
	`{code:title=Bar.java|borderStyle=solid}`
	`// Some comments here`
	`public String getFoo()`
	`{`
	`    return foo;`
	`}`
	`{code}`
	
	`--- XML example ---`
	`{code:xml}`
	`<test>`
	`  <another tag="attribute"/>`
	`</test>`
	`{code}`
		yes

Quote Macro	Generate blockquotes that may contain multiple paragraphs or complex markup. Usage:
	`{quote}`
	`This is text from another source`
	`{quote}`
		yes

No Format Macro	Create blocks of text where other wiki formatting is not applied. Usage:
	`{noformat}`
	`This is text  \#&@!@(*!&*@()#*@\ \\`
		yes

<table>
<tr><td></td><td>{macros} _wont_work_here
{noformat}</td><td></td></tr>
<tr><td>Panel Macro</td><td>Draw a panel with the following optional parameters:
• title: Title of the panel
• borderStyle: The style of the border this panel uses (solid, dashed and other valid CSS border styles)
• borderColor: The color of the border this panel uses
• borderWidth: The width of the border this panel uses
• bgColor: The background color of this panel
• titleBGColor: The background color of the title section of this panel

{panel}Some text{panel}

{panel:title=My Title}Some text with a title{panel}

{panel:title=My Title| borderStyle=dashed| borderColor=#ccc| tit
a block of text surrounded with a *panel*
yet _another_ line
{panel}</td><td>true</td></tr>
<tr><td>Colour Macro</td><td>Change the colour of the contained text. Usage:
{color:red}
look ma, red text!
{color}
You can use any of the sixteen standard HTML colours ('aqua','black','blue','fuschia','green','gray','lime', 'maroon','navy','olive','purple','red','silver','teal','white','yellow'), or any hexadecimal colour code (e.g. '#336699').</td><td>yes</td></tr>
<tr><td>Lorem Ipsum Macro</td><td>Insert paragraphs of "lorem ipsum" space-filler text. Usage:
{loremipsum}</td><td>yes</td></tr>
<tr><td>HTML Macro</td><td>Use HTML code within a Jira Issue. Usage:
{html}
<p>You'll find a lot more in <A href="chapter2.html">chapter two
See also this <a href="../images/forest.gif">map of the enchante
{html}</td><td>no</td></tr>
</table>

Note:

The JIRA Text Formatting Notation and macros will only be available if your JIRA administrator has configured the relevant renderers.

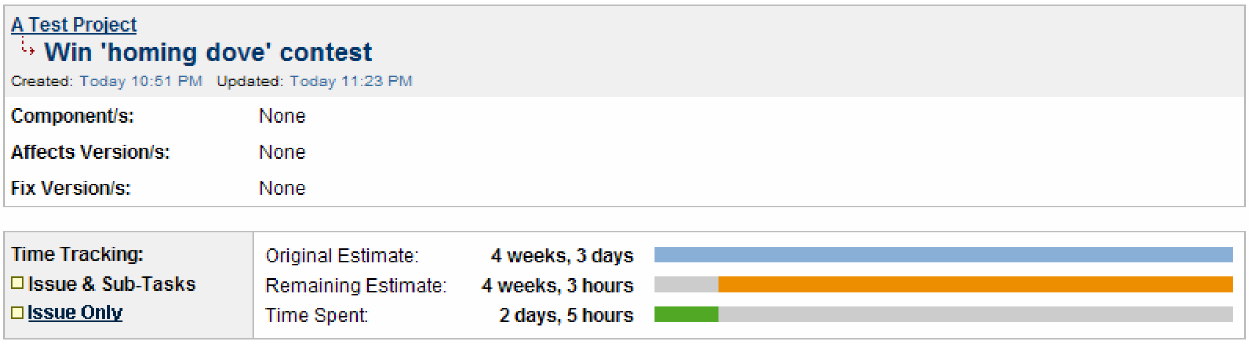
1.4.5. Logging Work on an Issue

Note:

You can only log work on an issue if your administrator has enabled 'time-tracking', and if you have the correct permissions in the project to which the issue belongs.

If time-tracking has been enabled for your JIRA system, three coloured bars will be displayed for each issue, representing the following amounts of time:

- **Original Estimate** (blue) — the amount of time the issue was expected to take to resolve, when it was first created.
- **Remaining Estimate** (orange) — the remaining amount of time the issue is currently expected to take to resolve.
- **Time Spent** (green) — the amount of time logged working on the issue so far.



Time tracking for an issue and its sub tasks

You can:

- Click '**Issue & Sub-Tasks**' to see the aggregate times for the issue plus all of its sub-tasks.
- Click '**Issue Only**' to see the times for the issue only.

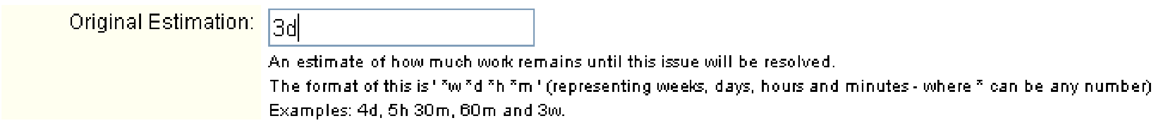
When you *log work* on an issue (see below), you:

1. Log the time you have spent, in weeks/days/hours/minutes (this will be added to the issue's total '**Time Spent**')
2. Enter a description of the work you have done
3. Adjust the '**Remaining Estimate**' (i.e. the *remaining amount of time* you think the issue will take to resolve)

1.4.5.1. Specifying an original time estimate

If the '**Original Estimation**' (i.e. the *total amount of time* you think the issue will take to resolve) has not yet been specified for the issue, you may want to specify it before you log work on the issue. Once work has been logged on an issue, the '**Original Estimation**' cannot be changed.

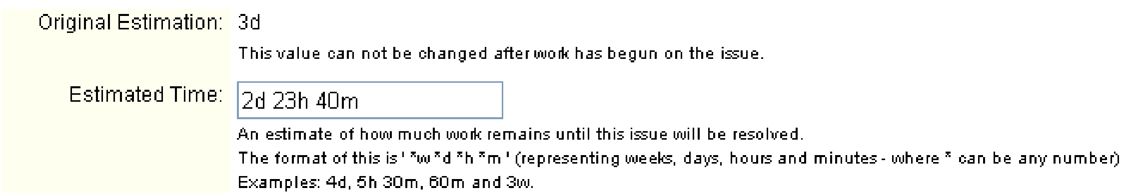
1. Navigate to the issue and view its details.
2. Select '**Edit**' from the '**Operations**' menu on the left-hand side of the screen.
3. If work has not yet begun on the issue, you will see the '**Original Estimation** field:



Setting time tracking on an existing issue

(You may edit this value up until work is logged against the issue.)

NOTE: If work has been logged on the issue, you will see the following instead:



Setting time tracking on an existing issue

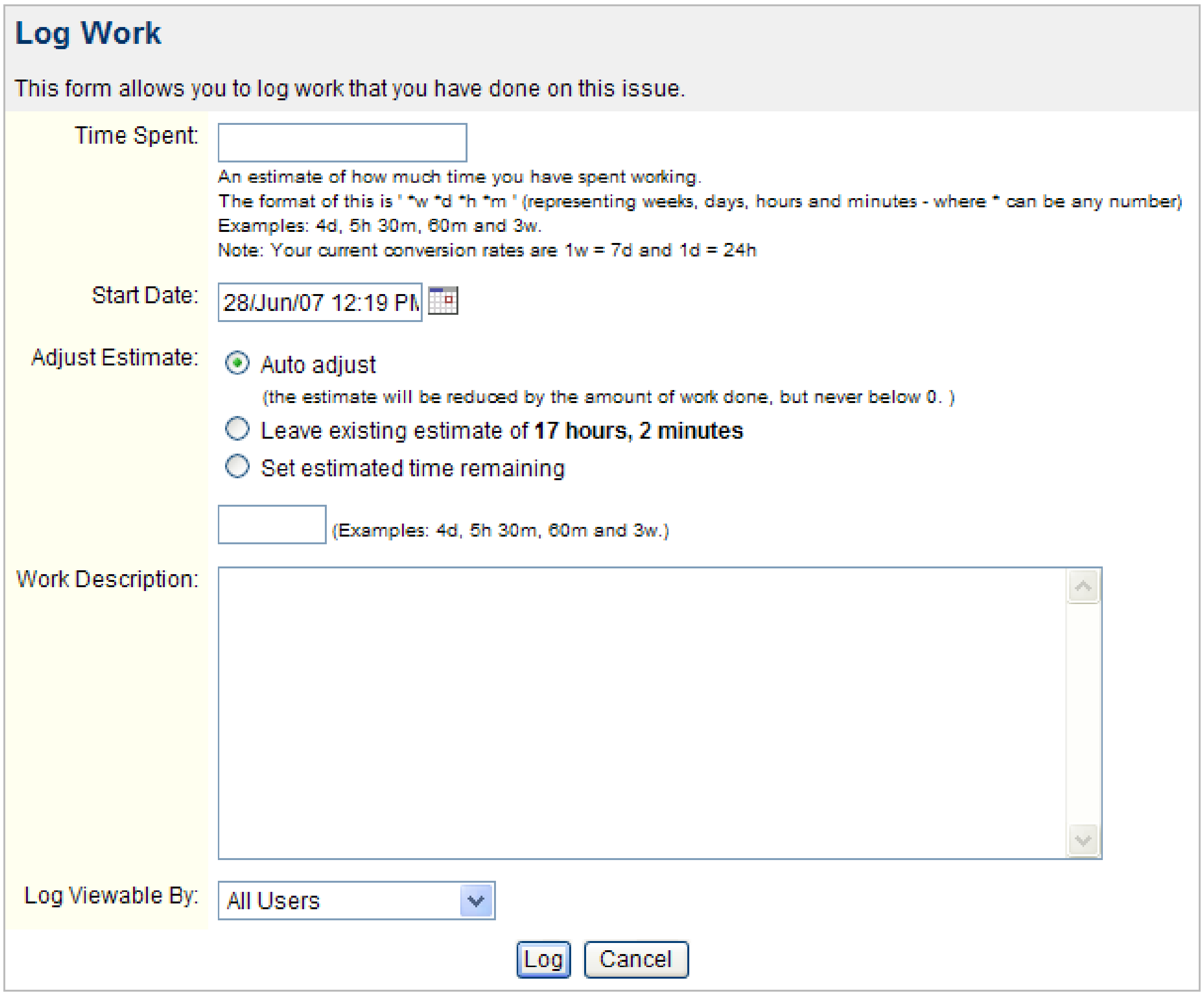
4. In the '**Original Estimation**' field, enter the amount of time you believe will be required to resolve the issue. Use '*w', '*d', '*h' and '*m' to specify weeks, days, hours or minutes (where '*' is any number). For example, to specify 'six hours', type '6h'.
5. Click the '**Update**' button at the bottom of the screen.

1.4.5.2. Logging work on an issue

1. Navigate to the issue and view its details.
2. Select '**Log work done**' from the '**Operations**' menu on the left-hand side of the screen:

Navigating to the log work page

3. The '**Log work**' screen will be displayed:



Logging work

4. In the '**Time Spent**' field, enter the amount of time to be logged. Use '*w', '*d', '*h' and '*m' to specify weeks, days, hours or minutes (where '*' is any number). For example, to log two hours of work, type '2h'.
5. In the '**Start Date**' field, click the calendar icon to select the date/time when you started work.

The calendar popup will be displayed, where you can:

- scroll back ('<') or forward ('>') to choose a different date.
- click the hour to increase it (or <Shift> click to decrease it).
- click the minute to increase it (or <Shift> click to decrease it).
- click 'am' / 'pm' to toggle between them.

6. The '**Adjust Estimate**' field affects the value of the issue's '**Remaining Estimate**'. Select one of the following:
   - '**Auto Adjust**' — Select this if you want to automatically subtract your '**Time Spent**' from the issue's current '**Remaining Estimate**'.
   - '**Leave existing estimate of ...** ' — Select this if don't want to change the issue's '**Remaining Estimate**'.
   - '**Set estimated time remaining**' — Select this if you want to manually change the issue's '**Remaining Estimate**'. If you select this option, enter your new estimate into the blank field below. Use '*w', '*d', '*h' and '*m' to specify weeks, days, hours or minutes (where '*' is any number). For example, to specify 'thirty minutes', type '30m'.
7. In the '**Work Description**' field, type a description or comment about the work you have done.
8. In the '**Log Viewable By**' field, you can either set this work log to be viewable only by members of a particular project role; or you can allow all users to view it. NOTE: For users to view a work log, they must have the '**Browse Project**' permission to view the issue, as well as being a member of the '**Log Viewable By**' users.
9. Click the '**Log**' button to return to the issue, and verify that:
   - the '**Time Spent**' that you just entered has been added to the issue's total '**Time Spent**' field.
   - the '**Remaining Estimate**' that you just entered (or chose) matches the issue's '**Remaining Estimate**' field.

Note: you can log work on an issue if you have been granted the 'Work On Issues' permission.

Note:
Once work has been logged on an issue, various reports based on the time-tracking information become available.

1.4.5.3. Editing a work log entry

1. Navigate to the issue and view its details.
2. Select the '**Work Log**' tab (below the '**Description**' field).
3. Locate the work log entry you wish to edit.
4. Click the '**Edit**' link, located at the right of the work log entry.
5. The '**Log work**' screen will be displayed. Edit the fields as described under *Logging work on an issue* (above).
6. Click the '**Log**' button to return to the issue, and verify that:
   - the word 'Edited' is displayed to indicate that the work log entry has been edited. You can hover your mouse over the word 'Edited' to see who edited the work log, and when.
   - the issue's total '**Time Spent**' field has been adjusted as per the '**Time Spent**' that you just edited.
   - the issue's '**Remaining Estimate**' field has been adjusted as per the '**Remaining Estimate**' that you just edited.

Note: you can edit your own work log entries if you have been granted the 'Edit Own Work Logs' permission. You can edit other people's work log entries if you have been granted the 'Edit All Work Logs' permission.

1.4.5.4. Deleting a work log entry

1. Navigate to the issue and view its details.
2. Select the '**Work Log**' tab (below the '**Description**' field).
3. Locate the work log entry you wish to edit.
4. Click the '**Delete**' link, located at the right of the work log entry.
5. Confirm the deletion by clicking the '**Delete**' button when prompted.
6. The '**Delete Worklog**' screen will be displayed. The '**Adjust Estimate**' field affects the value of the issue's '**Remaining Estimate**'. Select one of the following:
   - '**Auto Adjust**' — Select this if you want to automatically *add* the work log entry's '**Time Spent**' back to the issue's current '**Remaining Estimate**'.
   - '**Leave existing estimate of ...** ' — Select this if don't want to change the issue's '**Remaining Estimate**'.
   - '**Set estimated time remaining**' — Select this if you want to manually change the issue's '**Remaining Estimate**'. If you select this option, enter your new estimate into the blank field below. Use '*w', '*d', '*h' and '*m' to specify weeks, days, hours or minutes (where '*' is any number). For example, to specify 'thirty minutes', type '30m'.
7. Click the '**Delete**' button to confirm the deletion and return to the issue. Verify that:
   - the issue's '**Work Log**' tab no longer displays the work log entry that you just deleted.
   - the issue's '**Change History**' tab displays the '**Worklog Id**' (but not the description) of the deleted work log entry.
   - the issue's '**Time Spent**' field has been decreased by the value of the deleted work log entry's '**Time Spent**'.
   - the issue's '**Remaining Estimate**' field has been adjusted according to your choice in Step 6 (above).

Note: you can delete your own work log entries if you have been granted the 'Delete Own Work Logs' permission. You can delete other people's work log entries if you have been granted the 'Delete All Work Logs' permission.

1.4.6. Issue Scheduling

1.4.6.1. Enabling Issue Scheduling

By default JIRA ships with Issue Scheduling feature disabled. To enable Issue Scheduling at least one group or project role must be given the "Schedule Issues" permission. To assign this permission to one or more groups please refer to the Permissions documentation

1.4.6.2. Scheduling An Issue

An issue can be scheduled when it is created, or at a later stage using the edit issue feature, by populating the "Due Date" field of the issue. Keep in mind that only users with "Schedule Issues" permission can populate the "Due Date" field.

1.4.6.3. Searching

It is possible to search for issues using the Issue Navigator. Choose "Find Issues" in the title bar menu to bring up the Issues Navigator. There are two ways to search for issues based on the "Due Date" field. The first way is using fixed date values, the second is using periods that are relative to the current date.

Fixed Date Searchers

There are two text fields in the Issue Navigator that allow searching based on the "Due Date" field. To perform a search for all issues that are due after a certain date enter the date into the "Due After" text field of the Issue Navigator. For example to find all issues that are due after 1st June 2003, enter 1-6-2003 into the "Due After" field. It is also possible to use the Calendar popup to select a date by clicking the calendar icon on the right of the "Due After" text field. To search for issues that are due before a certain date, enter the date into the "Due Before" date. For example, to find all issues that are due before 1st July 2003, enter 1-7-2003 into the "Due Before" text field. It is also possible to search for issues that are due between two dates by populating the "Due After" and the "Due Before" text fields.

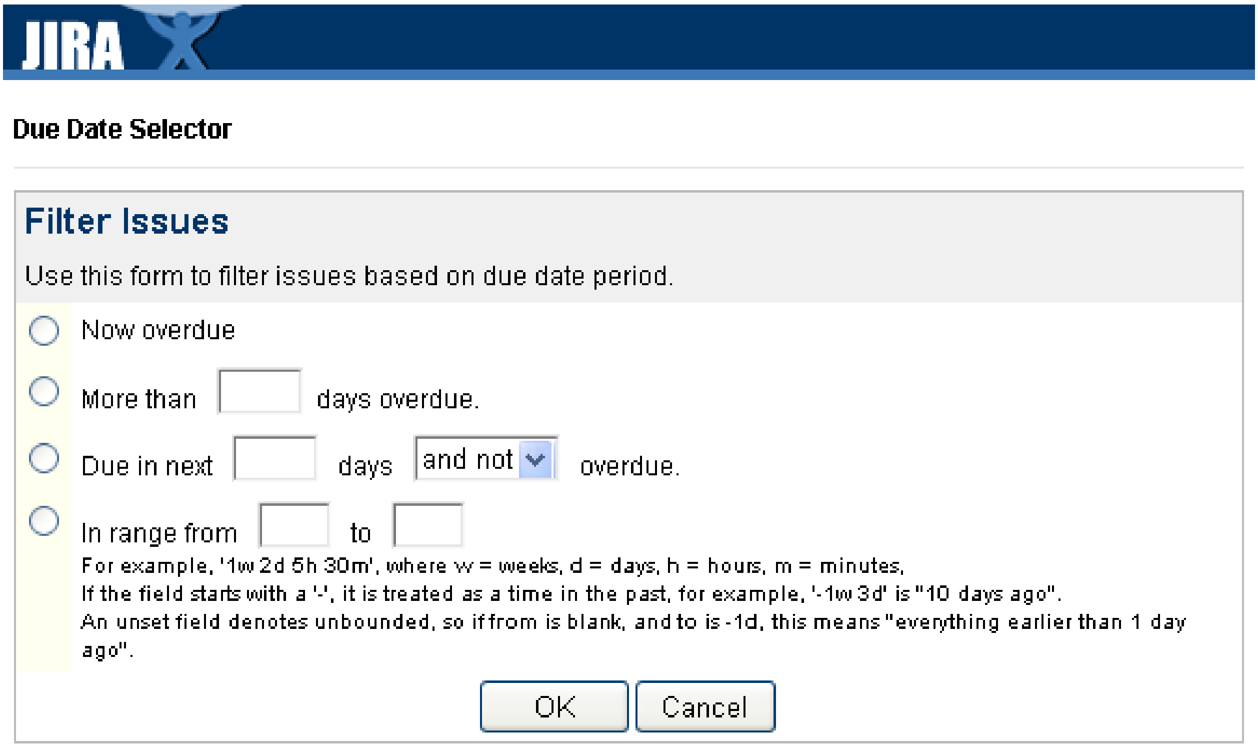
Relative Period Search

It is possible to perform a search that is relative to the time when it is run. These kind of searches are more useful when they are saved. For more instructions on how to save search filters please refer to saving search filters. For example, it is possible to do a search for issues that are due seven days from now. To do this, enter 7d into the "Due Date To" text field of the Issue Navigator. If the search is saved and run the next day, the issues that are due in seven days from the time that the search is run will be retrieved. Thus, this search will find all issues that are due within a week every time it is run.

The values that are entered into the "Due Date From" and "Due Date To" fields have to conform to a special syntax (described below). However it is also possible to use the Due Date popup by clicking the icon to the right of the "Due Date To" text field to specify the search period.

Due Date Popup

The Due Date popup is shown below.



Due Date selector

- To search for issues that are overdue at the time of the search select the first radio button and click "OK".
- To search for issues that are overdue by more than a certain number of days, populate the text field in the second row, (select the second radio button, if it is not selected for you automatically) and click OK.
- To search for issues that are due in the next certain amount of days and are not overdue at the time of the search, populate the text field in the third row with the number of days, and choose "and not" from the select box in the third row. Select the third radio button, if one it was not selected automatically, and click "OK".
- To search for issues that are due in the next certain amount of days and are overdue at the time of the search, populate the text field in the third row with the number of days, and choose "and" from the select box in the third row. Select the third radio button, if one it was not selected automatically, and click "OK".
- The fourth row of the popup is used for arbitrary period searches. Use the "to" text field to specify the upper bound of the search, and the "from" text field to specify the lower bound of the search. A blank text field means no bound. Populating the text fields in the fourth row, actually has the same effect as populating the "Due Date From" and "Due Date To" text boxes in the Issue Navigator. The fields in the popup expect entries in the same syntax as the ones in the Issue Navigator. The syntax is described below

Relative Period Search Syntax

The "Due Date From" and "Due Date To" fields use a special syntax to denote time period bounds. The syntax uses numbers and abbreviations that follow the numbers to represent what the numbers actually mean. The abbreviations are "w" for weeks, "d" for days, "h" for hours and "m" for minutes. For example, to specify 10 days in the future use "10d" or "1w and 3d". To specify a period bound in the past prefix the value with the "-" sign. For example to specify 2 days, 4 hours and 3 minutes ago, use "-2d 4h 3m".

1.4.7. Creating a sub-task

Sub-task issues are generally used to split up a parent issue into a number of tasks which can be assigned and tracked separately. Splitting issues into smaller tasks often provides a better picture of the progress on the issue, and allows each person involved in resolving the issue to better understand what part of the process they are responsible for.

All the sub-tasks related to a parent issue are summarised on the parent issue's main screen (see "Working with Sub-Tasks" below). Sub-tasks always belong to the same project as their parent issue.

Sub-tasks have all the same fields as standard issues, e.g. Summary, Description, Reporter, Assignee, Status. Note that sub-tasks have a different set of issue types from the standard issue types.

Sub-tasks cannot have sub-tasks of their own. However, if you need to break up a sub-task into smaller sub-tasks, you could achieve this by first converting the sub-task to a standard issue (see below). You would then be able to create sub-tasks for it.

> **Note:**
> Sub-tasks are only supported in the Professional and Enterprise editions of JIRA, and are only available if they have been enabled by your JIRA administrator. To create sub-tasks, you will also need to have the *Create Issue* permission in the parent issue's project.

1.4.7.1. Creating a sub-task

1. Navigate to the issue which you would like to be the parent issue of the sub-task you are about to

create.

2. Select 'Create sub-task' from the 'Operations' menu on the left-hand side of the screen.
3. The 'Step 1. Choose the project and issue type' screen will be displayed. Select the sub-task issue type (the default is 'Sub Task', but others may have been added by your JIRA administrator) and click the 'Next' button.

Create Subtask - Step 1. Select Issue Type

4. The 'Step 2. Enter the details of the issue' screen will be displayed, similar to [creating a standard issue](). Type a summary for the sub-task and complete any other required fields, which are italicised and highlighted by an asterix.

   Note that there is no option to [set security]() on a sub-task, as sub-tasks inherit their parent issue's security levels (if any have been set).

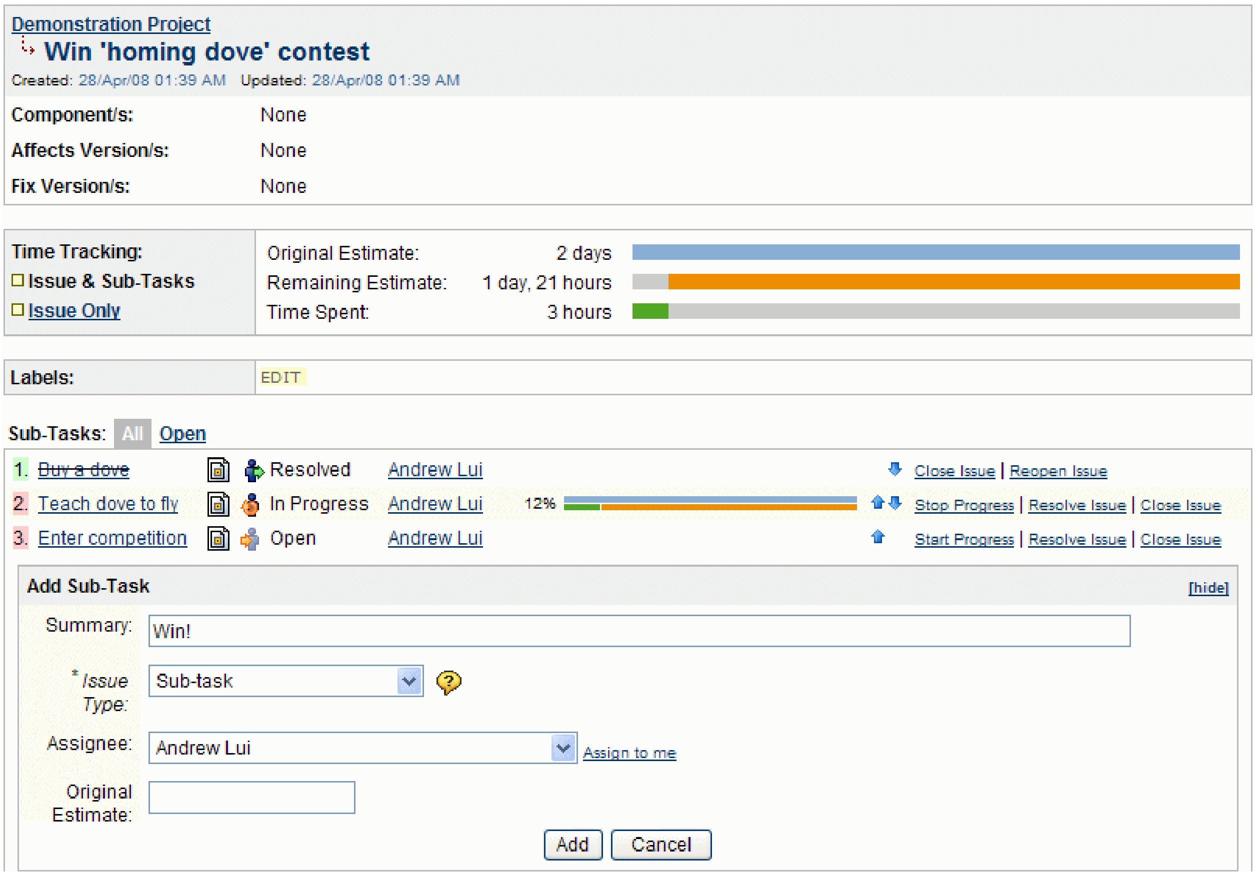
5. Click the 'Create' button at the bottom of the page. The sub-task will be created and you will see the 'View Issue' screen, showing the sub-task's details that you have provided. The parent issue's summary and issue key are displayed above the sub-task's summary. You can easily return to the parent issue by clicking its summary or issue key.

View New Subtask

In the above screenshot, the new sub-task is **DOVE-2 (Buy a dove)** and its parent issue is **DOVE-1 (Win 'homing dove' contest)**. Both belong to the **Dove** project.

1.4.7.2. Working with sub-tasks

If an issue has sub-tasks, then the [issue screen]() will show a list of all the issue's sub-tasks:



Viewing Subtasks

- The sub-task list has two *views*: 'All' and 'Open'. The *All* view lists all sub-tasks, regardless of status, while the *Open* view only shows sub-tasks that have not been resolved (i.e. do not have a resolution). You can switch views by clicking the 'All' and 'Open' links.
- You can reorder sub-tasks by using the up and down arrows to, for example, organise the list in the order of intended execution or priority.
- You can perform *actions* on the sub-tasks by clicking the links in the right-most column, e.g. 'Resolve Issue', 'Close Issue', 'Reopen Issue'.
- Once an issue has one or more sub-tasks, you can quickly create additional sub-tasks by clicking the 'Add Sub-Task' link, typing a description in the 'Summary' field and clicking the 'Add' button. The other sub-task fields are optional, although 'Issue Type' will default to 'Sub-task' and 'Assignee' will default to 'Unassigned'.

Additionally, if your JIRA administrator has enabled time-tracking, coloured bars will be displayed showing the aggregate 'Original Estimate', 'Remaining Estimate' and 'Time Spent' for all of the issue's sub-tasks.

1.4.7.3. Searching for sub-tasks

When sub-tasks are enabled, two extra entries will appear in the 'Issue Type' drop-down list in the Issue Navigator's search form. These entries are: 'Standard Issue Types' and 'Sub-Task Issue Types'.

- To search standard issues only, click the *Standard Issue Types* entry.
- To search sub-task issues only, click *Sub-Task Issue Types* entry.
- To search for one specific type of issue or sub-issue, select just one Issue Type or one Sub-Task Issue Type.

If no entries are selected from the *Issue Type* field then the search will return all the standard issues as well as sub-task issues that meet the rest of the search criteria.

The search results indicate sub-task issues by displaying the parent issue's issue key above the sub-task's summary, as shown below:

T	Key	Summary	Assignee	Reporter	Pr	Status	Res	Created	Updated	Sub-Tasks
	DOVE-1	Win 'homing dove' contest	A. D. Ministrator	A. D. Ministrator		Open	UNRESOLVED	12/Oct/04	12/Oct/04	~~DOVE-2~~ ~~DOVE-3~~ DOVE-4 DOVE-5
	DOVE-2	DOVE-1 Buy a dove	A. D. Ministrator	A. D. Ministrator		Closed	Fixed	12/Oct/04	12/Oct/04	
	DOVE-3	DOVE-1 Teach dove to fly	A. D. Ministrator	A. D. Ministrator		Closed	Fixed	12/Oct/04	12/Oct/04	
	DOVE-4	DOVE-1 Enter competition	A. D. Ministrator	A. D. Ministrator		In Progress	UNRESOLVED	12/Oct/04	12/Oct/04	
	DOVE-5	DOVE-1 Win	A. D. Ministrator	A. D. Ministrator		Open	UNRESOLVED	12/Oct/04	12/Oct/04	

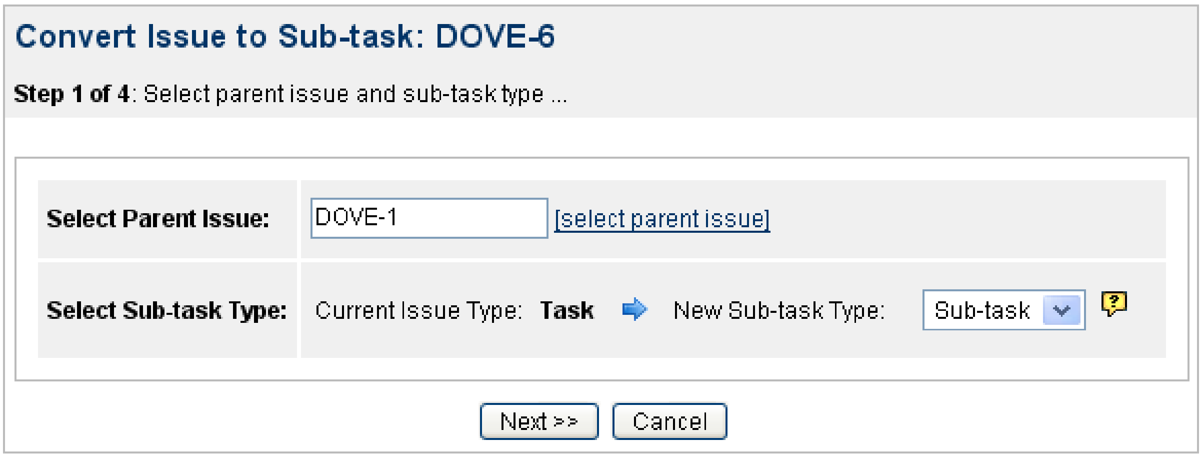
Subtasks Searching

Adding the 'Sub-Tasks' column to your Issue Navigator

To add the 'Sub-Tasks' column to your Issue Navigator as shown in the above screenshot, please see Customising your Issue Navigator columns.

1.4.7.4. Converting a standard issue to a sub-task

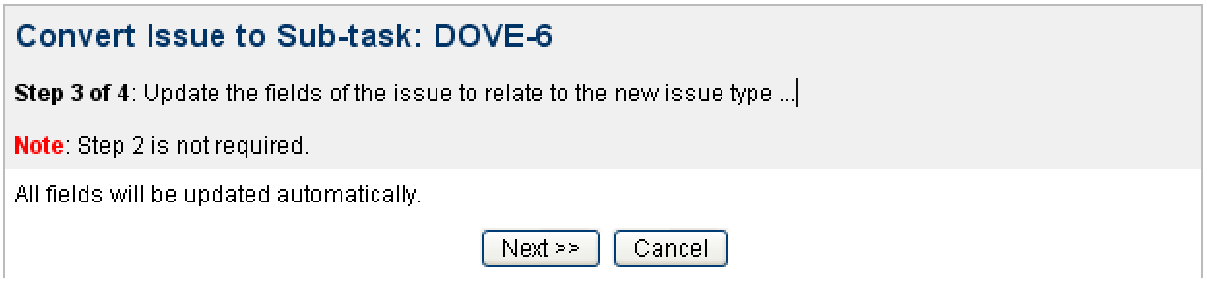
1. Navigate to the issue which you would like convert to a sub-task.
2. Select 'Convert to sub-task' from the 'Operations' menu on the left-hand side.
3. The 'Step 1. Select Parent Issue and Sub-Task Type' screen will be displayed:



Convert Issue to Subtask - Step 1. Select Issue Type

Type or select the appropriate parent issue type, select the new issue type (i.e. a sub-task issue type) and click the 'Next' button.

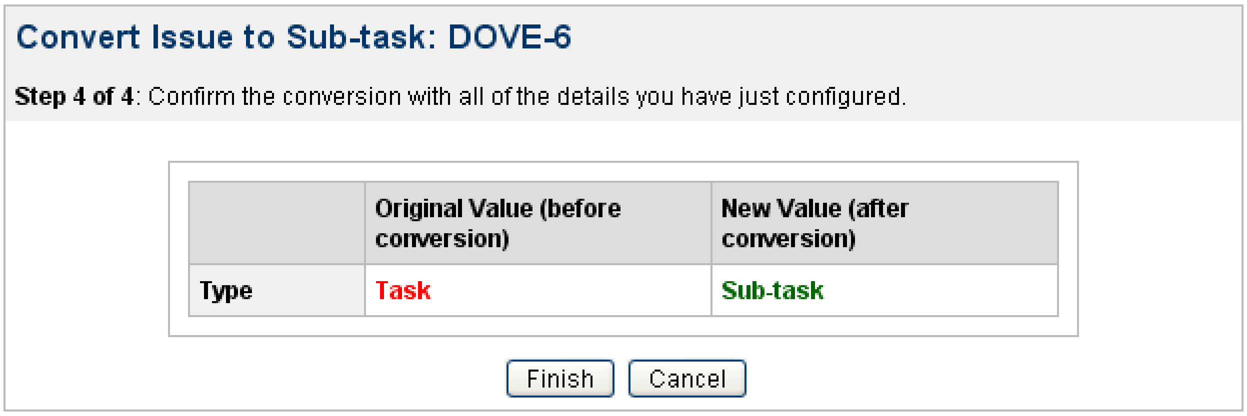
4. If the issue's current status is not an allowed status for the new issue type, the 'Step 2. Select New Status' screen will be displayed. Select a new status and click the 'Next' button.
5. The 'Step 3. Update Fields' screen will be displayed. If the new issue type requires any additional fields, you will be prompted to enter them. Otherwise you will see the message 'All fields will be updated automatically':



Convert Issue to Subtask - Step 3. Update Fields

Click the 'Next' button.

6. The 'Step 4. Confirmation' screen will be displayed. If you are satisfied with the new details for the issue, click the 'Finish' button:

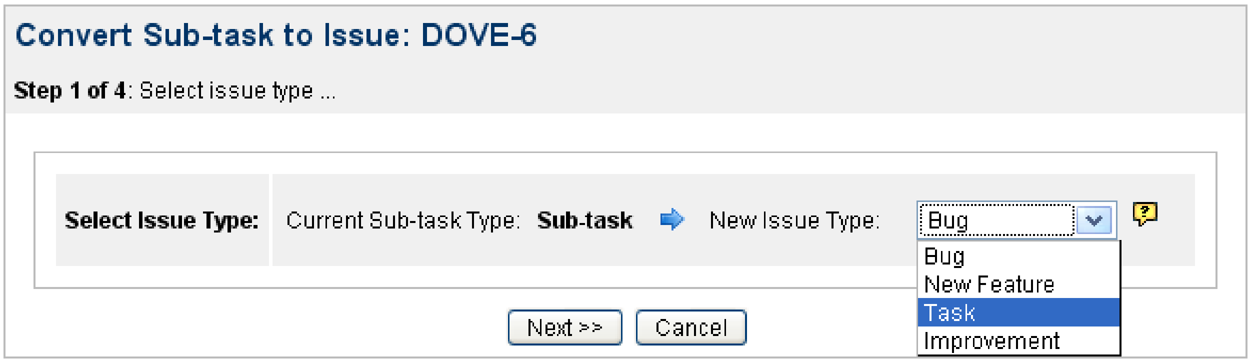


Convert Issue to Subtask - Step 4. Confirmation

7. The issue will be displayed. You will see that it is now a sub-task, that is, its parent's issue number is now displayed at the top of the screen (see 'Creating a sub-task' above).

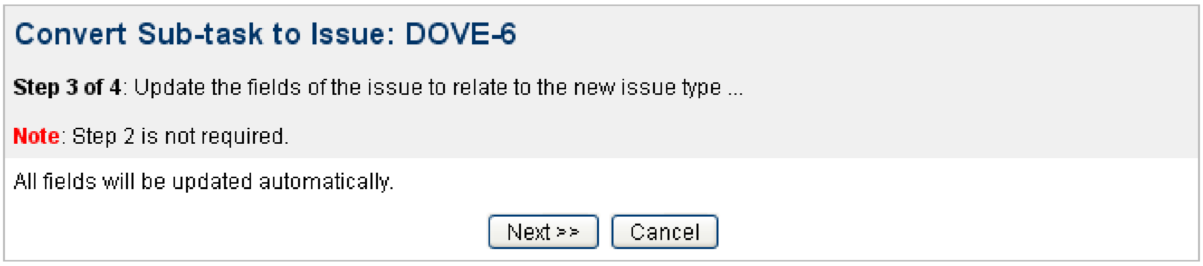
1.4.7.5. Converting a sub-task to a standard issue

1. Navigate to the sub-task issue which you would like convert to a standard issue.
2. Select 'Convert to issue' from the 'Operations' menu on the left-hand side of the screen.
3. The 'Step 1. Select Issue Type' screen will be displayed. Select a new issue type (i.e. a standard issue type) and click the 'Next' button.



Convert Subtask to Issue - Step 1. Select Issue Type

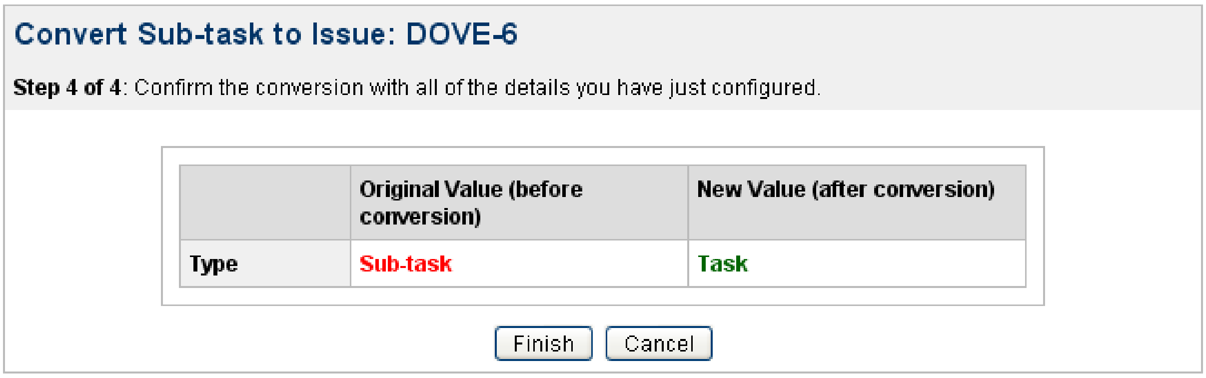
4. If the sub-task's current status is not an allowed status for the new issue type, the 'Step 2. Select New Status' screen will be displayed. Select a new status and click the 'Next' button.
5. The 'Step 3. Update Fields' screen will be displayed. If the new issue type requires any additional fields, you will be prompted to enter them. Otherwise you will see the message 'All fields will be updated automatically':



Convert Subtask to Issue - Step 3. Update Fields

Click the 'Next' button.

6. The 'Step 4. Confirmation' screen will be displayed. If you are satisfied with the new details for the issue, click the 'Finish' button:



Convert Subtask to Issue - Step 4. Confirmation

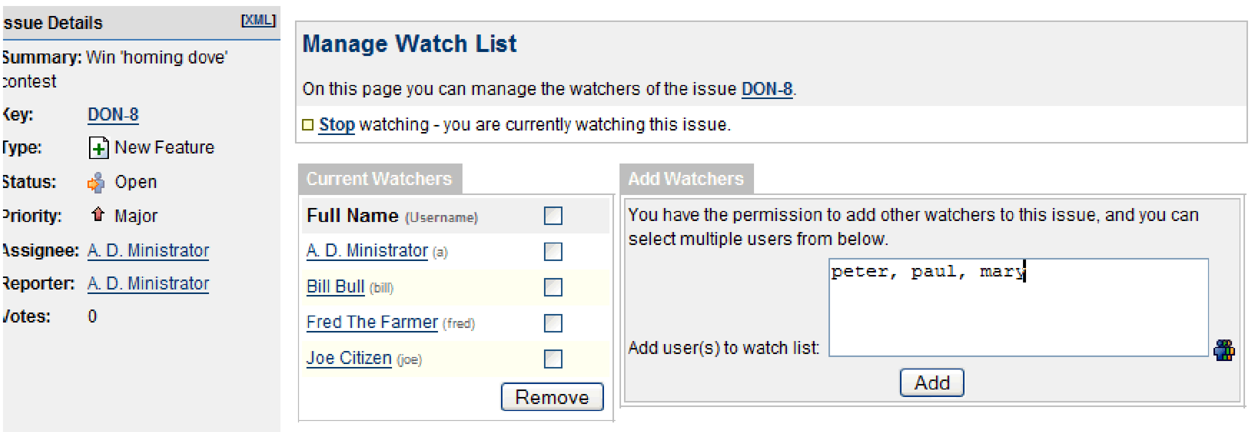
7. The issue will be displayed. You will see that it is no longer a sub-task, that is, there is no longer a parent issue number displayed at the top of the screen.

1.4.8. Voter and Watcher Lists

JIRA allows a user to cast a vote for a particular issue - "voicing" their preference for that issue to be resolved or completed. JIRA also allows a user to watch a particular issue, signing up for notifications of any updates relating to that issue.

Building on these two features, JIRA provides the ability to view the voter and watcher lists for an issue. Further, a user with the correct permission can manage the watcher list.

The voter and watcher lists can be accessed by clicking the relevant link (beside the voter/watcher total) in the issue summary when viewing an issue.



Mange Watcher List

1.4.8.1. Permissions

JIRA incorporates two permissions to govern who may view/edit the voter and watcher data:

- **View Voters and Watchers** - permits a user to view both the voter and watcher lists
- **Manage Watcher List** - permits a user to view/edit the watcher list

These permissions can be granted through a Permission Scheme.

> **Note:**
> It is possible to add multiple users to the watcher list through the multi-user picker.

> **Note:**
> It is not possible to edit the voter list.

1.4.9. Commenting on an Issue

Adding comments to an issue is a useful way to record additional detail about an issue, and collaborate with team members.

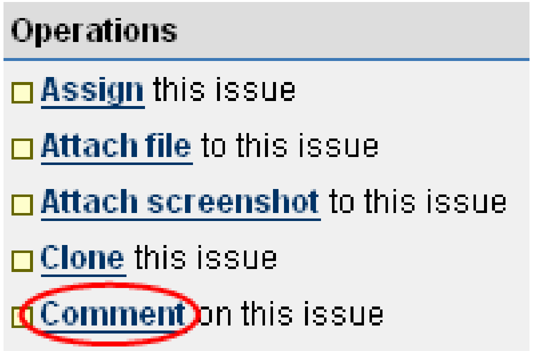
You can add comments to an issue as long as you have both of the following permissions:

- 'Browse Project' permission - to view the issue to be commented on
- 'Add Comments' permission - to add a comment to the issue

When adding a comment, you can also set the comment to be **Viewable By** members of a particular project role only; or you can allow all users to view it. For users to view a comment, they must have the 'Browse Project' permission to view the issue, and for each comment they must be a member of the **Viewable By** users (see 'Adding a Comment' below).

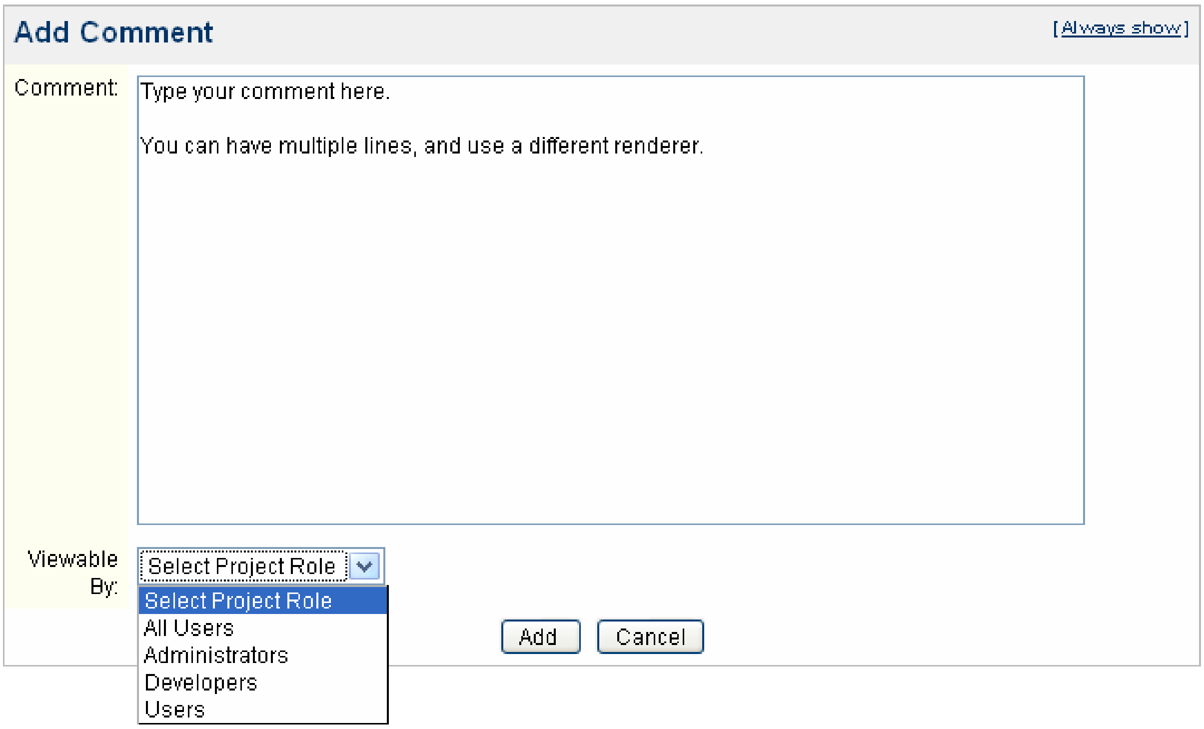
1.4.9.1. Adding a comment

1. Browse to the issue you wish to comment on.
2. Click the **Comment** link under the **Operations** menu.



Operations menu

3. Type your comment, and select which users can view this comment. Click the **Add** button.



Add Comment

The **Viewable By** list will include all project roles to which you belong.

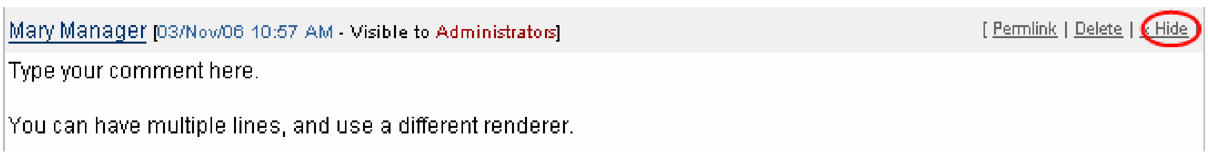
(Note: in this example, 'All users' means everybody who uses JIRA, while 'Users' means everybody who is a member of the 'Users' project role in this project.)

> **Note:**
> The comment body can be rendered differently if your JIRA administrator has set up a Renderer. For details, see 'Editing rich-text fields'.

1.4.9.2. Hiding/showing a comment

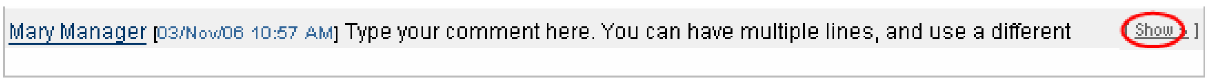
Note that 'Hiding' or 'Showing' a comment refers to whether it is collapsed or fully visible (not to whether it is 'Viewable').

1. Browse to the comment you wish to hide/show.
2. To 'Hide' a comment, click the **Hide** link, located on the comment



Hide Comment

3. To 'Show' a hidden (collapsed) comment, click the **Show** link, located on the comment:

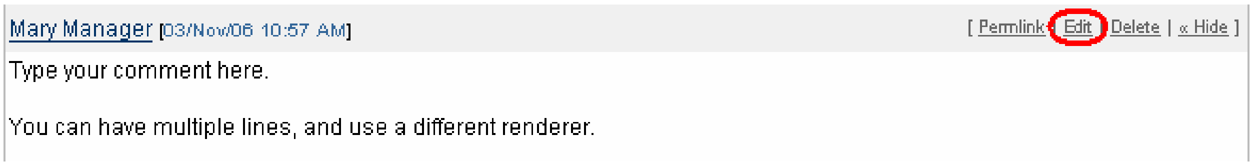


Show Comment

1.4.9.3. Editing a comment

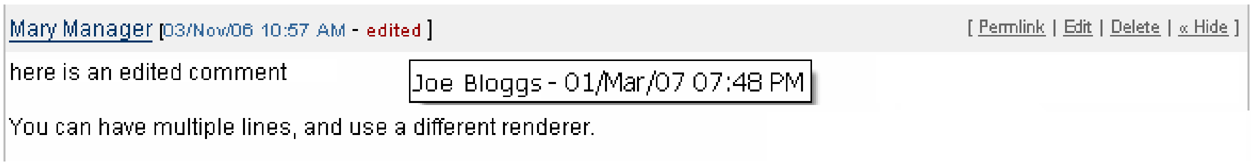
Comments are editable if you are using JIRA version 3.8 or later. To edit a comment,

1. Browse to the comment you wish to edit.
2. Click the **Edit** link, located on the comment:



Edit Comment

3. Edit the comment as required.
4. Click the '**Save**' button.
5. The word 'Edited' will be displayed to indicate that the comment has been edited. You can hover your mouse over the word 'Edited' to see who edited the comment and when, e.g.:

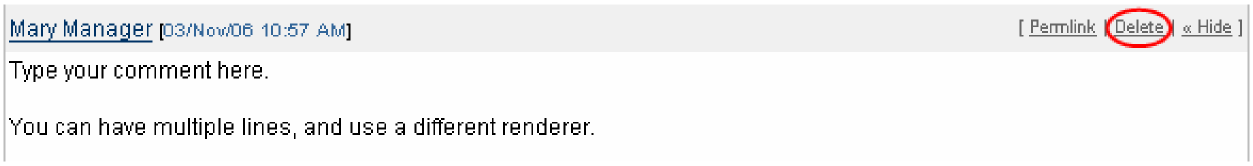


An edited Comment

Note: you can edit your own comments if you have been granted the 'Edit Own Comments' permission. You can edit other people's comments if you have been granted the 'Edit All Comments' permission.

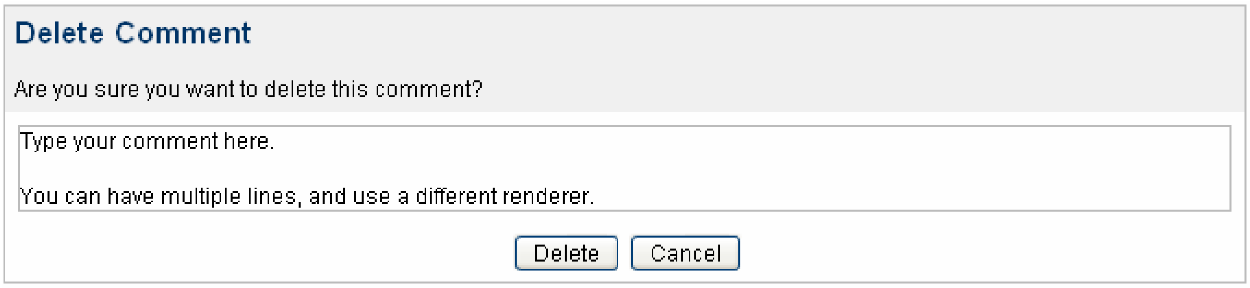
1.4.9.4. Deleting a comment

1. Browse to the comment you wish to delete.
2. Click the **Delete** link, located on the comment:



Delete Comment

3. Confirm the deletion by clicking the **Delete** button:



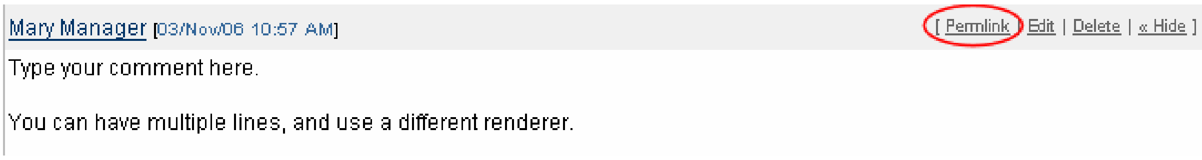
Confirm Comment Deletion

Note: you can delete your own comments if you have been granted the 'Delete Own Comments' permission. You can delete other people's comments if you have been granted the 'Delete All Comments' permission.

1.4.9.5. Linking to a comment

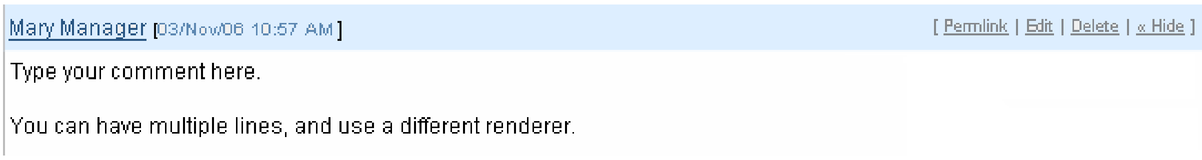
Sometimes you may want to link to a specific comment within a JIRA issue. To do this,

1. Browse to the comment you wish to link to.
2. Click the **Permlink** link, located on the comment:



Permlink to Comment

3. The comment will now be highlighted in pale blue, e.g.:



Permlink - highlighted

4. The URL in your browser's address bar will now look something like this:

   http://jira.atlassian.com/browse/TST-123?focusedCommentId=94796#action_94796

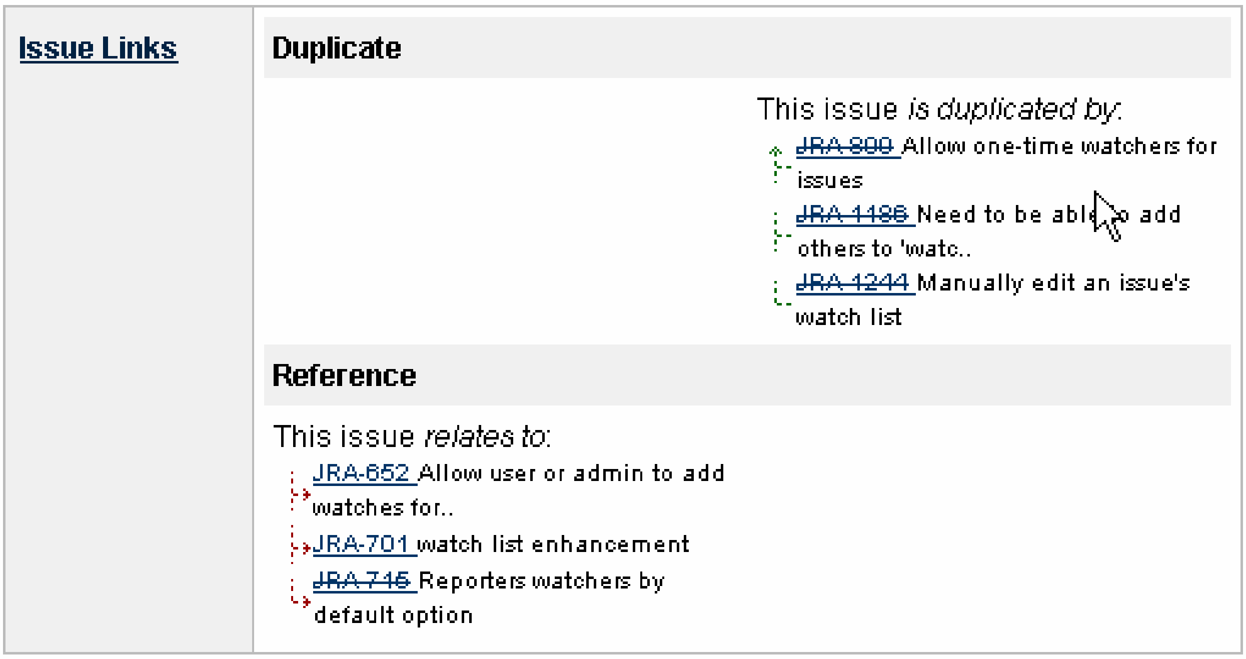
5. Copy the URL from your browser's address bar and paste it into wherever you want to link from (e.g. an email).

1.4.10. Linking Issues

Issue linking allows you to create an association between issues. For example:

- An issue may *duplicate* another.
- An issue may *incorporate* (be a superset of) another.
- An issue may *depend* on another.

Within an issue, links to other issues look like this:



An example of issue linking

The strikethrough text indicates issues that have been resolved. E.g. in the above screenshot, issues JIRA-800, JRA-1186, JRA-1244 and JRA-715 have been resolved, while JRA-652 and JRA-701 have not.

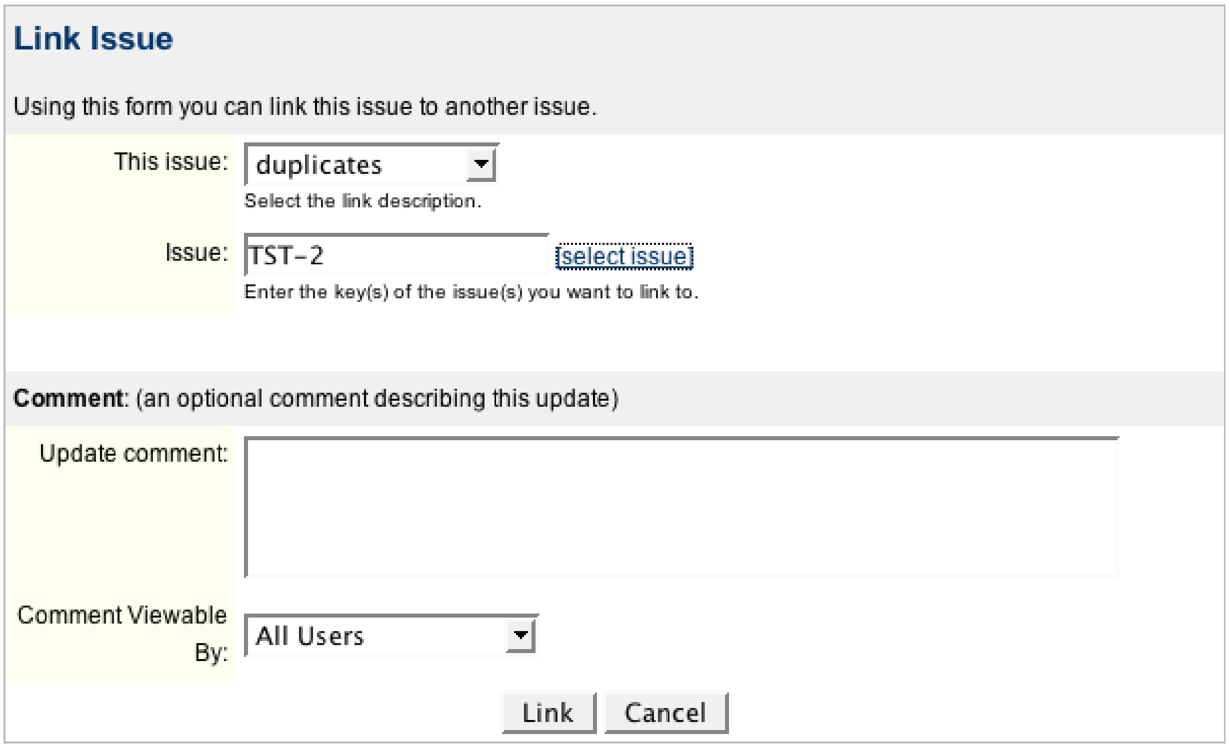
> **Note:**
> Linking is only available if it has been enabled by your JIRA administrator. To create links between issues, you will also need to have the *Link Issues* permission in the project(s) to which the issues belong.

1.4.10.1. Creating a link

To create a link between issues:

1. View the issue from which you want to create a link.
2. Click the word 'Link' under the **Operations** menu in the left-hand column of the screen.

   The 'Link Issue' form will be displayed. Select the type of link to be created, and the issue(s) to be linked to.

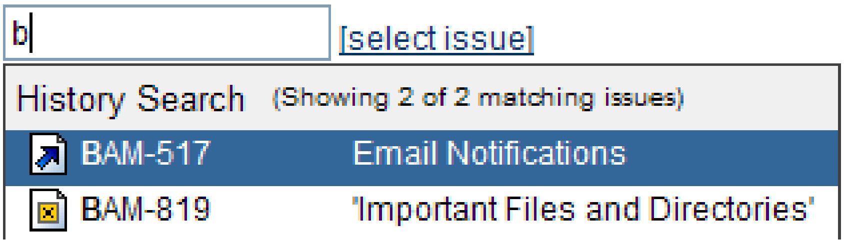
   Screen for linking an issue with another

3. You can link to single or multiple issues. There are two ways to specify the issue(s):

   - Type the full issue key (e.g. **ABC-123**) — or a comma-separated list of issue keys, if linking multiple issues.

     NOTE: If you have previously browsed an issue, you can find the issue number by:

     - typing the first few letters of the issue key (or part of the Summary), which will display a drop-down list:



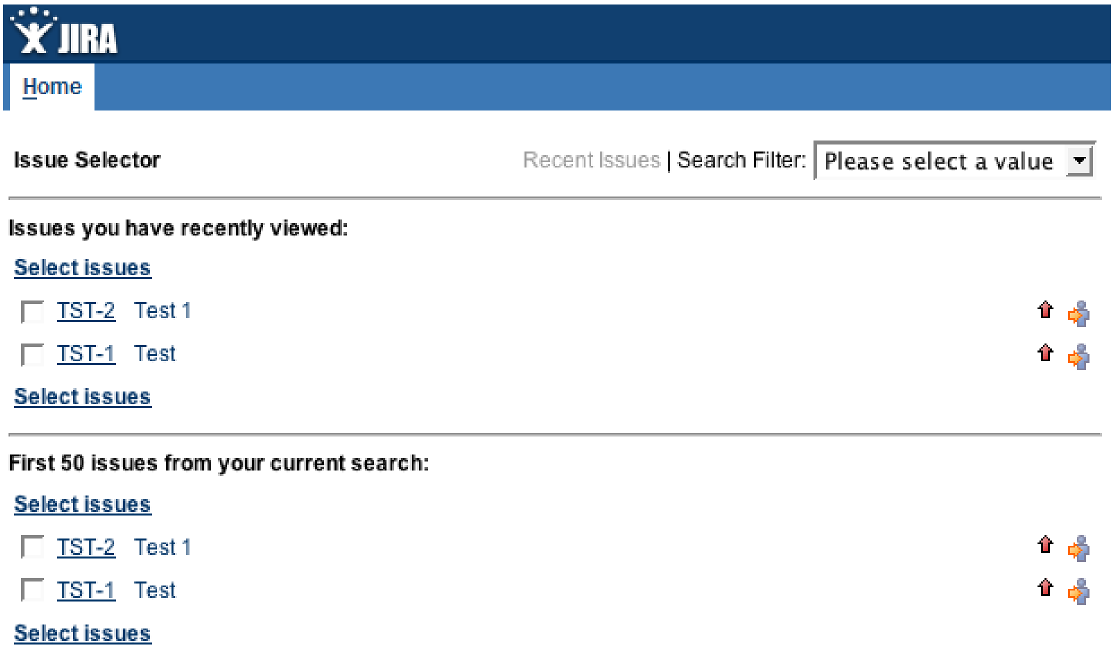
Drop-down list of previously visited issues

- clicking the 'History' dropdown, at the top right of the page and selecting the issue:

History dropdown, for discovering previously visited issue IDs

or:

- Click the '**Select Issue**' link to use the 'Issue Selector' popup, which allows you to select either from issues recently viewed, or from issues returned from your chosen saved search filter (click the 'Please select a value' drop-down to choose a saved search filter).
  - To select a single issue, click the issue key.
  - To select multiple issues, click the 'Select multiple issues' link. Checkboxes will appear, enabling multiple issues to be selected:



Multiple Issue Selector

Select the issues, then click the 'Select issues' link to close the popup and return to the 'Link Issue' form.

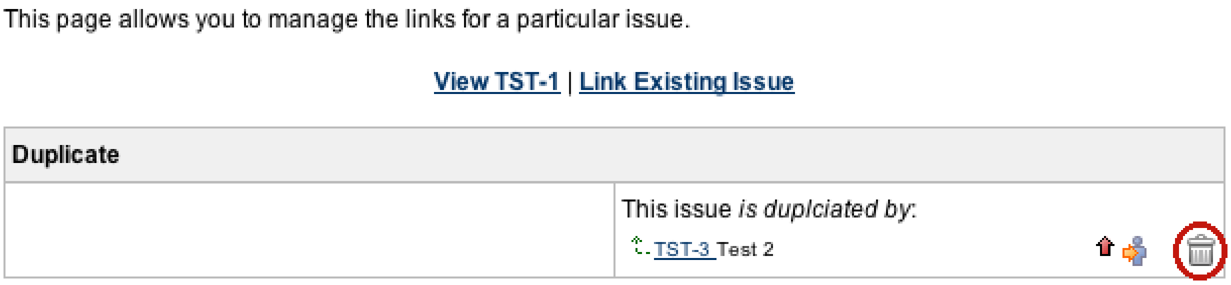
4. Click the 'Link' button.

1.4.10.2. Deleting a link

To delete a link:

1. Inside a linked issue, click on the 'Manage Links' link.

2. In the following screen, click on the small trashcan icon in the bottom-right corner.



Deleting a link

1.4.11. Clone Issue

Clone Issue allows a user to create a duplicate of an issue within the same project. The clone issue is a replica of the original issue - containing the same information stored in the original issue - e.g. summary, affects versions, components, etc. The clone issue can also be linked to the original issue using a 'clone' link.

A clone issue is a separate entity from the original issue. Operations on the original issue have no affect on the clone issue and vice versa. The only connection takes the form of the link (if created) between the original and the clone issue.

A clone issue retains the following information:

- Summary - with optional prefix (specified in jira-application.properties)
- Description
- Assignee
- Environment
- Priority
- Issue Type
- Security
- Reporter
- Components
- Affects Versions
- Fix For Versions

Details such as time tracking and comments are not cloned.

1.4.11.1. Creating a Clone Issue

A clone issue can be created by selecting the '**Clone**' link available in the issue operations menu. It is possible to edit the clone issue summary before creating the clone issue.

1.4.11.2. Clone Issue Linking

The clone issue can be linked to the original issue when creating the clone issue using a pre-existing link type.

JIRA queries the property file for the `jira.clone.linktype.name` setting.

- If this property is unset, JIRA will not create a link between the original and clone issues.
- If this property is set, JIRA will use the pre-existing link type with the specified name as the link type. If a link type with this name does not exist, a link is not created between the original and clone issues.

The link type with the name specified in the properties file should be created before creating clone issues if linking is required.

1.4.11.3. Clone Issue Summary Prefix

The clone issue summary can be prefixed with a string - e.g. "Clone Issue - ". This string is specified in jira-application.properties with the `jira.clone.prefix` property and is prefixed to the issue summary.

1.4.11.4. Cloning and Sub-Tasks

Sub-Tasks can be cloned in the same manner as other issue types.

If the original issue has associated sub-tasks, clone sub-tasks will also be created for the clone issue. However, the clone sub-task summaries will not include the property file specified prefix.

> **Note:**
> It is not possible to clone an issue between projects - i.e. create a clone of an issue from one project and place it in a different project. This enhancement will be addressed in a future release.

> **Note:**
> If the current user does not have the '**Modify Reporter**' permission, the clone issue will be created with the current user as the reporter.

1.4.12. Moving Issues

JIRA allows you to easily move a single issue from one project to another by using the 'Move Issue' wizard.

Please note that you must have the appropriate project permissions to move an issue from one project to another, i.e.

- You must have the 'Move Issues' permission for the project which has the issue that you want to move.
- You must have the 'Create Issues' permission for the project that you wish to move your issue to.

If you do not have either of this permissions, please contact your JIRA administrator to have these added to your user profile.

> **Note:**
> If you wish to move multiple issues between projects at the same time, please refer to the documentation on bulk moving issues.

1.4.12.1. Moving an Issue

The 'Move Issue' wizard allows you to specify another project in your JIRA instance to move your selected issue to. As there may be significant differences in the configuration of your original project and target project, the 'Move Issue' wizard allows you to change certain attributes of the issue. These include:

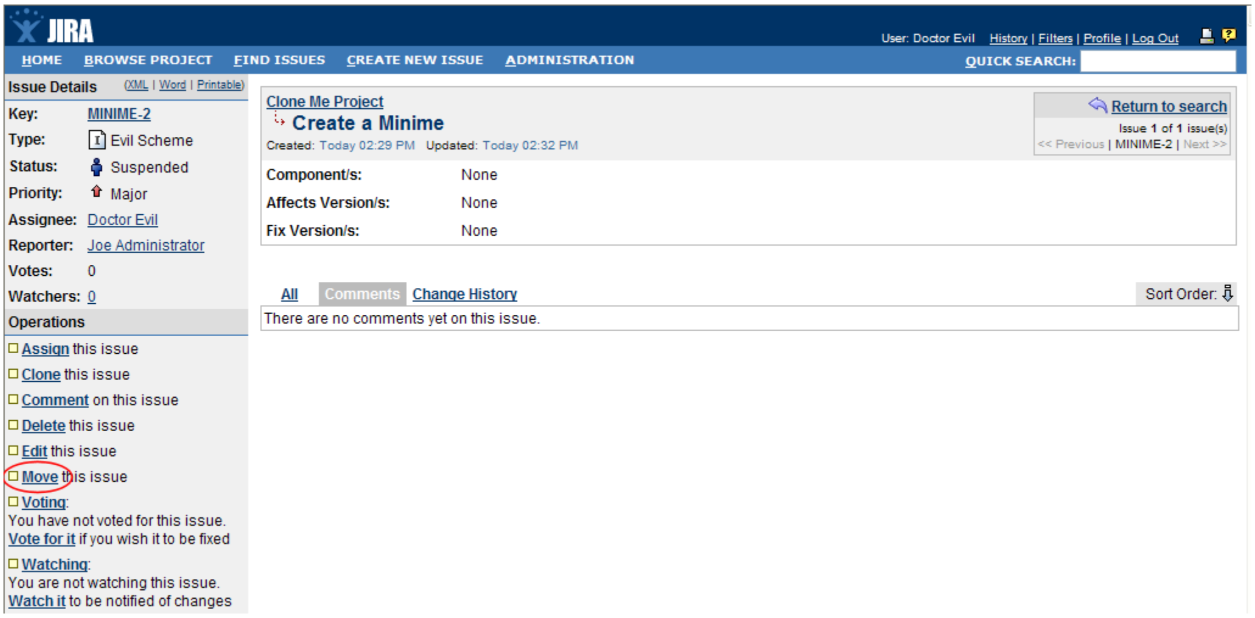
- Issue Type — If your issue is a custom issue type that does not exist in your target project, you must select a new issue type. You can also choose to arbitrarily change the issue type, if you wish.
- Issue Status — You may have set up custom issue statuses as part of a workflow. If you have assigned a custom status to your issue and it does not exist in your target project, you must select a new issue status for your issue. You cannot arbitrarily change the issue status, i.e. the

option to change the issue status will only appear if you are required to change it.

- Custom Fields — If you have defined **required** [custom fields] for your issue, which do not exist in your target project, you must set values for them. You will only be prompted to change the enter values for **required custom fields** in the target project, that are missing values. If you wish to change the existing values for other fields on your issue, you can do this after the move is complete.

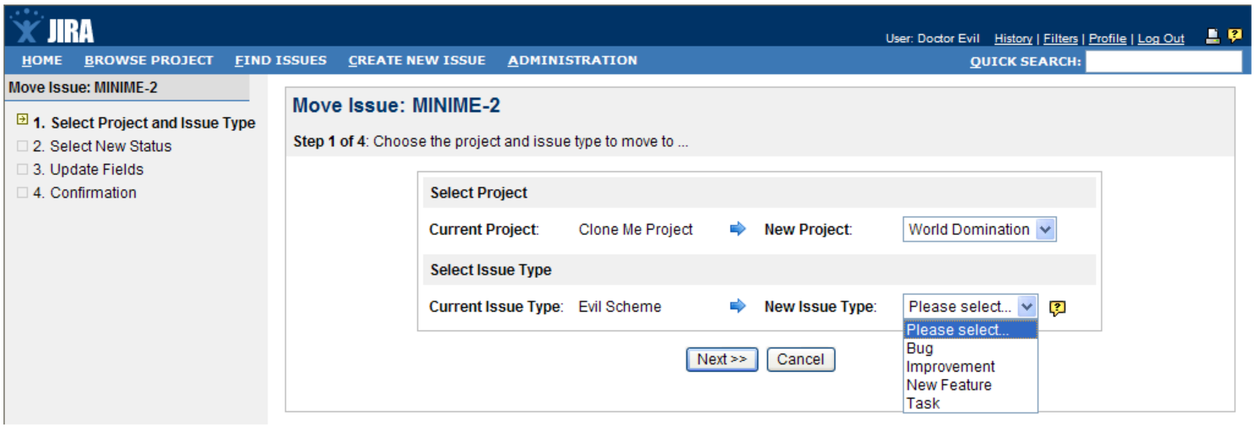
To move an issue:

1. View the issue that you wish to move.
2. Click the 'Move' link under the **Operations** menu in the left-hand column of the screen.



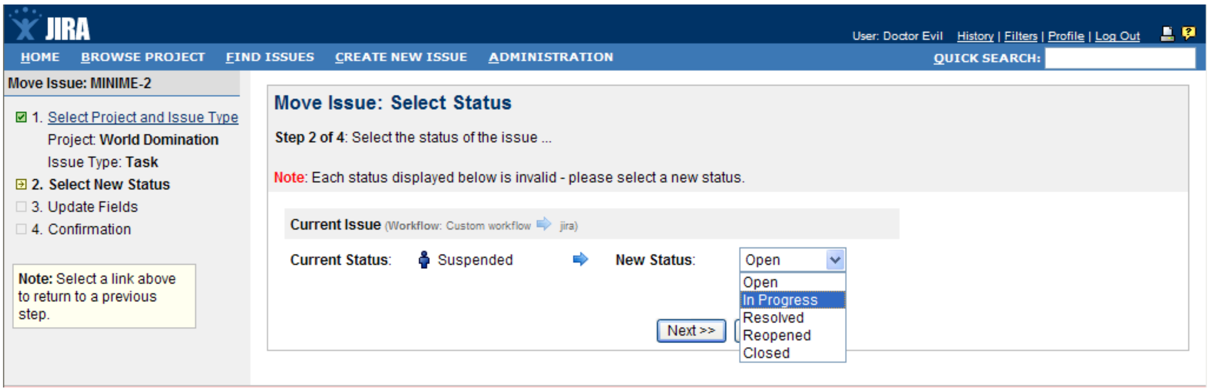
Move Issue link

3. The first page of the 'Move Issue' wizard will display. Select the project that you wish to move your issue to, and if required/desired, change the issue type. Click 'Next' to continue.



Select Project and Issue Type

4. If you are required to change the status of your issue (see explanation above), the 'Select Status' page will display. Select the new status for your issue and click 'Next' to continue.

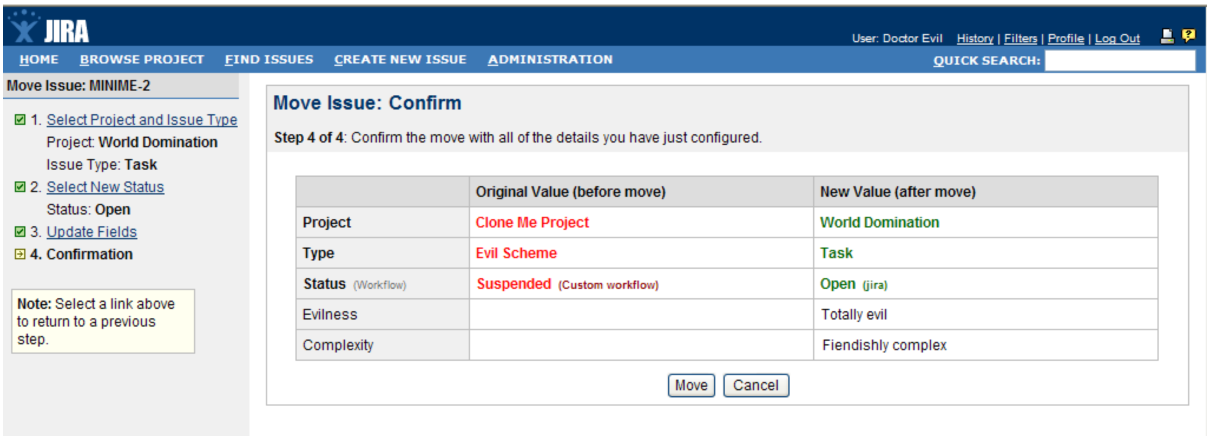


Select Status

5. If you are required to specify the values for any required custom fields (see explanation above), the 'Update Fields' page will display. Specify the desired values for each field, and click 'Next' to continue.

Select Status

6. The 'Confirmation' page will display with all of your changes. If you wish to revise any of your changes, you can click the appropriate step in the left-hand menu to return to that page of the wizard. Once you are happy with your changes, click 'Move' to move the issue to the target project.



Confirmation

7. Your issue will be moved to the target project and displayed on screen. You can now edit the issue to make further changes, if you wish.

1.4.13. Viewing an Issue's FishEye Changesets

JIRA allows you view the changesets related to an issue (that is, where the JIRA issue key was referenced in the commit message), if you are using a source-code repository together with Atlassian FishEye.

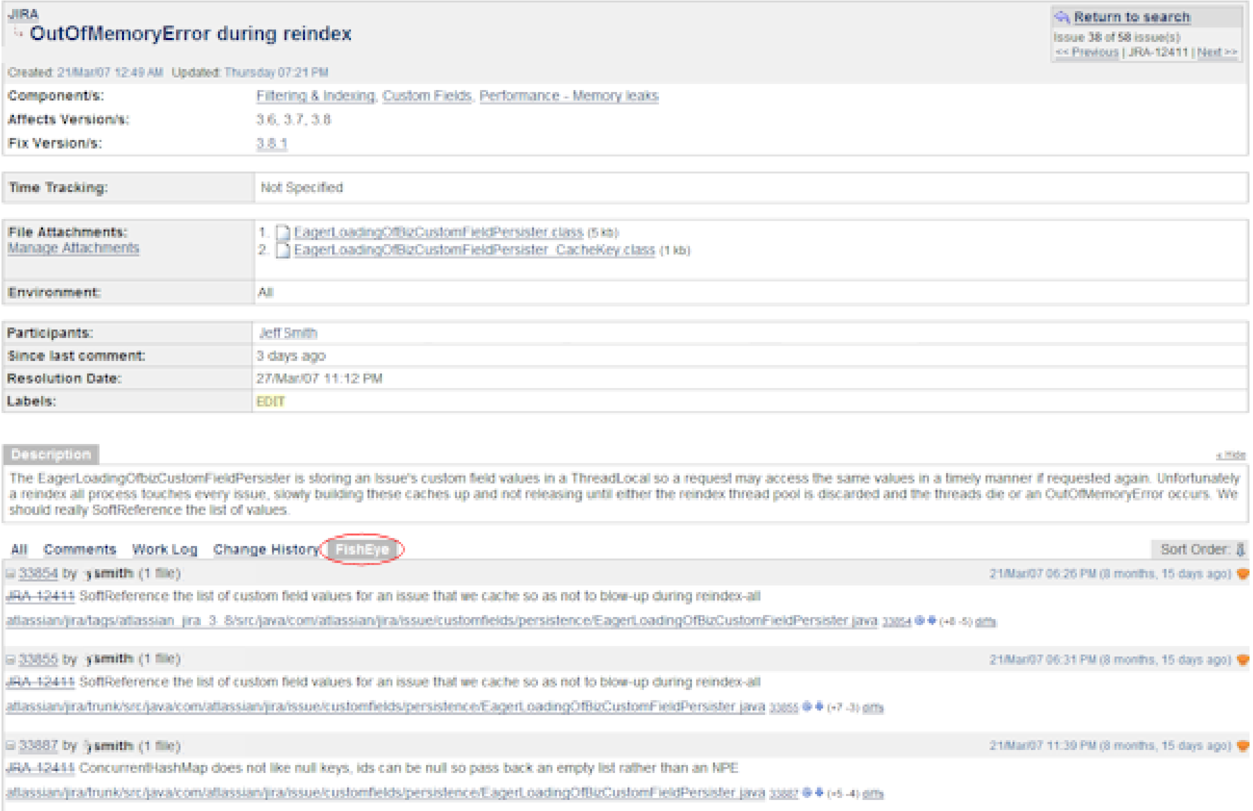
The **FishEye** tab provides you with an expandable list of changesets for the issue. This allows you to view the commit message and list of source-code files in each commit. You can also:

- view [diffs and history]() for a file
- download files
- create a [Crucible review]() and see the review status, if you are using [Atlassian Crucible]().

> **Note:**
> To be able to view the changesets for an issue, your JIRA administrator must have configured the [FishEye plugin]() appropriately. You will also need the 'View Version Control' [permission]() in the appropriate projects.

1.4.13.1. Viewing an Issue's Changesets

1. Open the relevant issue in JIRA.
2. Click the **FishEye** tab.
3. The list of changesets related to the issue will display, similar to the screenshot below:



View Changesets for an Issue

1.4.13.2. See also

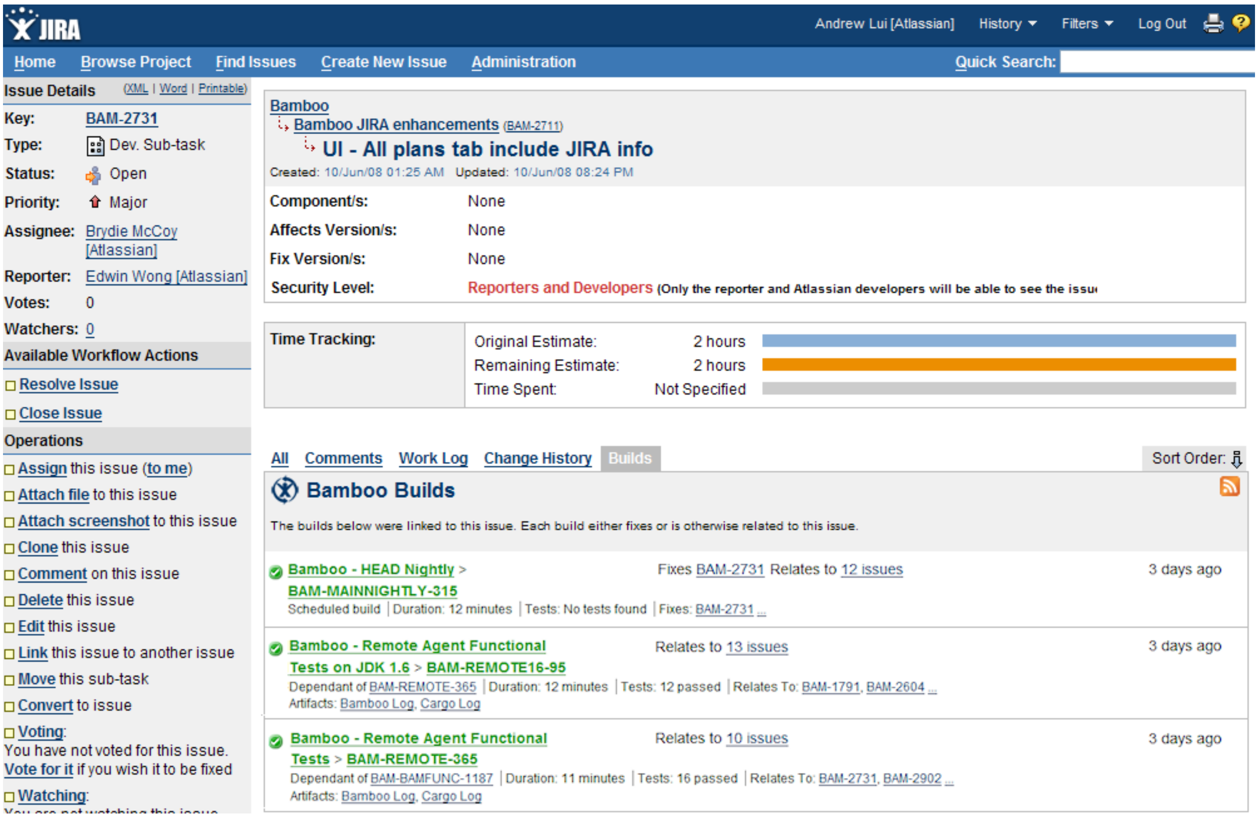
- Browsing a [Project's FishEye Changesets]()

1.4.14. Viewing the Bamboo Builds related to an Issue

If your organisation uses [Atlassian's Bamboo]() and your administrator has [integrated Bamboo with JIRA](), you will be able to view the Bamboo builds related to an [issue]() (that is, the JIRA issue is linked to the build in Bamboo).

The **Builds** tab provides you with a list of the builds which the issue has been linked to, either as

'Fixed' or 'Related'. (See the Bamboo documentation for instructions on linking issues to builds.)

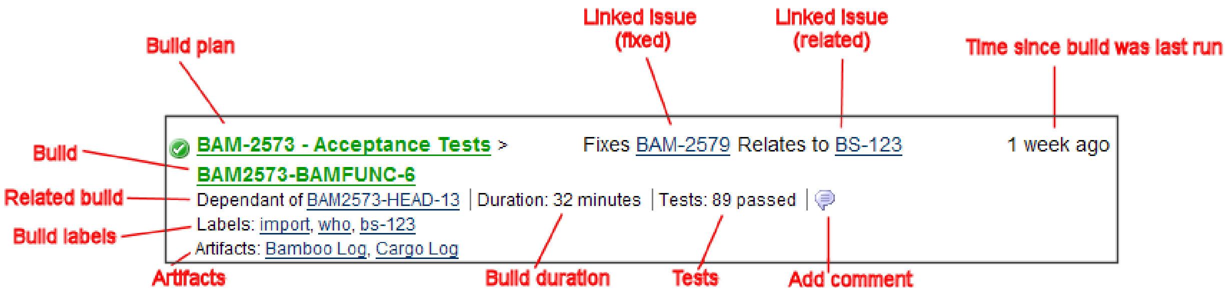


Bamboo Builds related to an Issue

Each entry in the list will display information about the related build, including:

- the build name and name of the build plan
- when the build was last run
- summary information, such as related builds, duration of the build, tests passed
- build labels (if any)
- links to build artifacts (if any)

See the diagram below for details:



Bamboo Build Details

To view the Bamboo builds related to an issue,

1. Open the issue in JIRA.
2. Click the **Builds** tab.
3. The builds related to the issue will display.

> **Note:**
> If you cannot see the Builds tab, your administrator may need to add the '**View Version Control**' permission to your project.

See also:

- Browsing a Project's Bamboo Builds
- Browsing a Version's Bamboo Builds

1.4.15. Bulk Operations

Bulk Operations enables multiple operations to be performed on multiple issues at once. The bulk operations are performed on the result set of a search. The following list details the available bulk operations:

- **Workflow Transition**
  This operation allows multiple issues to be transitioned through workflow at once - e.g. resolve a collection of issues.
- **Delete**
  This operation allows multiple issues to be deleted at once.
- **Move**
  This operation allows multiple issues to be moved at once. Please see the Bulk Move section for further details.
- **Edit**
  This operation allows multiple edit operations to be performed. Please see the Bulk Edit section for further details.

1.4.15.1. Bulk Change Global Permission

It is necessary for a user to be granted the appropriate project specific permission and the global Bulk Change permission in order to execute a bulk operation. For example, a user must be granted both the **Move Issue** and **Bulk Change** permissions in order to execute the **Bulk Move** operation.

The project specific permissions are still respected for the collection of issues selected for the bulk operation.

1.4.15.2. Disable Mail Notification for Bulk Operations

It is possible to disable mail notification for a particular bulk operation by de-selecting the "Send Notification" checkbox in the bulk operation wizard. The user must be an administrator or project administrator of all the associated projects for the bulk operation in order for this option to be available.

Disable Mail on Bulk Operation

1.4.15.3. Steps to Perform Bulk Operations

1. From the Issue Navigator, perform a search with the required filters to produce an issue result set.
2. The **Bulk Change** option in the Issue Navigator menu provides access to the bulk operations. The **Bulk Change** link is only available to users who have been granted the global Bulk Change permission. If the result set spans a number of pages, it is possible to select all issues within the result set to be considered for the bulk operation. Alternatively, all issues on the current page can be selected for the bulk operation.
3. The next screen allows the selection of the issues that the bulk operation is to be performed on.
4. The next screen allows the bulk operation to be selected - **Workflow Transition**, **Delete**, **Move** or **Edit**.
5. If the **Delete** operation is selected, the final step is confirmation of the delete operation on the issues selected.
6. If the **Edit** operation is selected, the next screen provides a list of the available edit operations

that can be performed on the issues selected. Some operations may be unavailable, please check the Bulk Edit section for further details.

7. After selecting the required **Edit** operation(s), the final step is confirmation of the edit operation(s) on the selected issues.
8. If the **Move** operation is selected, the next screens allow a target project (and issue type if Enterprise edition) to be selected, with the ability to migrate workflow statuses and update required fields as necessary. Further details can be found in the Bulk Move section.
9. If the **Workflow Transition** operation is selected, the next screen shows the available workflow transitions that can be performed on the issues. The transitions are grouped by workflow - along with a list of the affected issues for each workflow transition. Once an operation is selected, the appropriate field screen for that operation is displayed - allowing any necessary field edits that are required to complete the transition. It should be noted that only those issues associated with the selected transition will be updated. It is only possible to select one transition per bulk workflow transition operation.

1.4.15.4. Bulk Move

The Bulk Move operation allows multiple issues to be moved at once. It is possible to move a selection of issues to a new project with the ability to select a new issue type in certain cases. The issues are selected through the Issue Navigator as discussed above.

The operation is completed as follows:

1. Select Projects and/or Issue Types
2. Select Projects and/or Issue Types for Sub-Tasks
3. Select status migration mappings for invalid statuses
4. Select values for required fields and fields with invalid values
5. Confirm changes to be made and complete the operation

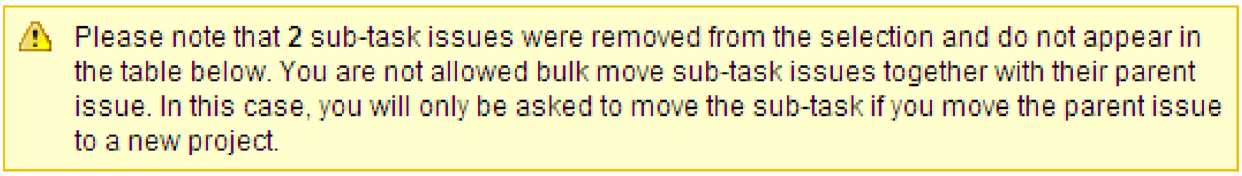
Note that steps 3 and 4 will occur once for each different target project and issue type combination.

Issue Selection

The bulk move operation can be performed on both standard issues and sub-task issues. Standard issues can be moved to another project and issue type, whereas a sub-task can only have its issue type changed.

It is **not** possible to select *both* a sub-task and its parent to bulk move. This is so to adhere to the parent/sub-task relationship (i.e. the sub-task is always located in the same project as the parent issue). Any sub-tasks of selected parent issues which were also selected will be automatically discarded from the move.

For example, you have issue B being a sub-task of issue A and you try to bulk move both A and B simultaneously. You will see a warning message (see below) and will be prompted to select a target project and issue type for issue A. If you select a new project for A, you will be prompted to move the sub-task to a new issue type based on issue A's new project. If you *don't* change the project for issue A, the sub-task will not be required to be moved.

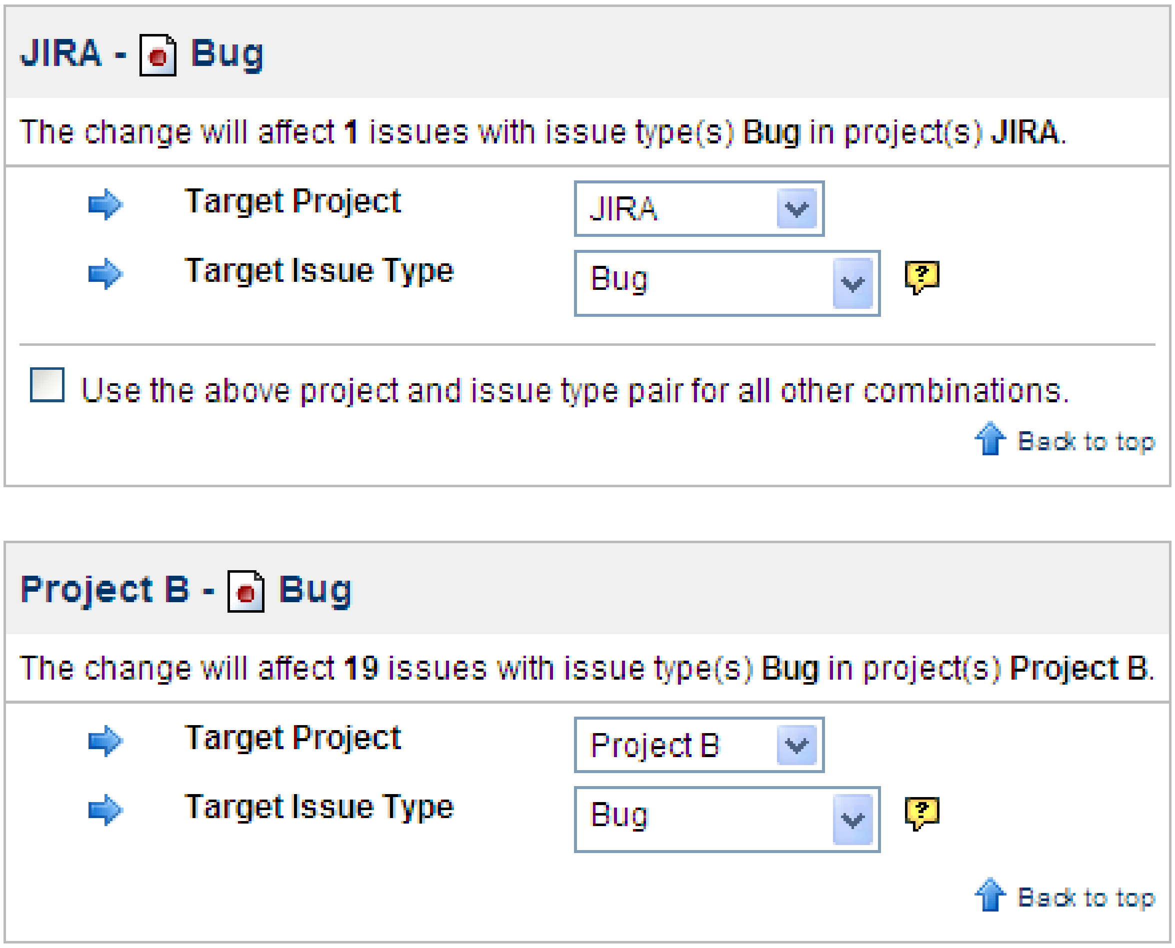


Bulk Move - Sub-tasks discarded

Select Projects and Issue Types

The first step of the bulk move wizard is to choose what projects and issue types you'll move your issues to. The target project and issue type will determine whether extra steps will be required to migrate statuses and fields.

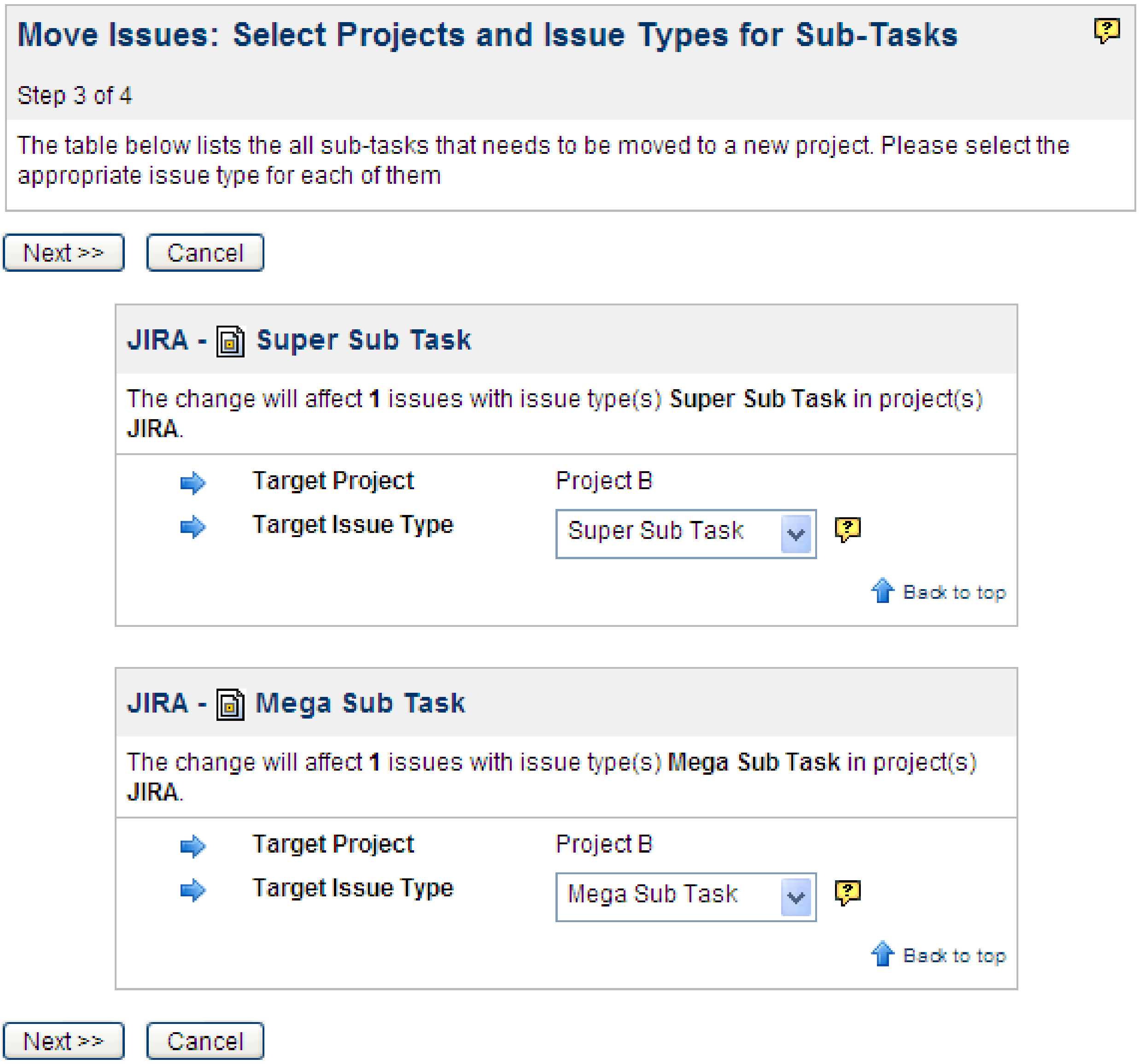
This screen shows all selected issues grouped by their current project and issue type. You can either select a new project and issue type for each one or choose to move all standard issues to a single project and issue type. To do this, select the check box with the label *Use the above project and issue type pair for all other combinations* and the selected project / issue type will apply. Note that this will not apply to sub-tasks since they cannot be moved to a standard issue type.



Bulk Move - Project/Issue Type Selection

Select Projects and Issue Types for Sub-Tasks

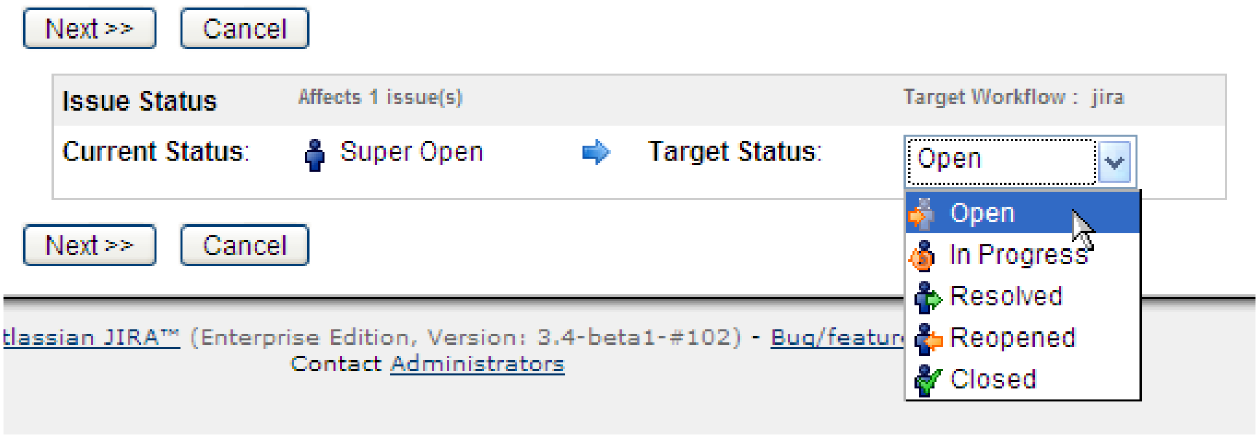
If you are moving issues with sub-tasks to another project, you'll also need to move the sub-tasks to the new project. On this screen you can elect to change the issue types of the sub-tasks being moved if you need to.



Bulk Move - Project/Issue Type Selection for Sub-Tasks

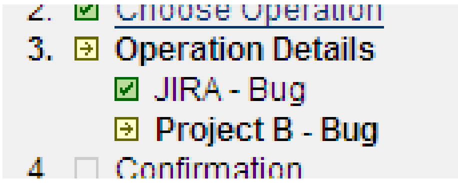
Workflow Status Mapping

As multiple workflows can be active simultaneously within Enterprise Edition, some statuses associated with the collection of selected issues may not be valid in the target workflow. In this case, JIRA allows the user to specify a mapping from invalid statuses to those available in the the target workflow.



Bulk Move - Status Mapping

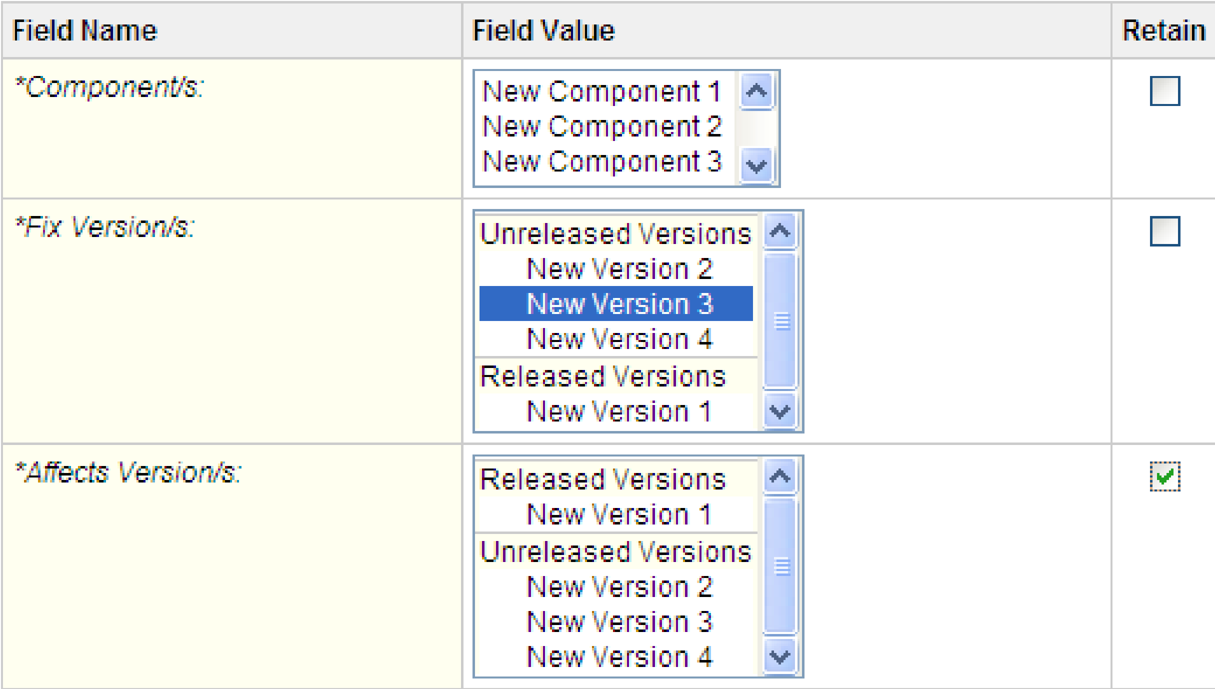
This step of the wizard will only appear if you have invalid statuses. If you are moving issues to different projects and issue types at the same time, you will complete this step as well as the next for each of the different target project and issue type pairs. To help you easily keep track of your progress, the current context, that is the target project and issue type, is highlighted in the left-hand, "progress" pane.



Bulk Move - Target list

Field Updates

In order to adhere to the field configuration scheme associated with the target project and issue type, it may be necessary to update/populate required fields. For example, if one of the selected issues does not have a value for a required component and version fields, JIRA prompts the user to enter a suitable value.



Bulk Move - Field Update

Retain Original Values

It is possible to retain original field values that are valid in the target destination by checking the **Retain** checkbox associated with the field. For example, some issues may already include a valid custom field value - these values can be retained, while issues that require an update will adopt the value specified on the field update screen.

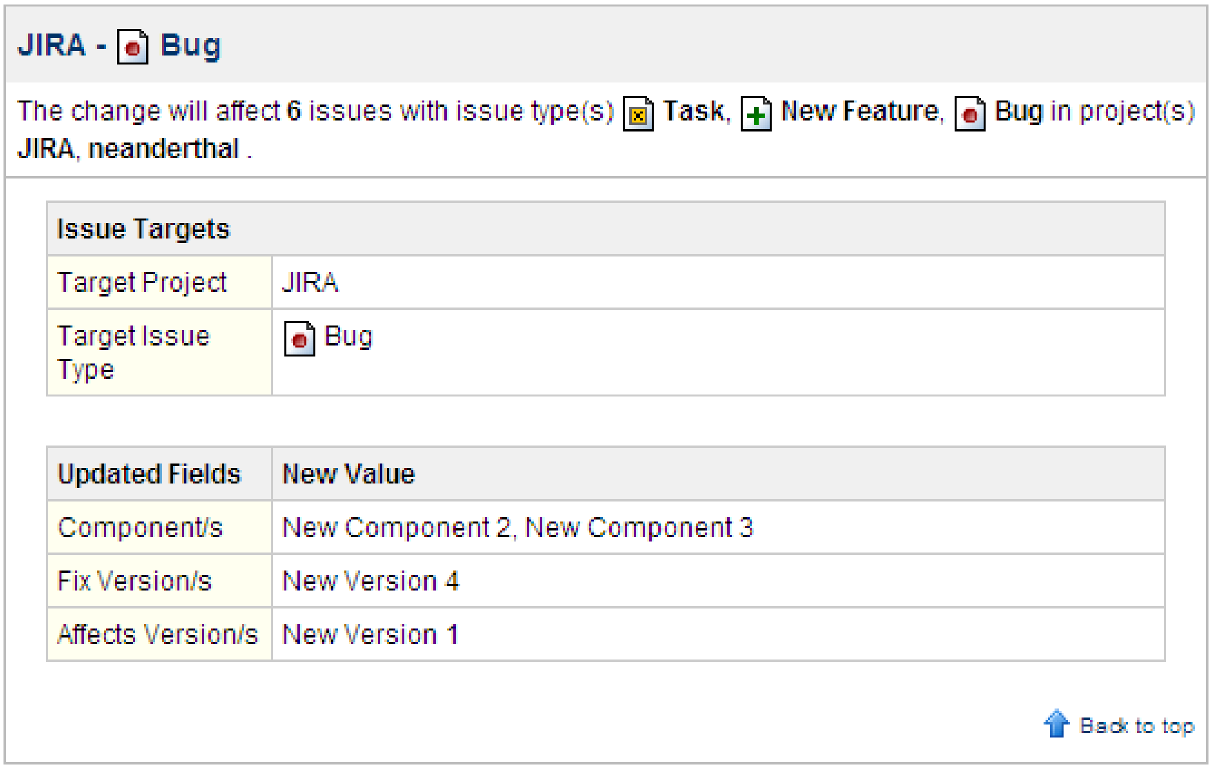
- **Checked**: the original value is retained where possible. The field will not be updated with the specified new value.
- **UnChecked**: all fields will be updated with the specified new value.

Bulk Move Confirmation

When all move parameters - e.g. target project, status mappings and field updates - have been specified for all issues, the user is presented with a confirmation screen displaying all changes that will be made to the issues being moved. The following details are displayed:

- **Issue Targets**: the target project and issue type
- **Workflow**: the target workflow and invalid status mappings
- **Updated Fields**: new values for fields that require updating
- **Removed Fields**: values to be removed in fields that are not valid in the target

The issues will only be moved once the **Confirm** button is clicked from the confirmation page. If the operation is exited anytime before this step, no changes will be made to the issues.



JIRA - Bug

The change will affect **6** issues with issue type(s) **Task**, **New Feature**, **Bug** in project(s) **JIRA**, **neanderthal** .

Issue Targets	
Target Project	JIRA
Target Issue Type	Bug

Updated Fields	New Value
Component/s	New Component 2, New Component 3
Fix Version/s	New Version 4
Affects Version/s	New Version 1

Back to top

Bulk Move - Confirmation

1.4.15.5. Bulk Edit

The bulk edit operations available depend on the issues selected and the nature of the field it changes.

Available Operations

The following table lists out all the possible operations. Please note that *all* the conditions must be true for the corresponding operation to be available.

Available Operations	Conditions
Change Affects Version/s	• Selected issues belong to one project, and that project has version/s • This field is not hidden in any field configurations the selected issues belong to • Current user has 'edit issue' permission for all the selected issues
Change Assign To	• This field is not hidden in any field configurations the selected issues belong to • Current user has 'assign issue' permission for all the selected issues
Change Comment	• This field is not hidden in any field configurations the selected issues belong to • Current user has 'comment issue' permission for all the selected issues
Change Component/s	• Selected issues belong to one project, and that project has component/s • This field is not hidden in any field configurations the selected issues belong to • Current user has 'edit issue' permission for all the

	selected issues
Change Due Date	• This field is not hidden in any field configurations the selected issues belong to • Current user has 'edit issue' permission for all the selected issues • Current user has 'schedule issue' permission for all the selected issues
Change Fix For Version/s	• Selected issues belong to one project, and that project has version/s • This field is not hidden in any field configurations the selected issues belong to • Current user has 'edit issue' permission for all the selected issues
Change Issue Type	• Current user has 'edit issue' permission for all the selected issues
Change Priority	• This field is not hidden in any field configurations the selected issues belong to • Current user has 'edit issue' permission for all the selected issues
Change Reporter	• This field is not hidden in any field configurations the selected issues belong to • Current user has 'edit issue' permission for all the selected issues • Current user has 'modify reporter' permission for all the selected issues
Change Security Level	• This field is not hidden in any field configurations the selected issues belong to • All the selected projects are assigned the same issue level security scheme • Current user has 'edit issue' permission for all the selected issues • Current user has 'set issue security' permission for all the selected issues
Change Custom Fields	The 'Change Custom Fields' operation is available only if: • a global custom field exists **OR** • an issue type custom field exists and the issues are all of this specific issue type **OR** • a project custom field exists and the issues are all of the same project

Unavailable Operations

The fields listed in this section have no operations for bulk editing. This is because there is an alternative method or it is not logical to perform bulk edit on them.

The following system fields are unavailable for bulk editing:

- Attachments
- Summary
- Description
- Environment
- Project - Please use 'Bulk Move' to move issues between projects
- Resolution - Please use 'Bulk Workflow Transitions' to modify the resolution of issue's

The following custom fields are unavailable for bulk editing:

- Import Id
- Read Only Text

1.5. Searching and Reporting

1.5.1. Using JIRA's Quick Search

Sometimes you just want to be able to get to the particular issue that you are interested in. Other times you can't remember what the issue was, but you remember that it was an open issue, assigned to you. Quick Search can help you.

1.5.1.1. Jump to an Issue

The Quick Search box is located at the top right of your screen. If you type in the **key** of an issue, you will jump straight to that issue. For example, if you type in 'ABC-107' (or 'abc-107'), and press the **Enter** you will be redirected to the JIRA issue 'ABC-107'.

Quick Search

In many cases, you do not even need to type in the full key, but just the numerical part. If you are currently working on the 'ABC' project, and you type in '123', you will be redirected to 'ABC-123'.

1.5.1.2. Smart Querying

Quick Search also enables you to perform 'smart' searches with minimal typing. For example, to find all the open bugs in the 'TEST' project, you could simply type 'test open bugs', and Quick Search would locate them all for you.

Your search results will be displayed in the Issue Navigator, where you can view them in a variety of useful formats (Excel, XML, etc).

The search terms that Quick Search recognises are:

Issues assigned to me
You can use the keyword 'my', as in '*my* open bugs'.

Issues in a particular project
To find all issues in a project, type the project name, e.g. '*test*', or the project key, e.g. '*TST*' (or '*tst*').

Overdue issues
You can use the keyword 'overdue' to search for issues that were due before today.

Issues with a particular Created, Updated, or Due Date

You can find issues with certain dates. You can use the prefix *created:*, *updated:*, or *due:*. For the date range, you can use *today*, *tomorrow*, *yesterday*, a single date range (eg '-1w'), or two date ranges (eg. '-1w,1w'). Note that date ranges cannot spaces in them. Valid date/time abbreviations are: 'w' (week), 'd' (day), 'h' (hour), 'm' (minute).

Some examples:

- 'created:today'
- 'created:yesterday'
- 'updated:-1w' — issues updated in the last week
- 'due:1w' — issues due in the next week.
- 'due:-1d,1w' — all issues due from yesterday to next week.
- 'created:-1w,-30m' — all issues created from one week ago, to 30 minutes ago.

- 'created:-1d updated:-4h' — all issues created in the last day, updated in the last 4 hours.

Issues with a particular Status
You can use the name of any status in your search, e.g. '*open*', '*closed*'.

Issues with a particular Resolution
You can use a resolution name to search for issues with a particular resolution, e.g. type '*duplicate*' to search for all issues that have a resolution of "Duplicate". You can also use the keyword 'unresolved' to find all issues that do not yet have a resolution.

Issues with a particular Priority
You can type a priority name to search for issues with a particular priority, e.g. '*blocker*'.

Issues of a particular Issue Type
You can use the type of an issue in the search. Examples include *bug*, *task*. Note that you can also include plurals, such as *bugs*.

Issues with a particular Version

You can use the prefix "v:" to search for issues with a particular version(s). *Note that there can be no spaces between "v:" and the version name.* "v:3.0" will match against the following versions (for example):

- 3.0
- 3.0 enterprise
- 3.0 standard

but will not match against the following versions (for example):

- 3.0.1
- 3.0.0.4

That is, it will match against any version that contains the string you specify followed immediately by a space, but not against versions that do not contain a space immediately after the string you specify.

Issues with a particular Fix For Version
You can use the prefix "ff:" to search for issues with a particular fix for version(s). The search mechanism is the same as the quick search for Issues with a particular Version.

Issues with a particular Component
You can use the prefix "c:" to search for issues with a particular component(s). This allows you to search across multiple components. "c:security" will search for all issues with a component that contains the word "security". *Note that there can be no spaces between "c:" and the component name.*

> **Note:**
> In Mozilla-based browsers, try creating a bookmark with URL `http://jira.atlassian.com/secure/QuickSearch.jspa?searchString=%s` (substituting in your JIRA URL) and keyword '*j*'. Now typing '*j my open bugs*' in the browser URL bar will search JIRA for your open bugs.

1.5.1.3. Free-text searching

You can search for any word within the issue(s) you are looking for, provided the word is in one of the following fields:

- Summary
- Description
- Comments

Note that, unlike the keywords listed under 'Smart Querying' above, free-text search works in both the Quick Search box *and* the Issue Filter Text Search box.

Note:

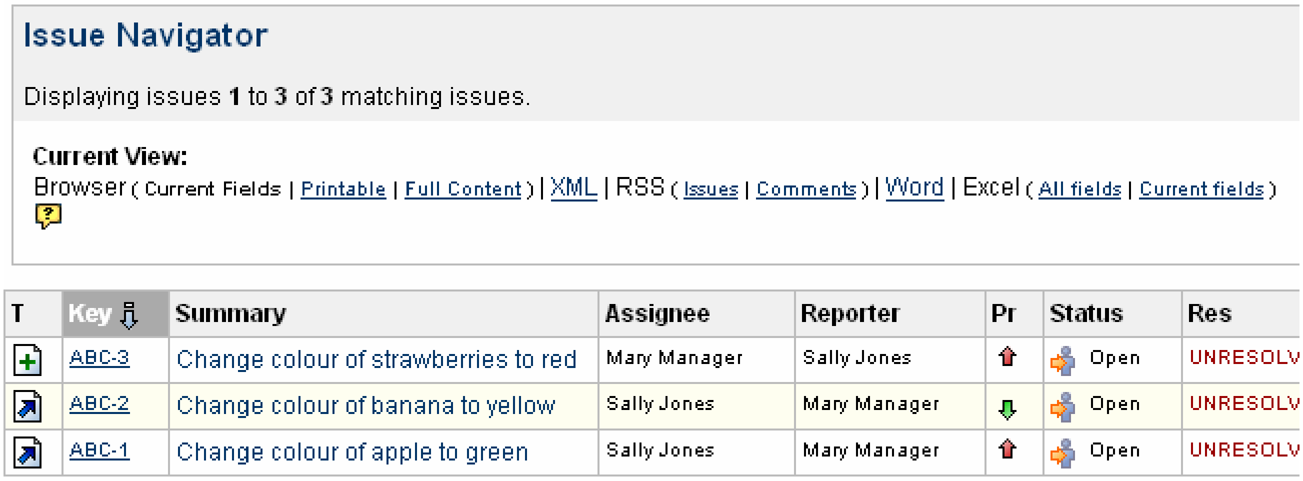
Note that you can combine free-text and keywords together. For example, '*my closed tst tasks*', '*open test bugs pear*', '*closed test bugs* ' are all valid search queries.

1.5.2. Using the Issue Navigator

The Issue Navigator displays the search results from an issue filter or from a Quick Search.

1.5.2.1. Viewing and exporting search results

The search results are presented in a number of different formats (called 'views'). To change views, simply select one of the links under **Current View:**



JIRA Issue Navigator view selector

The different views are:

Browser (Current Fields)	The default view. Displays 50 (or your preferred number of) issues per page, with one row of data per issue. This view is useful when creating and viewing filters.
Browser (Printable)	All search results on one page, with one row of data per issue.
Browser (Full Content)	All search results on one page. Includes **Description**, **Comments** and all other issue data, not just the issue fields that are currently configured in your Issue Navigator.
XML	An RSS 0.9.2 feed of issue data, suitable for displaying in an RSS aggregator (reader). To build the request for your RSS feed, simply use the URL that is generated when you click the 'XML' view link. Note that the **tempMax** parameter can be used to control the maximum number of issues returned in your RSS feed, e.g. sample RSS feed of the latest 15 issues reported on jira.atlassian.com.
RSS (Issues)	An RSS 2.0 feed of issue data, suitable for displaying in an RSS aggregator (reader). To build the request for your RSS feed, simply use the URL that is generated when you click the 'RSS (Issues)' view link. **NOTE:** If you are getting an empty RSS feed, make sure you have

	logged in to JIRA — see *'Accessing protected data'* (below).
RSS (Comments)	An RSS 2.0 feed of comments on the issues, suitable for displaying in an RSS aggregator (reader). To build the request for your RSS feed, simply use the URL that is generated when you click the 'RSS (Comments)' view link. HINT: To only receive current comments, use the **Updated**, **Updated After** and **Updated Before** fields in the 'Dates and Times' section of the search form. E.g. to only receive comments created in the last week, type `-1w` in the **From** field.
Word	An MS Word document. Includes **Description**, **Comments** and all other issue data, not just the issue fields that are currently configured in your Issue Navigator. Can be saved and/or edited.
Excel (All fields)	An MS Excel spreadsheet. Includes **Description** and all other issue data (excluding comments). Can be saved, or edited to produce graphs and charts; also useful for basic reporting and statistics.
Excel (Current fields)	An MS Excel spreadsheet containing the issue fields that are currently configured in your Issue Navigator. Can be saved, or edited to produce graphs and charts; also useful for basic reporting and statistics.
Charts*	**Only available if your JIRA administrator has installed the Charting plugin.* A graphical summary of the search results. Can be saved as a dashboard portlet as follows: click 'Charts' to display a highlighted box; click 'Configure' to choose what type of Charting Portlet you prefer; then click 'Save' to add the chart to your dashboard. Note that this will also create a saved filter.

Note:

The Issue Navigator only displays one set of search results at any one time, even if you have multiple browser windows open. However, you can easily save your searches (see 'issue filters'), then display them as needed.

Accessing protected data

When accessing data generated from JIRA, you may find that access to some resources requires user authentication (i.e. requires you to login). There are four options for this:

1. To enable access to data without logging in, your JIRA administrator may specify the 'Browse' permission for **Anyone**.
2. You can provide the parameters **os_username** and **os_password** in the request URL (e.g. http://jira.atlassian.com/browse/TST-1?os_username=tester&os_password=tstpassword). The problem with this method is that it transmits your username and password across the wire in clear text, which may not be an option for some users.
3. You can provide the request parameter **os_authType=basic** (e.g. http://mycompany.com/anypage?os_authType=basic). This will force the server to issue a challenge for user credentials (i.e. a login prompt) via the basic http authentication protocol.

If you are running over SSL, you still need to specify the **os_authType=basic** parameter if you require the user to authenticate.

1.5.2.2. Re-ordering the search results

When viewing search results in the Issue Navigator, it is possible to re-order the issues by clicking on the column header*. For example, if you click the 'Reporter' column header, the Issue Navigator will re-display the issues in ascending order of reporter's name. If you click the 'Reporter' column header a second time, the Issue Navigator will re-display the issues in *descending* order of reporter's name.

*With some exceptions, e.g. the 'Images' column and the sub-task aggregate columns (i.e. all columns beginning with '#') are non-orderable.

1.5.2.3. Viewing individual issues

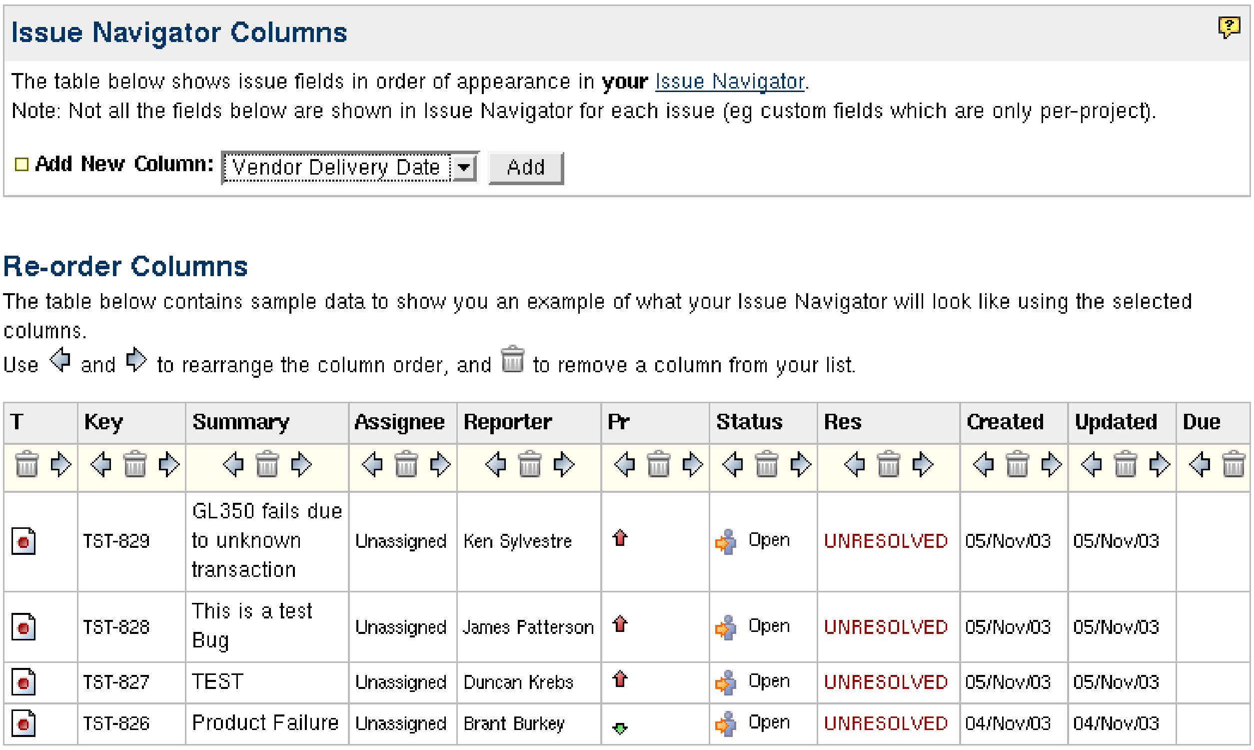
When an issue from a search result set is selected and displayed, a mini-navigator is shown at the right of the issue's title bar:

navigating individual issues

This mini-navigator displays the current issue's position within the result set. It also provides a link to the next and previous issue in the result set, along with a link to return to the search results. You can navigate through the search results by using the shortcut keys `[ALT]+P` (Previous) and `[ALT]+N` (Next).

1.5.2.4. Customising your Issue Navigator columns

To choose which columns (i.e. issue fields) to display in your Issue Navigator, click 'Configure your Issue Navigator' at the right of the screen (above the search results). The following will be displayed:



Configure Navigator Columns

- To move a column left or right, click on the left-arrow or right-arrow icon that appears under the column's heading.
- To remove the column from the list, click the bin icon which appears under the column's heading.
- To add a column to the list, select the issue field name from the drop-down box titled 'Add New Column' and click the 'Add' button. The column will appear as the right-most column in the list. You can then position the column where desired using the arrow icons.

> **Note:**
> In JIRA Enterprise version it is also possible to configure filter-specific column order for saved filters.

1.5.2.5. Customising your Issue Navigator rows

To choose how many rows (i.e. issues) to display on each page of your Issue Navigator:

1. Click your user name at the top-right of the page to open your User Profile.
2. Click 'Edit Preferences', under 'Operations' in the left-hand column of the screen.
3. Enter your preferred 'Number of Issues displayed per Issue Navigator page'. (The default is 50.)
4. Click the 'Update' button.

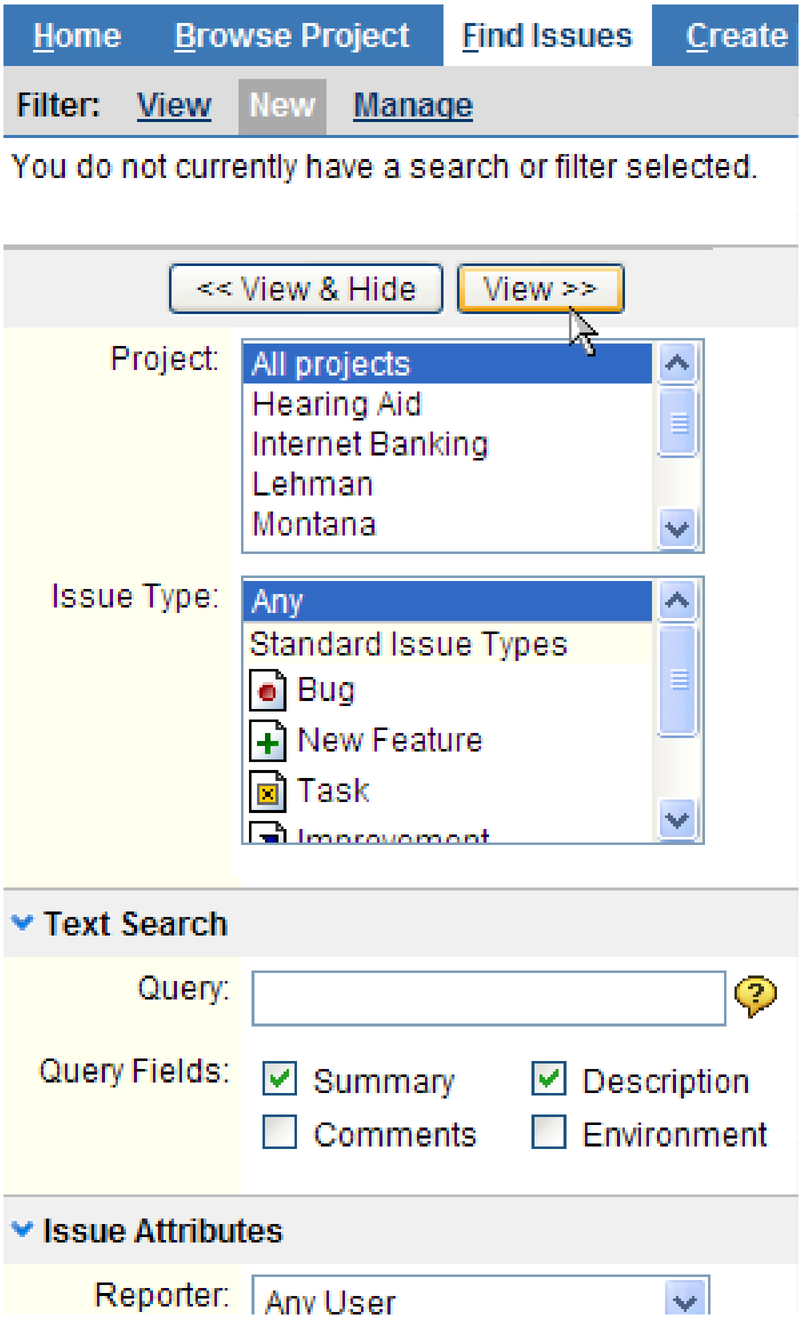
1.5.3. Searching for Issues

JIRA provides a powerful issue search facility. You can search for issues across projects, versions and components using a range of search criteria. If you need to find issues based on time-tracking details, then the standard search interface also allows you to search against the work logged on issues. JIRA also makes custom fields available as search criteria, allowing you to refine your searches even further.

You can also save your search as an issue filter in JIRA, allowing you to recall the same search and run it again or even share it with other users. Read more about issue filters.

1.5.3.1. Searching for issues

1. On the top navigation bar, click on the 'Find Issues' tab. This will display information on the issue filter or search you currently have selected, if any, on the left hand side of the page. If you have an issue filter or search currently selected, the results will be displayed in the 'Issue Navigator' on the right hand side of the page. Otherwise, no results will be shown.
2. If you currently have an issue filter or search selected and wish to run a new search , click the 'New' link on the top left hand side of the page. The search form will display on the left-hand side of the screen.



Issue Query interface

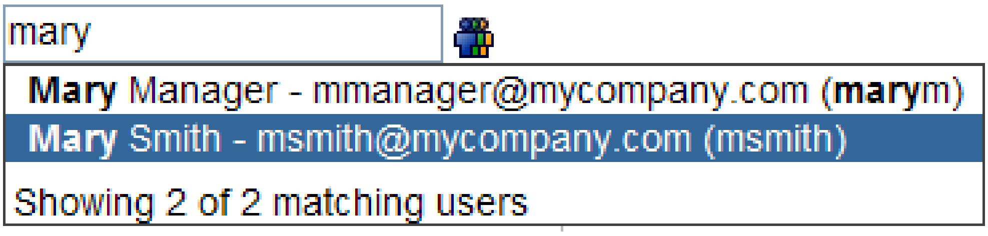
Several of the form items have contextual help available, denoted by the

Context help

icon.

3. Type your search term(s) into the 'Query' box (see Query Syntax for help with this), and/or select other criteria from the drop-down boxes and check-boxes. The drop-down boxes and check-boxes allow you to narrow your search, be it to issues in a certain project, only issues that are marked as 'stoppers', only issues marked as 'enhancements', only issues reported by or assigned to a particular person, and so on.

   For example, to find issues reported by a particular person, select '**Specify User**' in the 'Reporter' field. In the field that appears beneath, type a few letters of the person's name (first name or surname) to display a drop-down list:

   Drop-down list of matching usernames

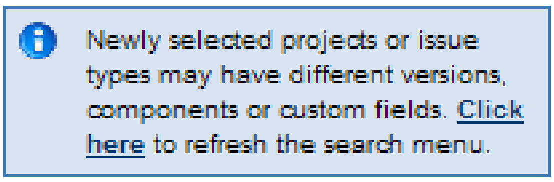
   Please note, if the user dropdown does not display, your administrator may have disabled the 'User Picker Auto-complete' feature for your JIRA instance.
4. Click the "View" button to perform the search and keep the search form visible; or click the "View & Hide" button to perform the search and hide the search form.

Note:

While you are interacting with JIRA, your current search will be remembered, along with whether the search you are using is new, a saved search, or a modification of a saved search.

Searching particular projects or issue types

When using the search form, your selected Project(s) and Issue Type(s) determine what other fields are shown in the search form and what options you can see for these fields. For example, the 'Version' and 'Component' fields will only be available when searching for a single project, and will have different options for each project. When you change the project(s) or issue type(s), you may need to *refresh* the search filter in order to get the most up-to-date versions, components and custom fields. If a refresh is needed, a blue box will appear, containing a link for you to click.



Refresh Search Criteria

Note:

If you search on a single project, JIRA will remember that as your selected project and will default to that project on the "Browse Project" and "Create Issue" screens.

Searching custom fields

Your administrator may have created custom fields for your JIRA system. Custom fields can be searched, but note that they will only appear in the search form on the left when appropriate. That is:

- Custom fields that relate to a particular *project* will only appear in the search form after you choose that project.
- Custom fields that relate to a particular *issue type* will only appear in the search form after you choose that issue type.

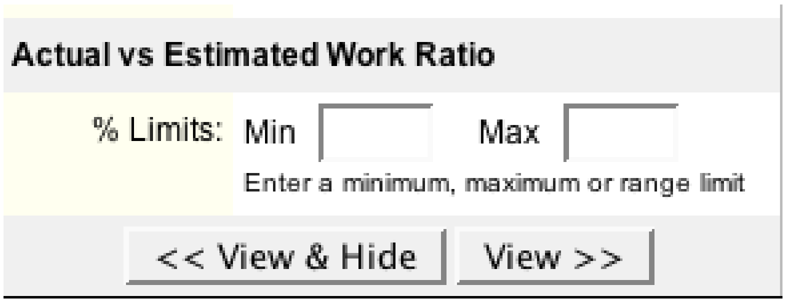
Using the 'Work Ratio' section

The search form contains a 'Work Ratio' section, enabling you to search JIRA issues based on time-tracking details.

The 'Work Ratio' search is based on the **Actual** work logged against an issue versus the original **Estimated** work duration.

- **Work Ratio Percentage = (Actual / Estimated Work) x 100**

You can enter a minimum, maximum or percentage range; the search will respectively return all issues above, below or within the specified percentage range.



Work Ratio

1.5.4. Saving Searches ('Issue Filters')

The utility of JIRA's powerful issue search functionality is further enhanced by the ability to *save* a search for use at a later time. A saved search is called an **issue filter**.

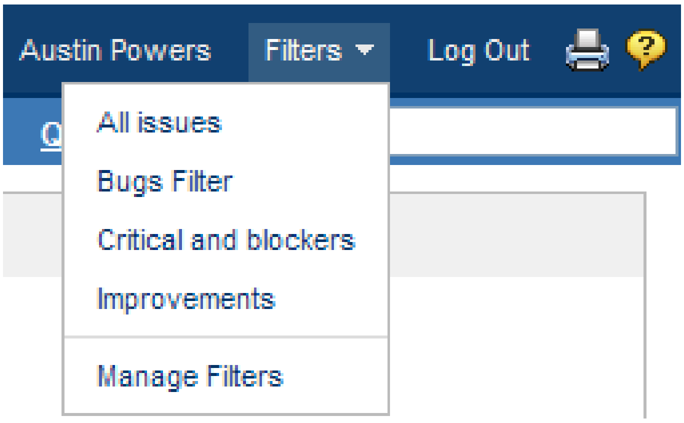
With an issue filter you can:

- display the search results in the Issue Navigator, where you can view and export them in various formats (RSS, Excel, etc)
- display the search results in a report format
- display the search results in a dashboard portlet
- share the search with colleagues (see below)
- add another user's shared filter as a favourite (see below)
- have the search results emailed to you according to your preferred schedule

1.5.4.1. Managing your Issue Filters

The Manage Filters page allows you to view and configure filters that you have created, as well as work with filters that other users have shared with you.

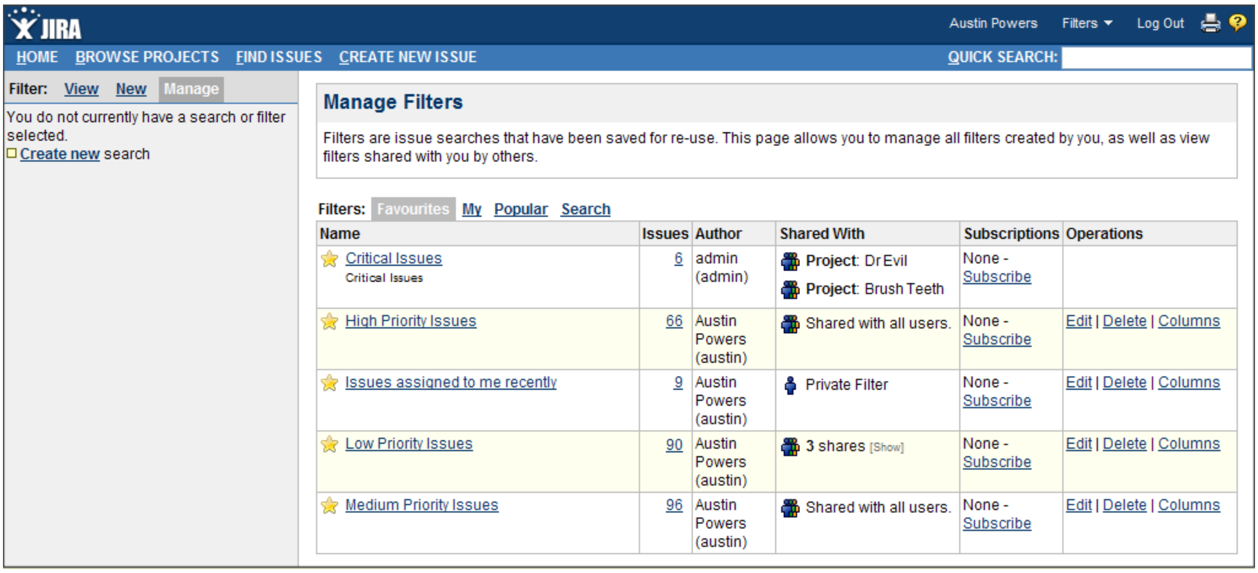
1. On the top navigation bar, click the 'Filters' dropdown and select 'Manage Filters' from the list.



Filters Dropdown

2. The 'Manage Filters' page will display. From this page, you can:
   - Create a new search to be saved as a filter.
   - Add a filter as a favourite.
   - Share a filter that you have created with other users.
   - Search for filters that has been created by you or shared with you by other users.
   - Update an existing filter's details or edit a filter's search criteria, for a filter that you have created.

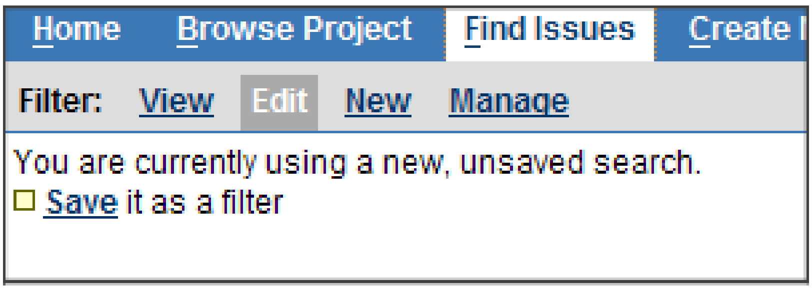
Click the above links for further details on each function.



Manage Filters

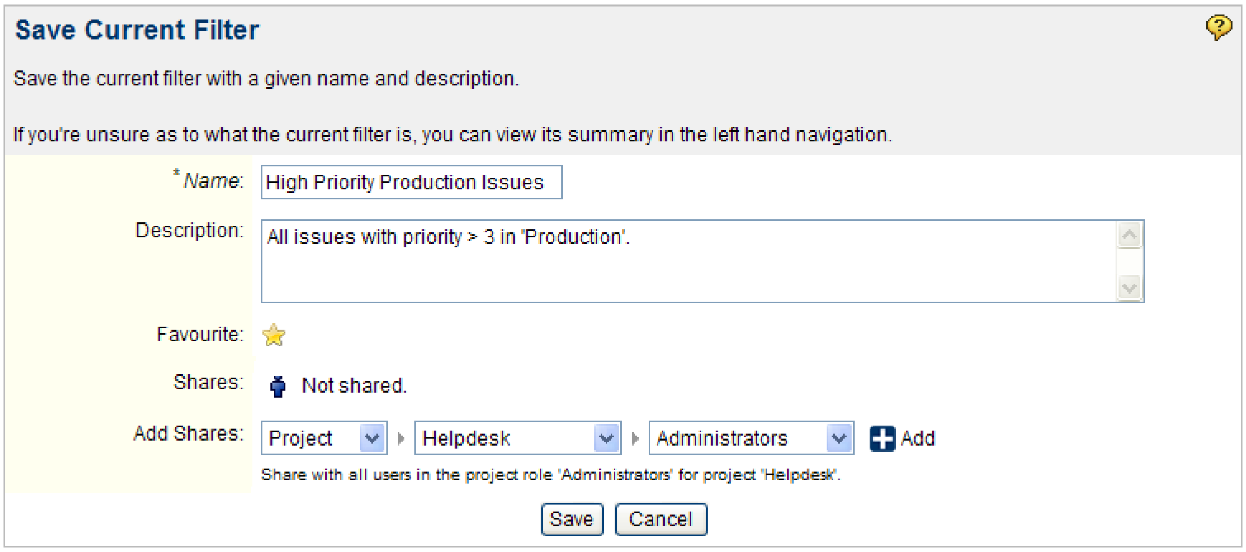
1.5.4.2. Saving a search to an Issue Filter

1. Refine and run your search as described in 'Searching for Issues'.
2. Click the 'Save it as a filter' link at the top of the search form.



Save it as a filter link

3. The 'Save Current Filter' page will display. Provide a name for the new issue filter and optionally enter a short description.



Save Current Filter

4. Your new filter will be added as a favourite filter by default upon creation. If you do not wish this filter to be added as a favourite, deselect the star icon. You can add the filter as a favourite after it has been created. Read more about adding an existing filter as a Favourite.
5. The sharing of your new filter is defaulted, depending on your sharing preference in your user profile. If you have not specified a personal preference, then the global default for sharing will apply (i.e. 'Private', unless changed by your JIRA Administrator under 'User Defaults' in the Administration menu). If you wish to change the sharing of your filter, refer to the instructions on sharing filters below.

Note:

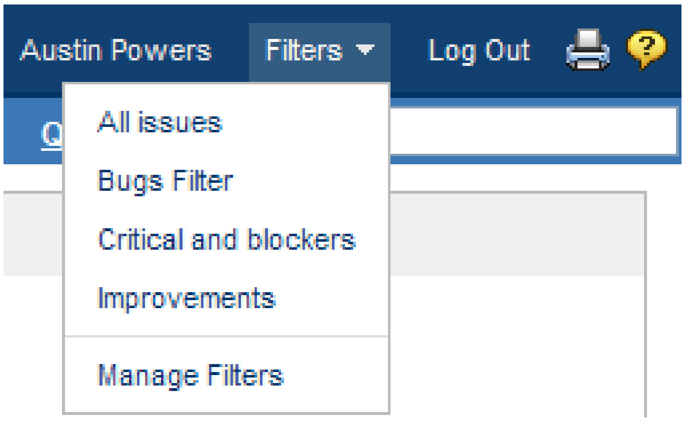
Please note, you need the 'Create Shared Object' global permission to be able to share your filter. If you cannot see any issue sharing functionality, contact your JIRA Administrator to have this permission added to your profile.

1.5.4.3. Adding an Issue Filter as a Favourite

Issue filters that you created or that have been shared by other people can be added as a favourite filter. This means that the filter will appear in the 'Filters' dropdown in the top menu, as well as, display in the 'Favourite Filters' portlet on your dashboard (if you have the portlet added to your dashboard).

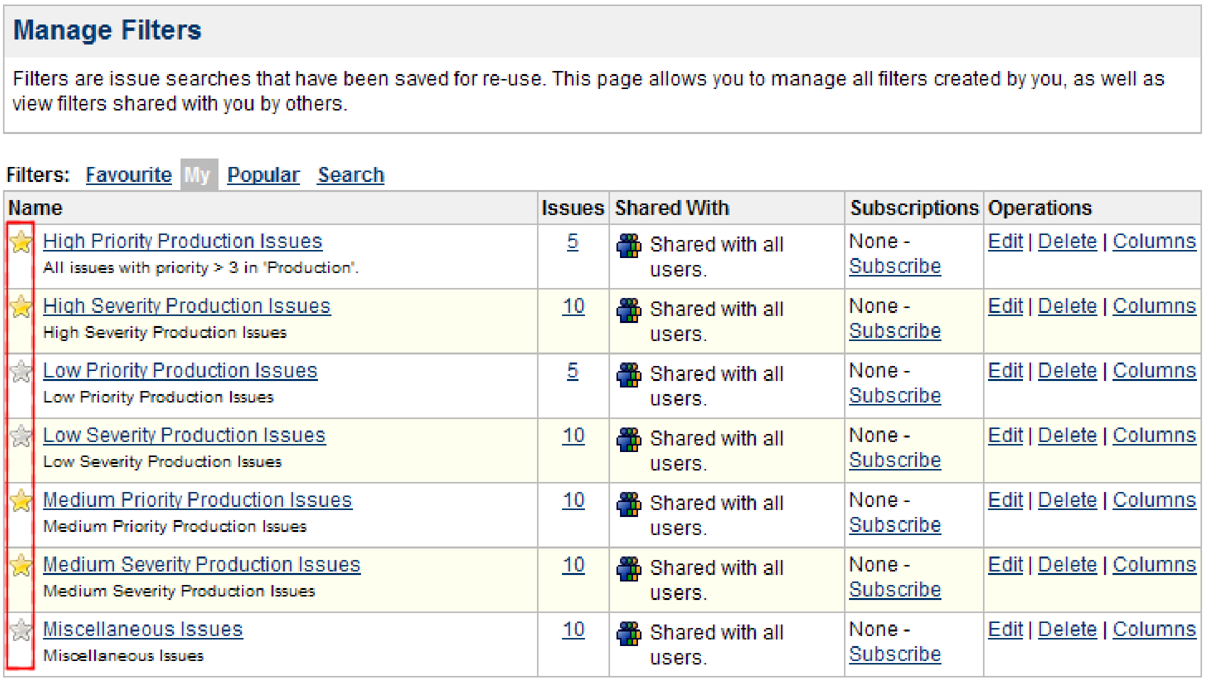
Follow the steps below to add an existing shared filter as a favourite:

1. On the top navigation bar, click the 'Filters' dropdown and select 'Manage Filters' from the list.



Filters Dropdown

2. Locate the filter you wish to add as a favourite. If you created the filter, it will be listed under the 'My' tab, otherwise you can search for filters shared by other users via the 'Search' tab.
3. Click the star icon next to the filter name to select it as a favourite.



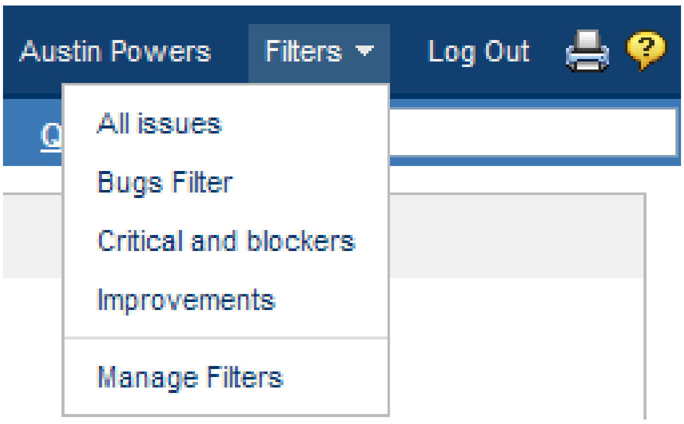
Selecting a Filter as a Favourite

1.5.4.4. Sharing an existing Issue Filter

Issue filters that you have created can be shared with other users via user groups, projects and project roles. Issue filters can also be shared globally.

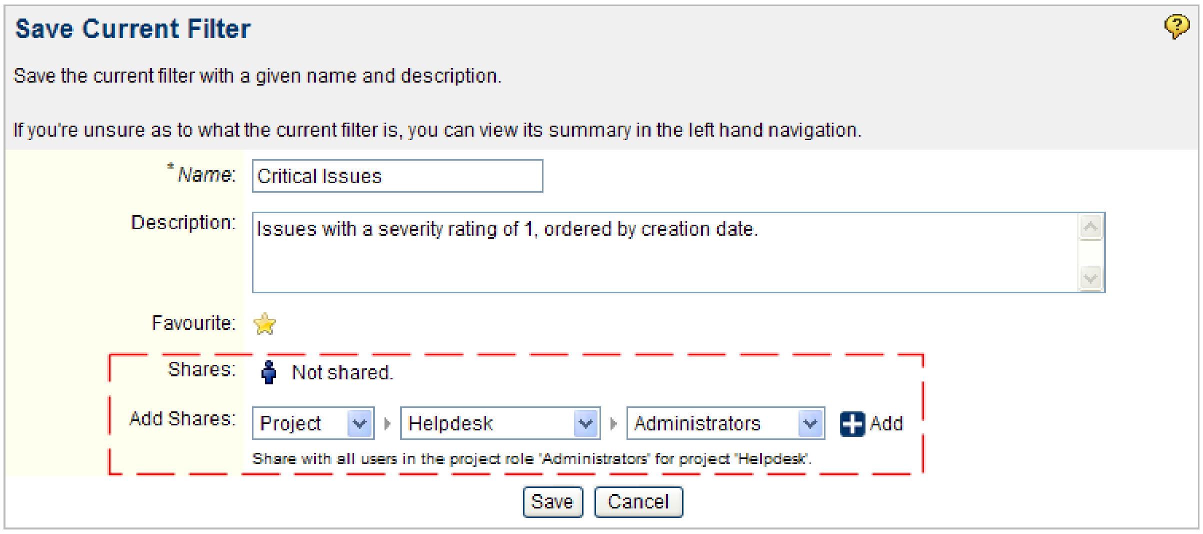
Follow the steps below to share an existing issue filter:

1. On the top navigation bar, click the 'Filters' dropdown and select 'Manage Filters' from the list.



Filters Dropdown

2. Locate the filter you wish to share under the 'My' tab, and click the 'Edit' link in the 'Operations' column.
3. Select the group, project or project role that you want to share the filter with, or share it with all users, if you wish. Click the 'Add' link to add the share. You can add further share permissions if you wish.



Sharing a filter

4. Click 'Save' to save your changes.

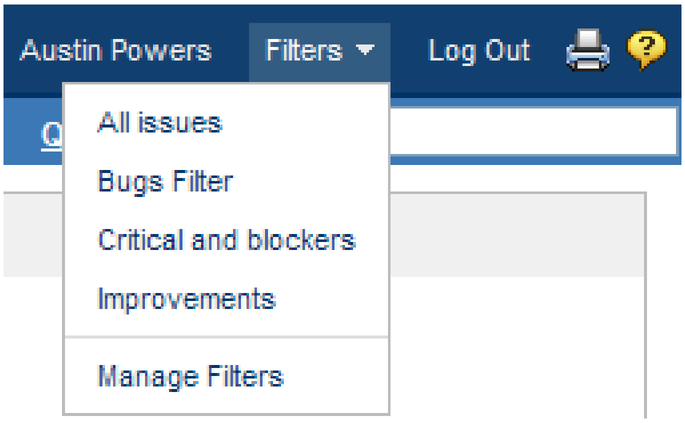
> **Note:**
> The ability to share filters is only available for the Professional and Enterprise editions of JIRA. If you are using the Professional or Enterprise edition of JIRA and the filter sharing functions described above are not available to you, you probably do not have the 'Create Shared Object' global permission assigned to you. Please contact your JIRA administrator to obtain this permission.

1.5.4.5. Finding an existing Issue Filter

Issue filters that you have created or have been shared by other users can be found via the issue filter search function of the 'Manage Filters' page. If the filter has been added as a favourite by many users, you also may be able locate it on the 'Popular' tab of the 'Manage Filters' page. This tab lists the top twenty most popular filters, counted by the number of users that have selected the filter as a favourite.

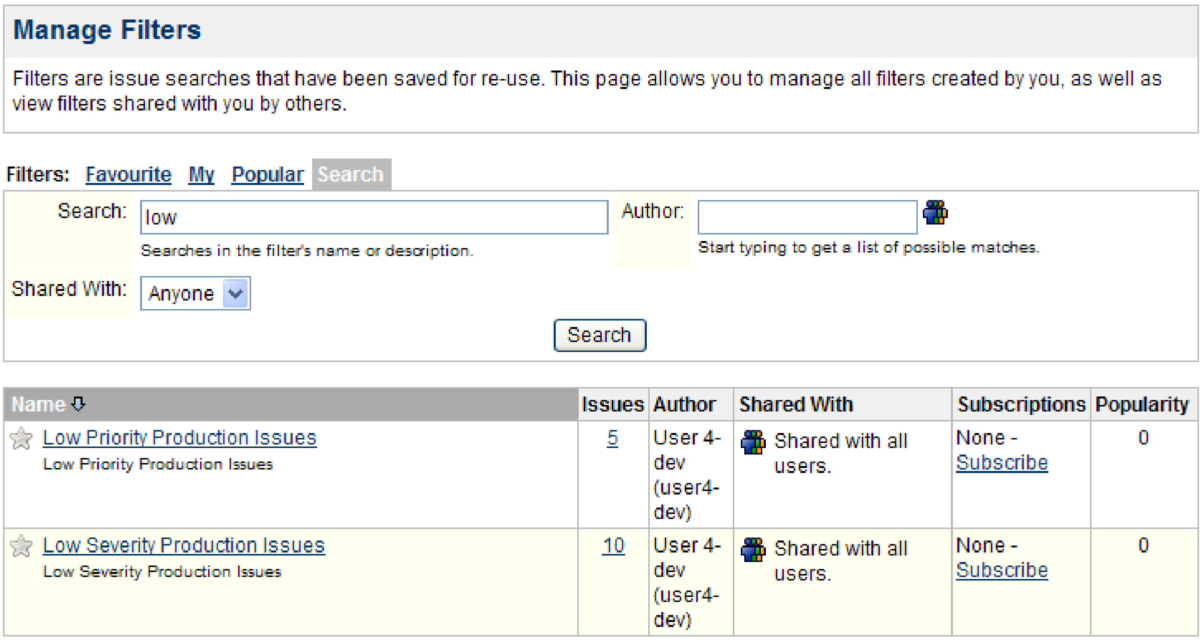
Follow the steps below to search for an existing issue filter:

1. On the top navigation bar, click the 'Filters' dropdown and select 'Manage Filters' from the list.



Filters Dropdown

2. Click the 'Search' tab. The issue filter Search will display. Enter your search criteria and click 'Search' to run the search.



Searching for a Filter

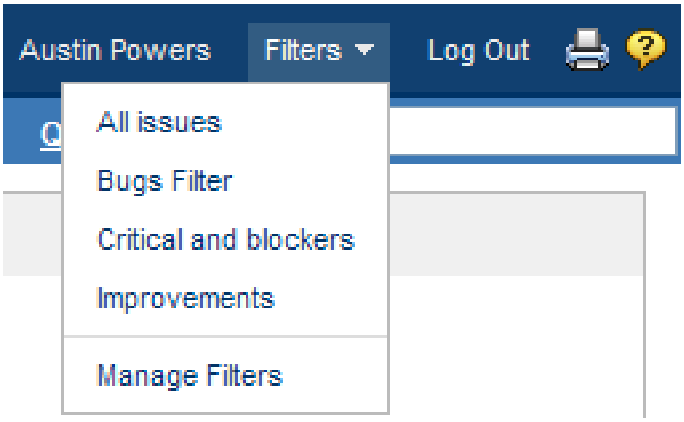
3. Your search results will be displayed on the same page. Click the name of any issue filter to run it and select it as your current filter. You can also sort the search results by any of the columns, by clicking the column headers.

1.5.4.6. Updating an existing Issue Filter's details

You can always update the details, i.e. Name, Description, Sharing, Favourite, of an existing Issue Filter after its creation. Please note that you can only update the details of Issue Filters which you have created.

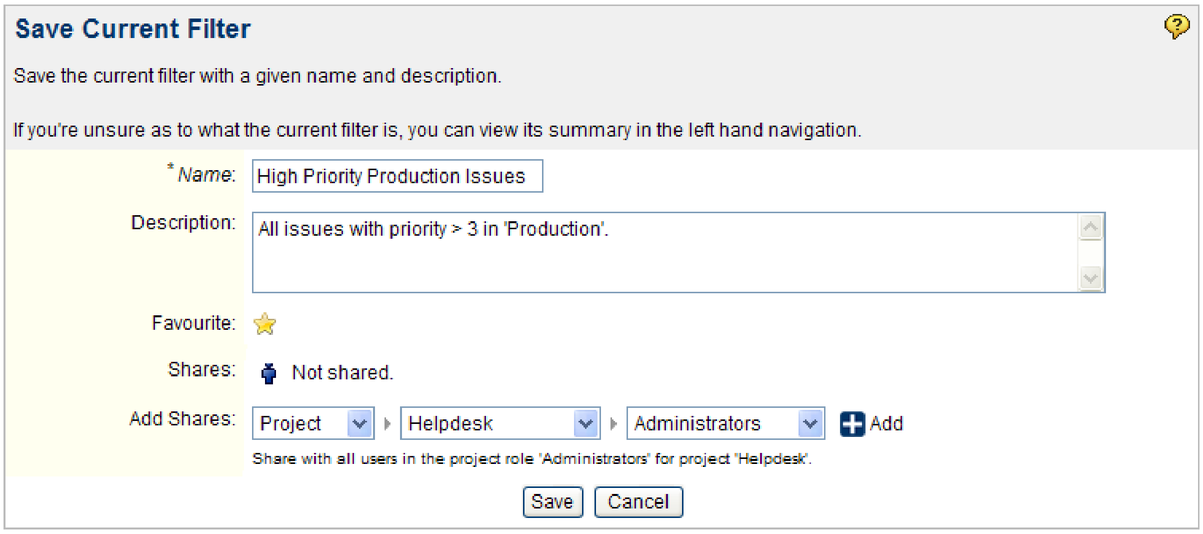
Follow the steps below to update the details of one of your existing issue filters:

1. On the top navigation bar, click the 'Filters' dropdown and select 'Manage Filters' from the list.



Filters Dropdown

2. Click the 'My' tab. This tab displays all the filters that have been created by you.
3. Locate the filter you wish to update, and click the 'Edit' link in the 'Operations' column.
4. The 'Save Current Filter' page will display. Update the filter details as required. If you wish to change the sharing or favourite settings for the filter, refer to the relevant instructions above.



Save Current Filter

5. Click the 'Save' button to save your changes.

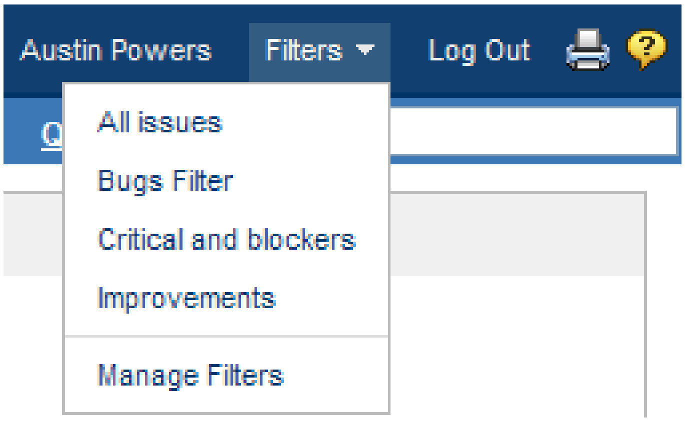
> **Note:**
> The ability to share and add a filter as a favourite is only available for the Professional and Enterprise editions of JIRA. If you are using the Professional or Enterprise edition of JIRA and the filter sharing functions described above are not available to you, you probably do not have the 'Create Shared Object' global permission assigned to you. Please contact your JIRA administrator to obtain this permission.

1.5.4.7. Editing/Cloning an existing Issue Filter

The search criteria of an existing issue filter can always be changed after creation by editing the issue filter. You can also clone an existing issue filter via the edit function.
Issue filters that have been created by you or shared with you by other users can be edited and/or cloned.

Follow the steps below to edit and/or clone an existing issue filter:

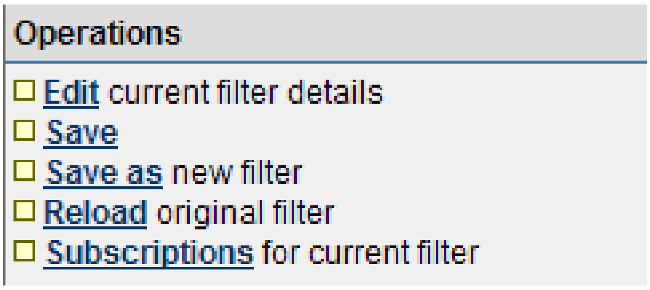
1. On the top navigation bar, click the 'Filters' dropdown and select 'Manage Filters' from the list.



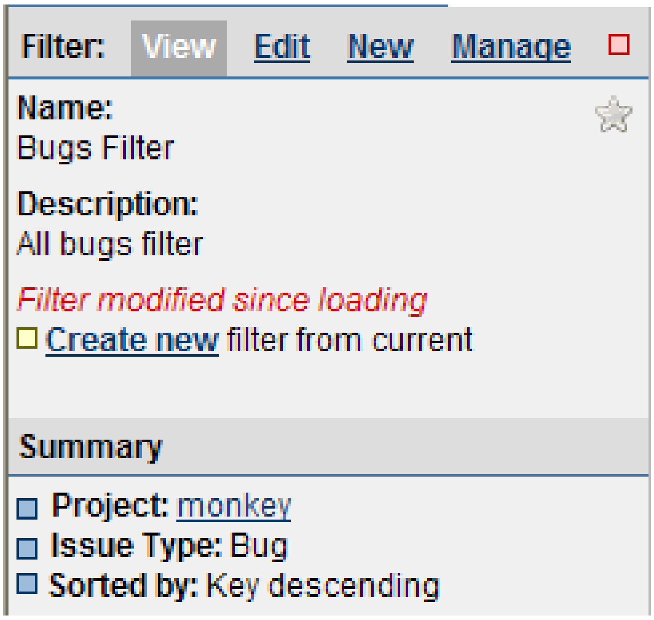
Filters Dropdown

2. At the top of the search form, click 'Manage'.
3. Locate the filter you wish to edit/clone, and click the name of the issue filter to run it and select it as your current filter.
4. Click the 'Edit' link at the top of the left hand menu. The left hand menu will refresh and the search criteria of the filter will display.
5. If you wish to clone the issue filter without modifying the search criteria, click the 'Create new filter from current' link. The 'Save Current Filter' screen will display and you can save the filter as [described above](#).

6. If you wish to change the search criteria, update the search terms as desired and click the 'View' button to run the filter. The search results will display in the Issue Navigator on the right hand side of the page.
7. If you wish to save the modified search, click 'View & Hide' button. The filter operations will be displayed on the right hand side of the page, as follows:
   - If the filter was created by you, you can choose to overwrite the filter with the modified search criteria by clicking the 'Save' link, or you can save the search as a new issue filter by clicking the 'Save as new filter' link.

     Saving a Modified Search
   - If the filter was not created by you (i.e. shared by another user), you will only have the option to save the search as a new issue filter by clicking the 'Create new filter from current' link.

     Copying a Modified Search

1.5.4.8. Defining filter-specific Issue Navigator Column Order

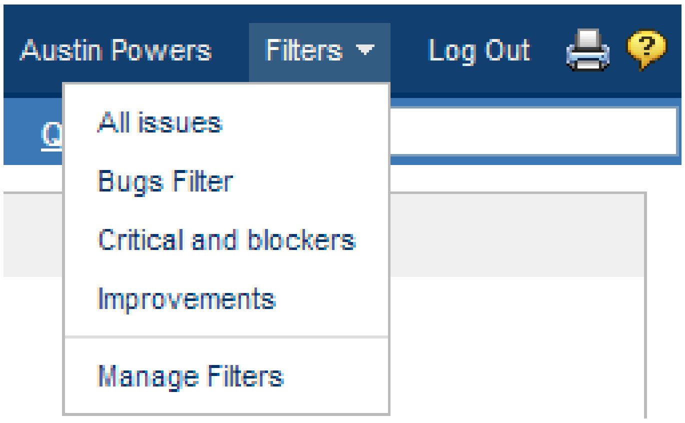
In JIRA Enterprise edition it is possible to add an Issue Navigator Column Order to a saved filter. The results of a filter are displayed using the saved column order, if the filter has one. Otherwise the results are shown using the user's personal column order or the system default.

> **Note:**
> To display your configured column order in a filter subscription, you must select 'HTML' for the 'Outgoing email format' in your User Profile. If you are receiving text emails from JIRA, you will not be able to see your configured column order.

Adding a Column Order

To add a column layout to a saved filter,

1. On the top navigation bar, click the 'Filters' dropdown and select 'Manage Filters' from the list.



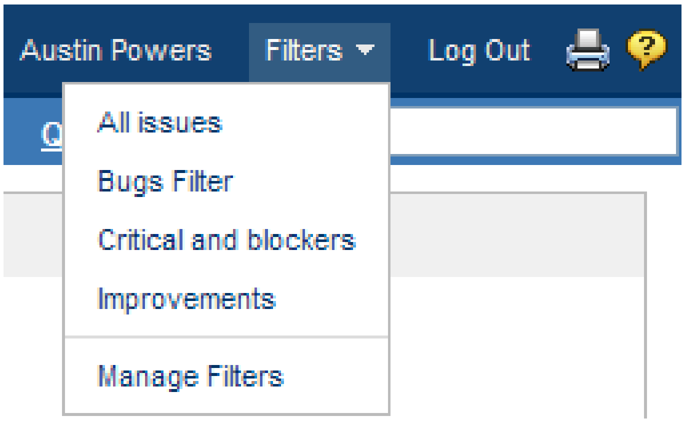
Filters Dropdown

2. Locate the filter you wish to share under the 'My' tab, and click the 'Columns' link in the 'Operations' column.
3. Configure the column order as desired. You can configure the column order the same way you would configure your personal Issue Navigator column order.

Removing Column Order

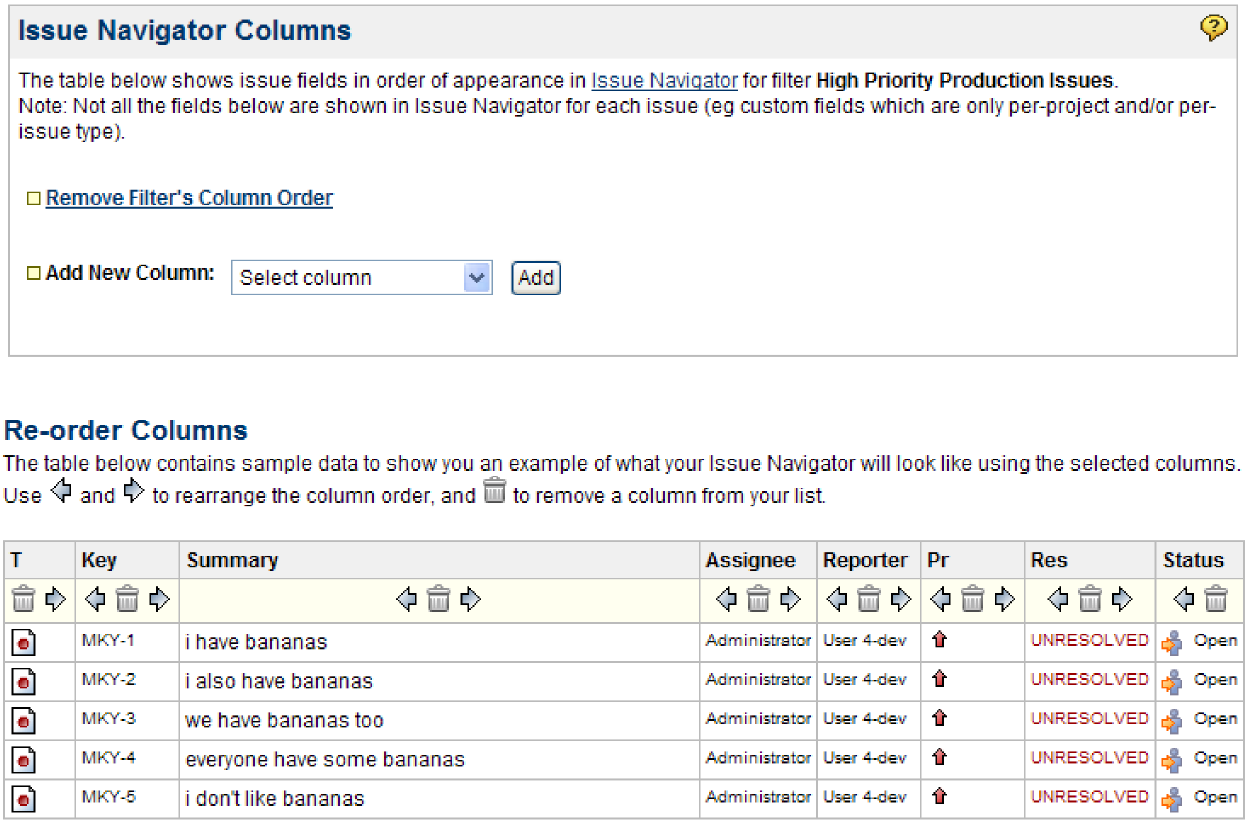
To remove a filter's saved column layout,

1. On the top navigation bar, click the 'Filters' dropdown and select 'Manage Filters' from the list.



Filters Dropdown

2. Locate the filter you wish to share under the 'My' tab, and click the 'Columns' link in the 'Operations' column.
3. Click the 'Remove Filter's Column Order' link. The default column order will be restored.



Changing Column Order

Overriding Column Order

If a filter has a saved column order, the results will be presented using that column order when the filter is run. You can, however, choose to use your own column order (or the system default column order, if you do not have a personal one configured) to view the results. To do this, click the 'Use your default Column Order' link on the right of the Issue Navigator search results screen:

To go back to using the filter's own column order, select the 'Use filter's Column Order' link.

1.5.4.9. Additional Resources

- Creating SLA issue filters tutorial video — Watch this short tutorial video to see how to create an issue filter to support an SLA (service level agreement). Please note the JIRA version and JIRA edition of the tutorial video before watching.

1.5.5. Receiving Search Results via Email

JIRA enables you to *subscribe* to an issue filter (a saved search). JIRA will then run the search according to your specified schedule, and will email the results to you.

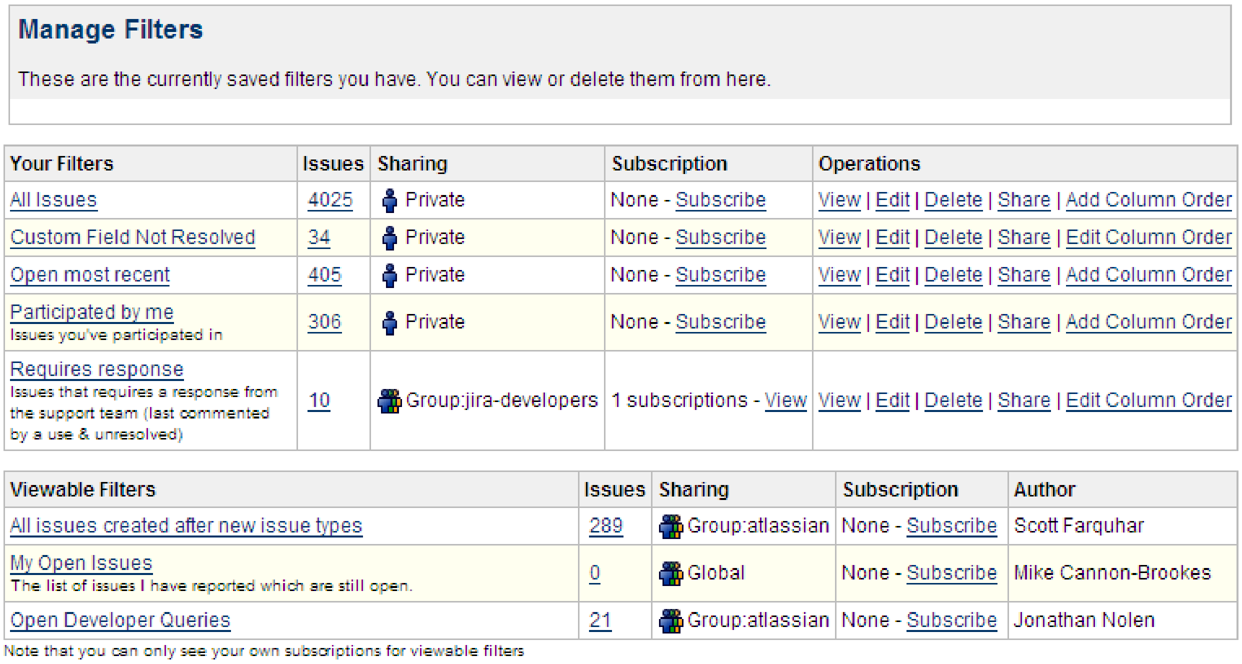
You can specify when and how often you would like to receive the search results, e.g. 'Every hour between 9.00AM-5.00PM, Monday-Friday', or 'The last Friday of every month at 7.00AM'.

Note:
Emails can only be sent if your administrator has configured an SMTP mail server.

1.5.5.1. Subscribing to an Issue Filter

1. On the top navigation bar, click on the '**Find Issues**' tab.

2. At the top of the search form, at the left of the screen, click '**Manage**'.
3. A list of available filters will be displayed:



Manage Filters

These are the currently saved filters you have. You can view or delete them from here.

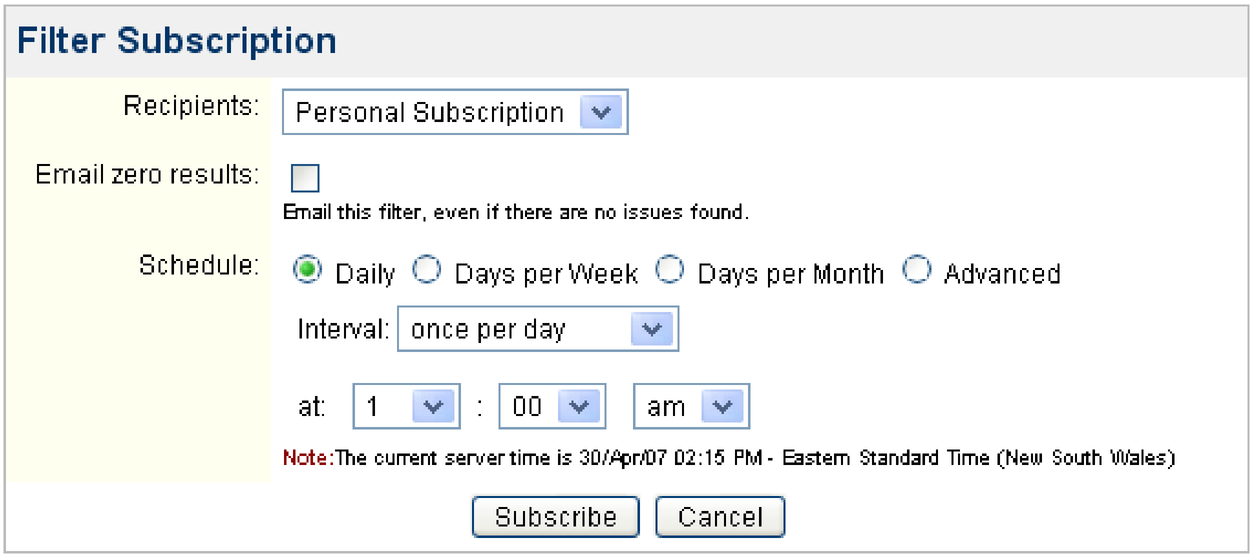
Your Filters	Issues	Sharing	Subscription	Operations
All Issues	4025	Private	None - Subscribe	View | Edit | Delete | Share | Add Column Order
Custom Field Not Resolved	34	Private	None - Subscribe	View | Edit | Delete | Share | Edit Column Order
Open most recent	405	Private	None - Subscribe	View | Edit | Delete | Share | Add Column Order
Participated by me Issues you've participated in	306	Private	None - Subscribe	View | Edit | Delete | Share | Add Column Order
Requires response Issues that requires a response from the support team (last commented by a use & unresolved)	10	Group:jira-developers	1 subscriptions - View	View | Edit | Delete | Share | Edit Column Order

Viewable Filters	Issues	Sharing	Subscription	Author
All issues created after new issue types	289	Group:atlassian	None - Subscribe	Scott Farquhar
My Open Issues The list of issues I have reported which are still open.	0	Global	None - Subscribe	Mike Cannon-Brookes
Open Developer Queries	21	Group:atlassian	None - Subscribe	Jonathan Nolen

Note that you can only see your own subscriptions for viewable filters

Issue filters (from jira.atlassian.com)

4. Locate the filter you are interested in and click on its '**Subscribe**' link. The '**Filter Subscription**' form will be displayed:



Subscribing to an issue filter

5. In the '**Recipients**' box, either choose 'Personal Subscription' (if you only wish to subscribe yourself), or select a group of recipients from the drop-down list. Note that you cannot select a *group* unless your JIRA administrator has granted you the 'Manage Group Filter Subscriptions' global permission.
6. Select '**Email zero results**' if you would like the email to always be sent, even if there are no search results at that time.
7. Select one of the following types of schedule:
   - '**Daily**' — choose this if you want to receive one or more emails *every day*.
   - '**Days per Week**' — choose this if you want to receive one or more emails on *particular days*

of every week.
- '**Days per Month**' — choose this if you want to receive an email on *a particular day of every month*.
- '**Advanced**' — see *Advanced scheduling ('cron')* below.

8. Click the 'Subscribe' button.
9. You will now be shown a subscription summary page. If you wish, you can click '**Run now**' to test your subscription.

1.5.5.2. Advanced scheduling ('cron')

You can use a '**Cron Expression**' to specify a custom schedule to suit your particular requirements.

Cron expressions consist of the following fields, separated by spaces:

Field	Allowed values	Allowed special characters
Second	0-59	, - * /
Minute	0-59	, - * /
Hour	0-23	, - * /
Day-of-month	1-31	, - * / ? L W C
Month	1-12 or JAN-DEC	, - * /
Day-of-week	1-7 or SUN-SAT	, - * / ? L C #
Year *(optional)*	1970-2099	, - * /

The special characters operate as follows:

Special character	Usage
,	Specifies a list of values. For example, in the **Day-of-week** field, 'MON,WED,FRI' means 'every Monday, Wednesday, and Friday'.
-	Specifies a range of values. For example, in the **Day-of-week** field, 'MON-FRI' means 'every Monday, Tuesday, Wednesday, Thursday and Friday'.
*	Specifies all possible values. For example, in the **Hour** field, '*' means 'every hour of the day'.
/	Specifies increments to the given value. For example, in the **Minute** field, '0/15' means 'every 15 minutes during the hour, starting at minute zero'.
?	Specifies no particular value. This is useful when you need to specify a value for one of the two fields **Day-of-month** or **Day-of-week**, but not the other.
L	Specifies the last possible value; this has different meanings depending on context. In the **Day-of-week** field, 'L' on its own means 'the last day of every week' (i.e. 'every Saturday'), or if used after another value, means 'the last xxx day of the month' (e.g. 'SATL' and '7L' both mean 'the last Saturday of the month). In the

	Day-of-month field, 'L' on its own means 'the last day of the month', or 'LW' means 'the last weekday of the month'.
W	Specifies the weekday (Monday-Friday) nearest the given day of the month. For example, '1W' means 'the nearest weekday to the 1st of the month' (note that if the 1st is a Saturday, the email will be sent on the nearest weekday *within the same month*, i.e. on Monday 3rd). 'W' can only be used when the day-of-month is a single day, not a range or list of days.
#	Specifies the nth occurrence of a given day of the week. For example, 'TUES#2' (or '3#2') means 'the second Tuesday of the month'.

Here are some sample cron expressions:

0 15 8 ? * *
Every day at 8.15 pm.
0 15 8 * * ?
Every day at 8.15 am.
0 * 14 * * ?
Every minute starting at 2.00 pm and ending at 2:59 pm, every day.
0 0/5 14 * * ?
Every 5 minutes starting at 2.00 pm and ending at 2:55 pm, every day.
0 0/5 14,18 * * ?
Every 5 minutes starting at 2.00 pm and ending at 2:55 pm, AND every 5 minutes starting at 6.00 pm and ending at 6:55 pm, every day.
0 0-5 14 * * ?
Every minute starting at 2.00 pm and ending at 2:05 pm, every day.
0 10,44 14 ? 3 WED
2:10 pm and 2:44 pm every Wednesday in the month of March.
0 15 8 ? * MON-FRI
8:15 am every Monday, Tuesday, Wednesday, Thursday and Friday.
0 15 8 15 * ?
8:15 am on the 15th day of every month.
0 15 8 L * ?
8:15 am on the last day of every month.
0 15 8 LW * ?
8:15 am on the last weekday of every month.
0 15 8 ? * 6L
8:15 am on the last Friday of every month.
0 15 8 ? * 6#2
8:15 am on the second Friday of every month.
0 15 8 ? * 6#2 2007-2009
8:15 am on the second Friday of every month during the years 2007, 2008 and 2009.

Note: cron expressions are not case-sensitive.

1.5.6. Search Query Syntax

This page provides information on how to perform advanced searches. (Note that this page does not apply to Quick Search.)

JIRA uses Lucene for text indexing. Lucene provides a rich query language; thanks to Jakarta and the Lucene team for such a great component. Most of the information on this page is derived from the Lucene document on Query Parser Syntax.

> **Note:**
> If you're an administrator looking for information on enabling and disabling indexing and searching within JIRA, look here.

1.5.6.1. Query Terms

A query is broken up into **terms** and **operators**. There are two types of terms: **Single Terms** and **Phrases**.

A **Single Term** is a single word such as "`test`" or "`hello`".

A **Phrase** is a group of words surrounded by double quotes such as "`hello dolly`".

Multiple terms can be combined together with Boolean operators to form a more complex query (see below).

Note: All query terms in JIRA are case insensitive.

1.5.6.2. Term Modifiers

JIRA supports modifying query terms to provide a wide range of searching options.

Wildcard Searches

JIRA supports single and multiple character wildcard searches.

To perform a single character wildcard search use the "`?`" symbol.

To perform a multiple character wildcard search use the "`*`" symbol.

The single character wildcard search looks for terms that match that with the single character replaced. For example, to search for "`text`" or "`test`" you can use the search:

```
te?t
```

Multiple character wildcard searches looks for 0 or more characters. For example, to search for `Windows`, `Win95` or `WindowsNT` you can use the search:

```
win*
```

You can also use the wildcard searches in the middle of a term. For example, to search for `Win95` or `Windows95` you can use the search

```
wi*95
```

> **Note:**
> You cannot use a * or ? symbol as the first character of a search.

1.5.6.3. Fuzzy Searches

JIRA supports fuzzy searches. To do a fuzzy search use the tilde, "~", symbol at the end of a Single word Term. For example to search for a term similar in spelling to "`roam`" use the fuzzy search:

```
roam~
```

This search will find terms like foam and roams

Note: Terms found by the fuzzy search will automatically get a boost factor of 0.2

1.5.6.4. Proximity Searches

JIRA supports finding words are a within a specific distance away. To do a proximity search use the tilde, "~", symbol at the end of a Phrase. For example to search for a "`atlassian`" and "`jira`" within 10 words of each other in a document use the search:

```
"atlassian jira"~10
```

1.5.6.5. Boosting a Term

JIRA provides the relevance level of matching documents based on the terms found. To boost a term use the caret, "^", symbol with a boost factor (a number) at the end of the term you are searching. The higher the boost factor, the more relevant the term will be.

Boosting allows you to control the relevance of a document by boosting its term. For example, if you are searching for

```
atlassian jira
```

and you want the term "`atlassian`" to be more relevant boost it using the ^ symbol along with the boost factor next to the term. You would type:

```
atlassian^4 jira
```

This will make documents with the term atlassian appear more relevant. You can also boost Phrase Terms as in the example:

```
"atlassian jira"^4 querying
```

By default, the boost factor is 1. Although, the boost factor must be positive, it can be less than 1 (i.e. .2)

1.5.6.6. Boolean Operators

Boolean operators allow terms to be combined through logic operators. JIRA supports AND, "+", OR, NOT and "-" as Boolean operators .

> **Note:**
> Boolean operators must be ALL CAPS.

OR

The OR operator is the default conjunction operator. This means that if there is no Boolean operator between two terms, the OR operator is used. The OR operator links two terms and finds a matching document if either of the terms exist in a document. This is equivalent to a union using sets. The symbol `||` can be used in place of the word OR.

To search for documents that contain either "`atlassian jira`" or just "`jira`" use the query:

```
"atlassian jira" || jira
```

or

```
"atlassian jira" OR jira
```

AND

The AND operator matches documents where both terms exist anywhere in the text of a single document. This is equivalent to an intersection using sets. The symbol && can be used in place of the word AND.

To search for documents that contain "`atlassian jira`" and "`issue tracking`" use the query:

```
"atlassian jira" AND "issue tracking"
```

Required term: +

The "+" or required operator requires that the term after the "+" symbol exist somewhere in a the field of a single document.

To search for documents that must contain "jira" and may contain "atlassian" use the query:

```
+jira atlassian
```

NOT

The NOT operator excludes documents that contain the term after NOT. This is equivalent to a difference using sets. The symbol ! can be used in place of the word NOT.

To search for documents that contain "atlassian jira" but not "japan" use the query:

```
"atlassian jira" NOT "japan"
```

Note: The NOT operator cannot be used with just one term. For example, the following search will return no results:

```
NOT "atlassian jira"
```

> **Note:**
>
> Usage of the **NOT** operator over multiple fields may return results that include the specified excluded term. This is due to the fact that the search query is executed over each field in turn and the result set for each field is combined to form the final result set. Hence, an issue that matches the search query based on one field, but fails based on another field, will be included in the search result set.

Excluded term: -

The "-" or prohibit operator excludes documents that contain the term after the "-" symbol.

To search for documents that contain "atlassian jira" but not "japan" use the query:

```
"atlassian jira" -japan
```

1.5.6.7. Grouping

JIRA supports using parentheses to group clauses to form sub queries. This can be very useful if you want to control the boolean logic for a query.

To search for either "atlassian" or "jira" and "bugs" use the query:

```
bugs AND (atlassian OR jira)
```

This eliminates any confusion and makes sure you that bugs must exist and either term atlassian or jira may exist.

> **Note:**
>
> Do not use the grouping character '(' at the start of a search query, as this will result in an error. For example, "(atlassian OR jira) AND bugs" will not work.

1.5.6.8. Escaping Special Characters

JIRA supports escaping special characters that are part of the query syntax. The current list of special characters is:

```
+ - && || ! ( ) { } [ ] ^ " ~ * ? \
```

To escape these characters, use the \ before the character. For example, to search for (1+1) use the query:

```
\(1\+1\)
```

1.5.7. Generating Reports

1.5.7.1. Generating Reports

JIRA displays statistics for particular people, projects, versions, or other fields within issues. You can:

- *Browse* a project, a component or a version. Browsing uses the Issue Navigator to display a list of issues, which you can export in a variety of report formats (e.g. Microsoft Word and Excel). You can browse the following:
  - Project:
    - Road Map — Shows unresolved issues for the next three versions of a project.
    - Change Log — Shows resolved issues for the previous three versions of a project.
    - Popular Issues — Shows a project's unresolved issues, ordered by popularity (votes).
  - Component:
    - Component Open Issues — Shows unresolved issues for a given component of a project.
    - Component Road Map — Shows unresolved issues for a given component, for the next three versions of the project.
    - Component Change Log — Shows resolved issues for a given component, for the previous three versions of the project.
    - Component Popular Issues — Shows unresolved issues for a given component, ordered by popularity (votes).
  - Version:
    - Version Open Issues — Shows unresolved issues for a given version of a project.
    - Version Summary — Shows all issues (regardless of status) for a given version of a project.
    - Version Popular Issues — Shows unresolved issues for a given version, ordered by popularity (votes).
- View a pre-formatted *report*. The following reports are included with JIRA:
  - Version Time Tracking Report* — Shows progress towards completing a given version, based on issues' work logs and time estimates.
  - Version Workload Report* — Shows how much outstanding work there is (per user and per issue) before a given version is complete.
  - User Workload Report* — Shows how much work a user has been allocated, and how long it should take.
  - Single Level Group By Report — Shows the search results from an issue filter, grouped by a field of your choice.

  *Only available if your JIRA administrator has enabled Time Tracking.

Note:

In addition to the built-in reports, other reports (e.g. Gantt Chart Report, Pie Chart Report/Portlet, Timesheet Report/Portlet) are available from the JIRA Extensions site. JIRA administrators can also create new reports with the plugin API.

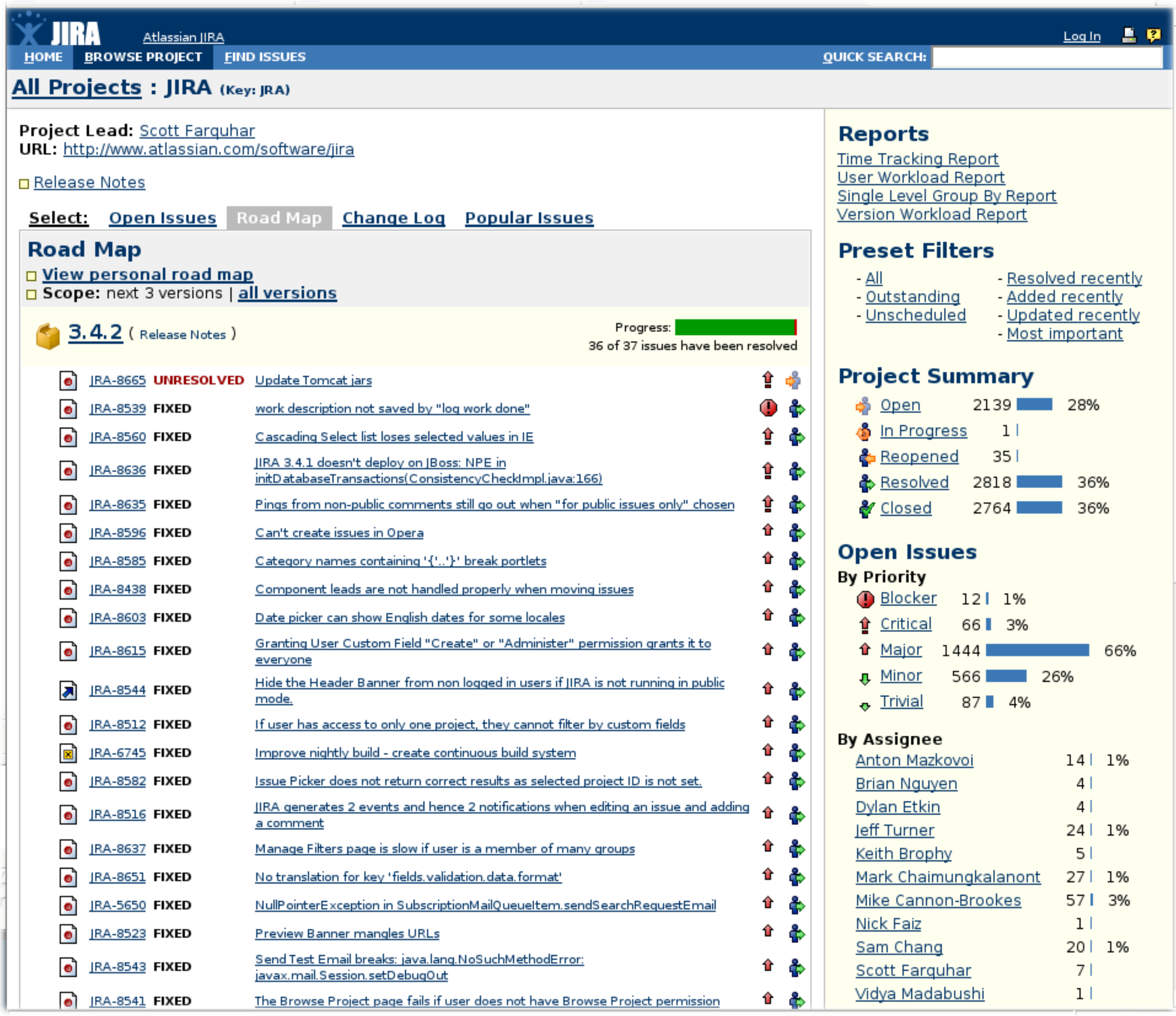
1.5.7.2. Browsing a Project's Road Map

JIRA provides a **Road Map** for each project, which shows issues scheduled for the next three unreleased versions (whereas the Change Log shows released versions). The Road Map provide an overview of progress made towards releasing a version.

To browse a project's Road Map,

1. Click on '**Browse Projects**' in the top navigation panel.

2. Select the project you are interested in, if presented with a list.
3. Click the '**Road Map**' tab. You will see something like this:



Road Map from http://jira.atlassian.com

A live version of this example can be seen online.

> **Note:**
> To see the roadmap for all unreleased versions (not just the next three), click 'all versions'.

Personal Road Map report

- To see issues assigned to you for the next three unreleased versions of a project, click the '**View Personal Road Map**' link in the global Road Map report shown above.

See also

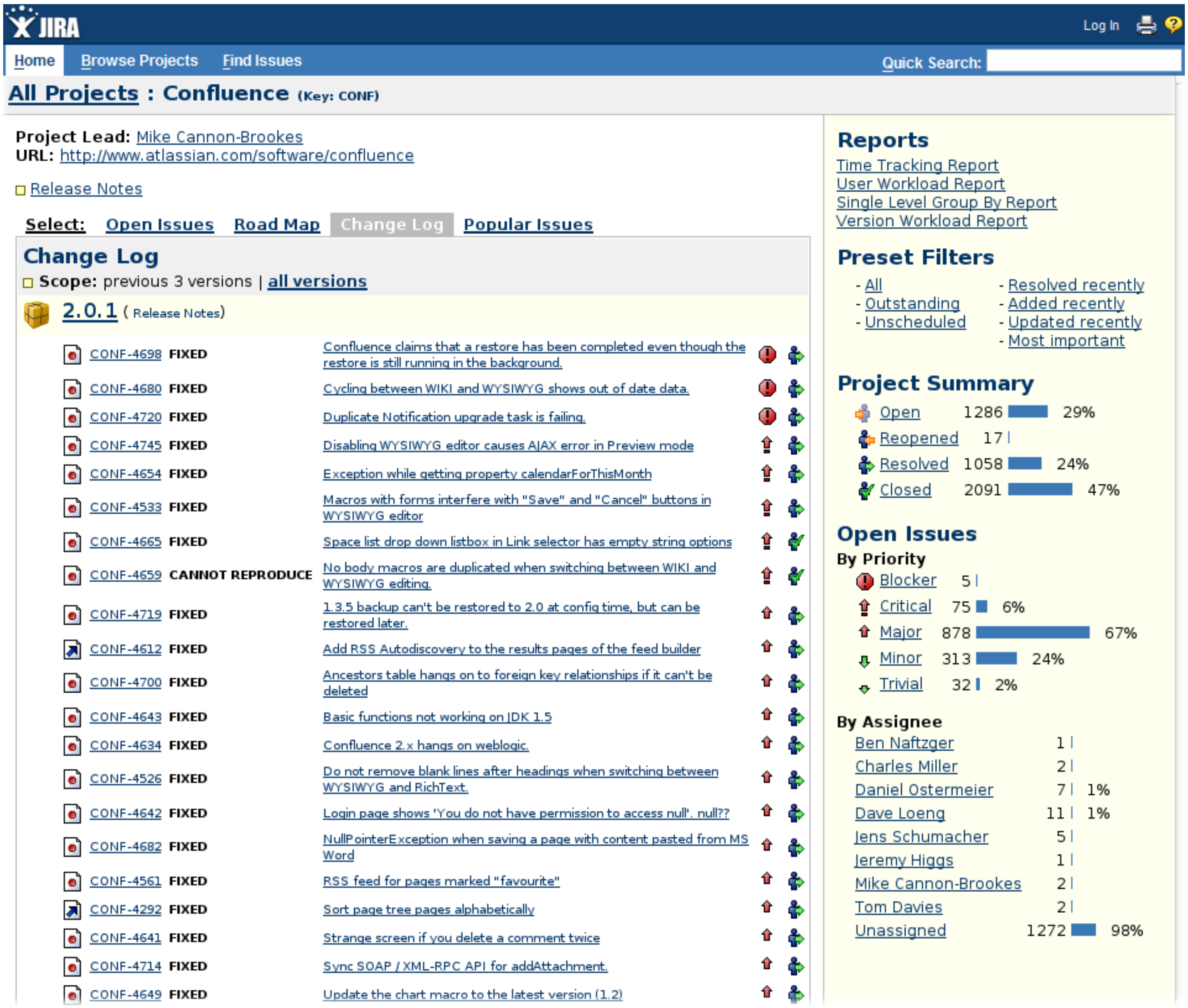
- The Change Log — looking back at recent releases rather than forward
- JIRA Reports Overview

1.5.7.3. Browsing a Project's Change Log

JIRA's **Change Log** report shows resolved issues in the last three released versions of a project. Whereas the Road Map looks forward, the Change Log looks back, giving an overall view of issues resolved in recent versions.

To browse a project's Change Log,

1. Click on '**Browse Projects**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the '**Change Log**' tab. You will see something like this:



Change Log from http://jira.atlassian.com

A live version of this example can be seen online.

See also

- The Road Map — looking forward to next releases
- JIRA Reports Overview

1.5.7.4. Browsing a Project's FishEye Changesets

JIRA's **Changeset** report allows you to view recent changeset activity for a project (that is, where a JIRA issue key belonging to the project was referenced in the commit message), if you are using a source-code repository together with Atlassian FishEye. You can:

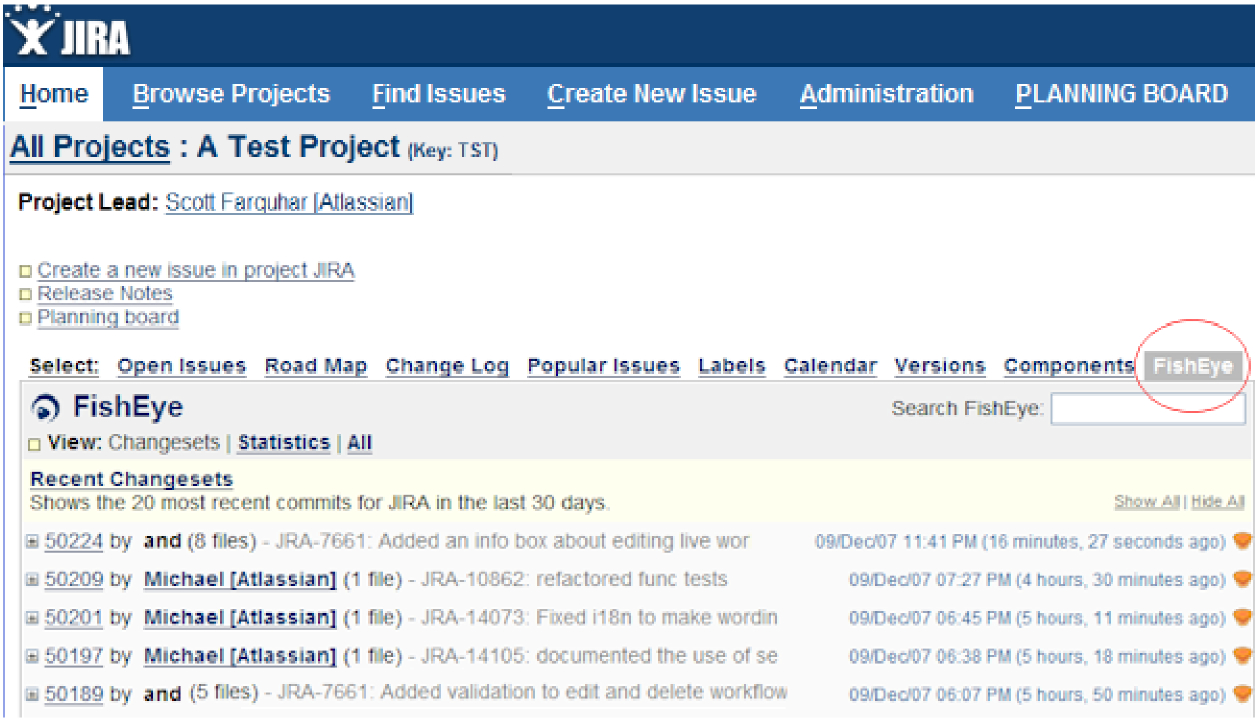
- View all 'Recent Changesets' for all repository changesets across the entire project.
- View 'Activity Statistics' on LOC (lines-of-code), files or commits for the project, issue or author.
- Search the FishEye repository linked to the JIRA project currently being browsed.

Note:
To be able to view the changeset report, your JIRA administrator must have configured the FishEye plugin appropriately. You will also need the 'View Version Control' permission in the appropriate projects.

To view the changeset activity for a project,

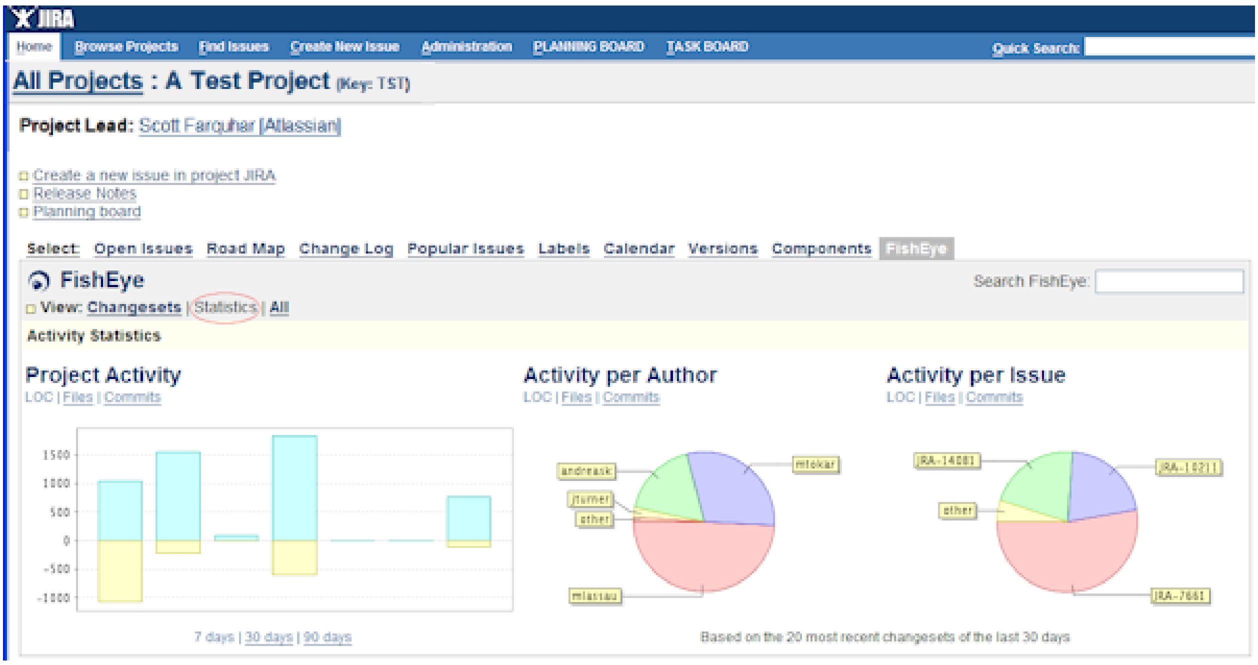
1. Click **Browse Projects** in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the **FishEye** tab.

By default, you will see a listing of the most recent changesets for a project:



Listing of changesets from http://jira.atlassian.com

You can also view the Activity Statistics on LOC, Files or Commits for the project, by clicking the 'Statistics' link. The Activity Statistics for the project will display:



Activity Statistics from http://jira.atlassian.com

If you wish to see the above two sets of information together, you can click on the 'All' link to view it all on one page.

See also

- Viewing an Issue's FishEye Changesets

1.5.7.5. Browsing a Project's Bamboo Builds

If your organisation uses Atlassian's Bamboo and your administrator has integrated Bamboo with JIRA, JIRA's allows you to view the build plan status and recent build activity for a project.

The **Builds** tab provides you with the build information related to the project, including:

- the list of the builds which are related to the project, i.e. builds that have issues from the project linked to them (either as 'Fixed' or 'Related'). (See the Bamboo documentation for instructions on linking issues to builds.)
- The latest status of the build plans for the related builds, i.e. the build plan contains a build that has an issue from the project linked to it.

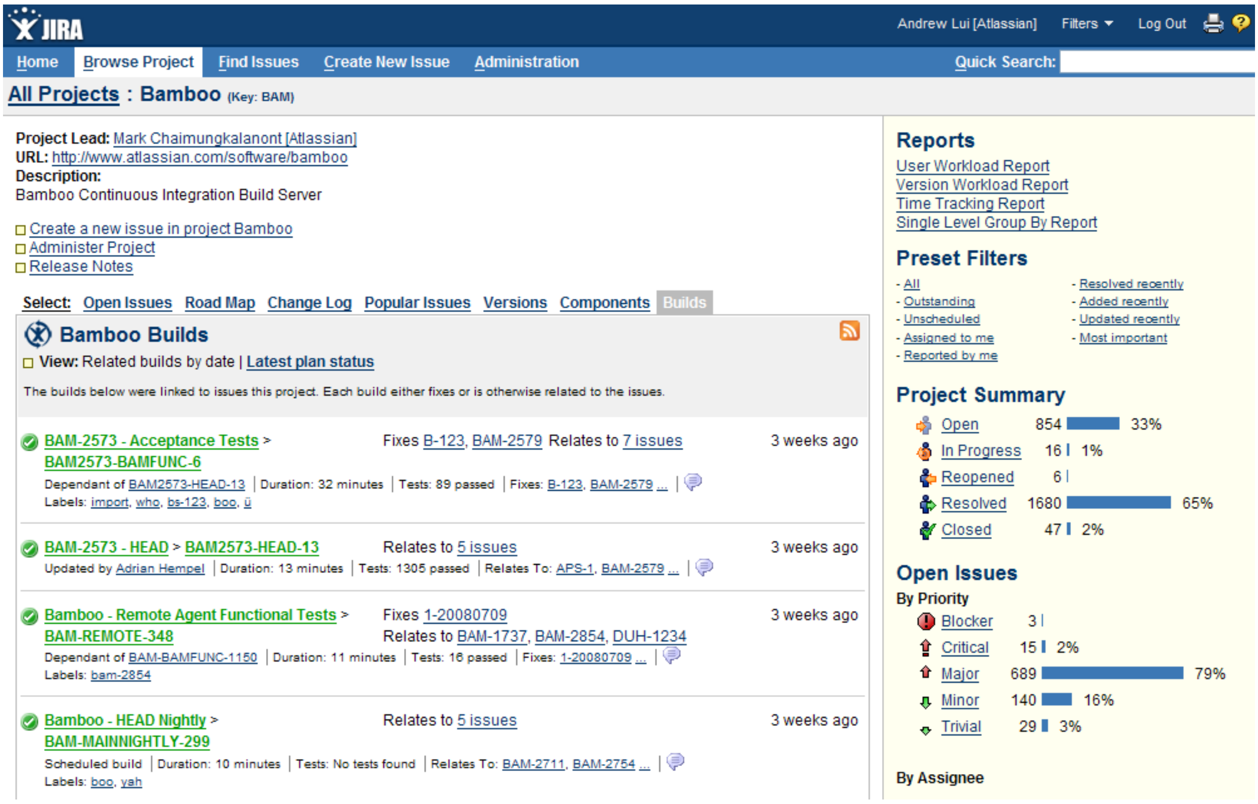
To view the Bamboo build information related to a project,

1. Click **Browse Projects** in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the **Builds** tab.

> **Note:**
> If you cannot see the Builds tab, your administrator may need to add the '**View Version Control**' permission to your project.

Viewing the Builds related to the Project

By default, the **Builds** tab will display the list of related builds, ordered by build date in descending order.

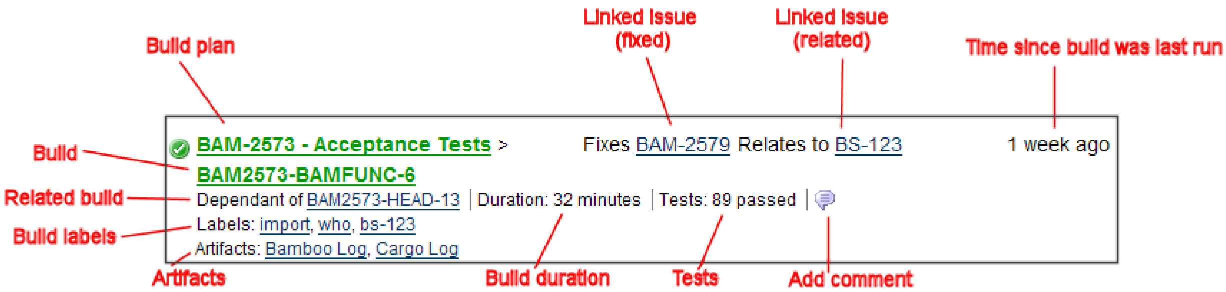


Bamboo Builds related to a Project

You can set up an RSS feed to track this information by clicking on the RSS icon in the top right of tab panel. Each entry in the list will display information about the related build, including:

- the build name and name of the build plan
- when the build was last run
- summary information, such as related builds, duration of the build, tests passed
- build labels (if any)
- links to build artifacts (if any)

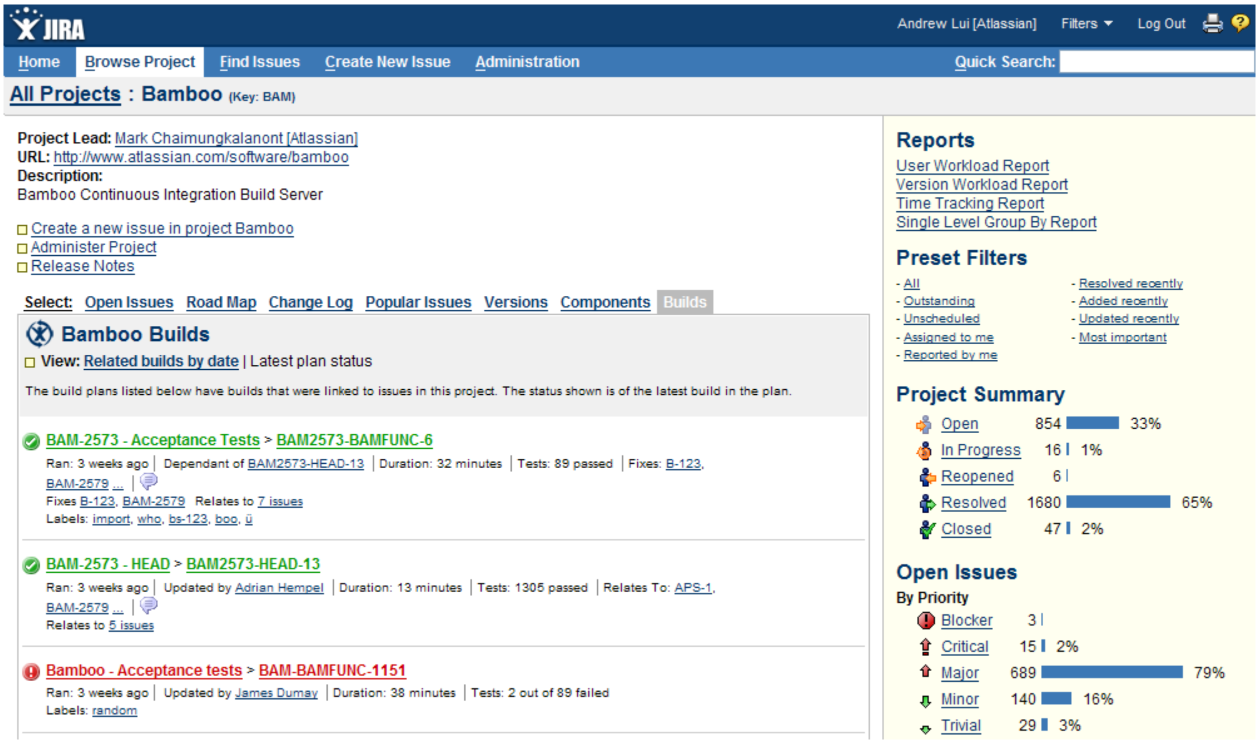
See the diagram below for details:



Bamboo Build Details

Viewing the Status of Build Plans related to the Project

To view the status of build plans related to the project, click the '**Latest plan status**' link at the top of the **Build** tab. The build plans listed will show the status of the build plan, (i.e. status of the latest build), including information about the latest build in the plan (similar to the diagram above). Build plans will be sorted by the plan name.



Status of Bamboo Build Plans related to a Project

See also:

- Viewing the Bamboo Builds related to an Issue
- Browsing a Version's Bamboo Builds

1.5.7.6. Browsing a Project Version's Bamboo Builds

If your organisation uses Atlassian's Bamboo and your administrator has integrated Bamboo with JIRA, JIRA's allows you to view the build plan status and recent build activity for a version of a project.

The **Builds** tab provides you with a list of the builds which are related to the project version, including:.

- the list of the builds which are related to the version, i.e. builds that have issues from the project version linked to them (either as 'Fixed' or 'Related'). (See the Bamboo documentation for instructions on linking issues to builds.)
- The latest status of the build plans for the related builds, i.e. the build plan contains a build that has an project issue linked to it. The status of a build plan for a version is determined as follows:
  - If the project version has not been released — the build plan status is the status of the latest build in the build plan, regardless of whether the latest build is related to the version (i.e. has issues from the project version linked to it).
  - If the project version has been released — the build plan status is the status of the latest build in the build plan, that is related to the version (i.e. has issues from the project version linked to it) and is prior to or equal to the release date (or current date, if there is no release date)

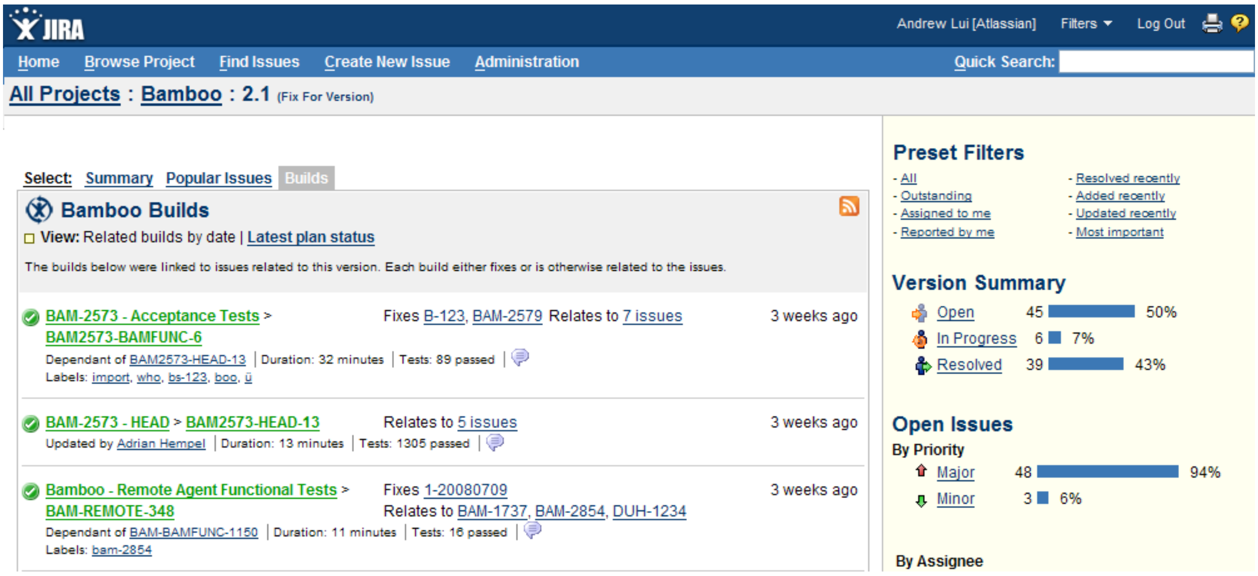
To view the Bamboo build information related to a version,

1. Click on '**Browse Projects**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the '**Versions**' tab.
4. A list of versions will be displayed. Click the name of the version in which you are interested.
5. Click the **Builds** tab.

Note:
If you cannot see the Builds tab, your administrator may need to add the '**View Version Control**' permission to your project.

Viewing the Builds related to the Project Version

By default, the **Builds** tab will display the list of related builds, ordered by build date in descending order.

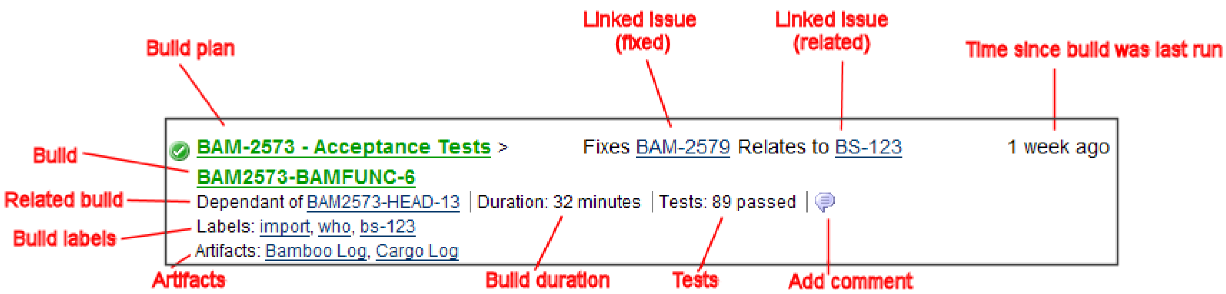


Bamboo Builds related to a Version

You can set up an RSS feed to track this information by clicking on the RSS icon in the top right of tab panel. Each entry in the list will display information about the related build, including:

- the build name and name of the build plan
- when the build was last run
- summary information, such as related builds, duration of the build, tests passed
- build labels (if any)
- links to build artifacts (if any)

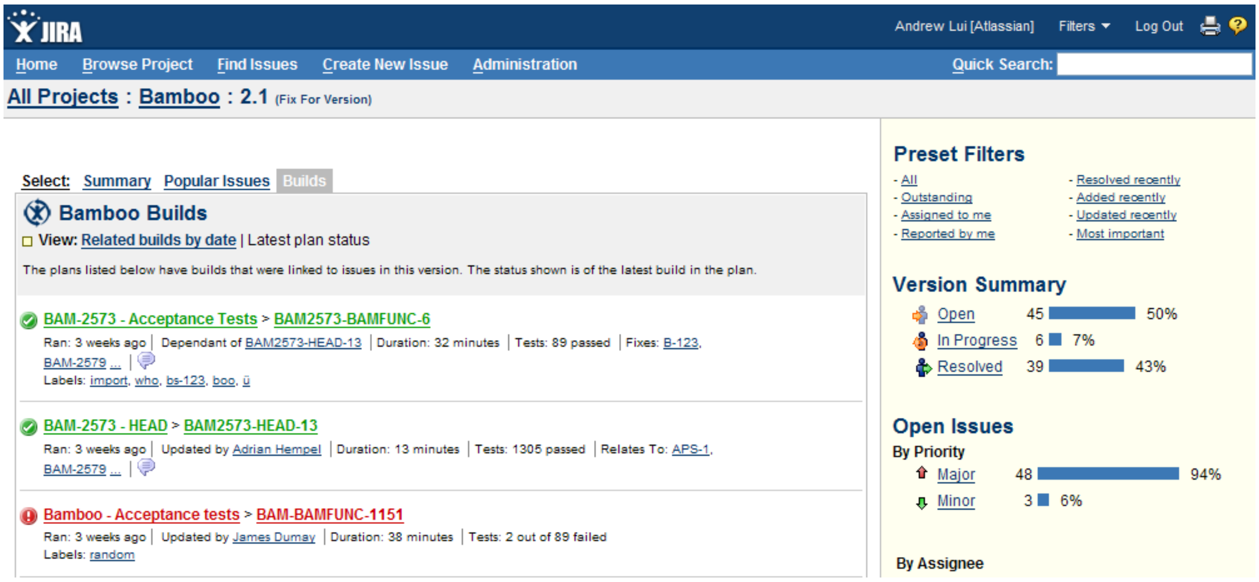
See the diagram below for details:



Bamboo Build Details

Viewing the Status of Build Plans related to the Project Version

To view the status of build plans related to the project version, click the '**Latest plan status**' link at the top of the **Build** tab. The build plans listed will show the status of the Build Plan, including information about the latest build in the plan (similar to the diagram above). Build plans will be sorted by plan name.



Status of Bamboo Build Plans related to a Version

See also:

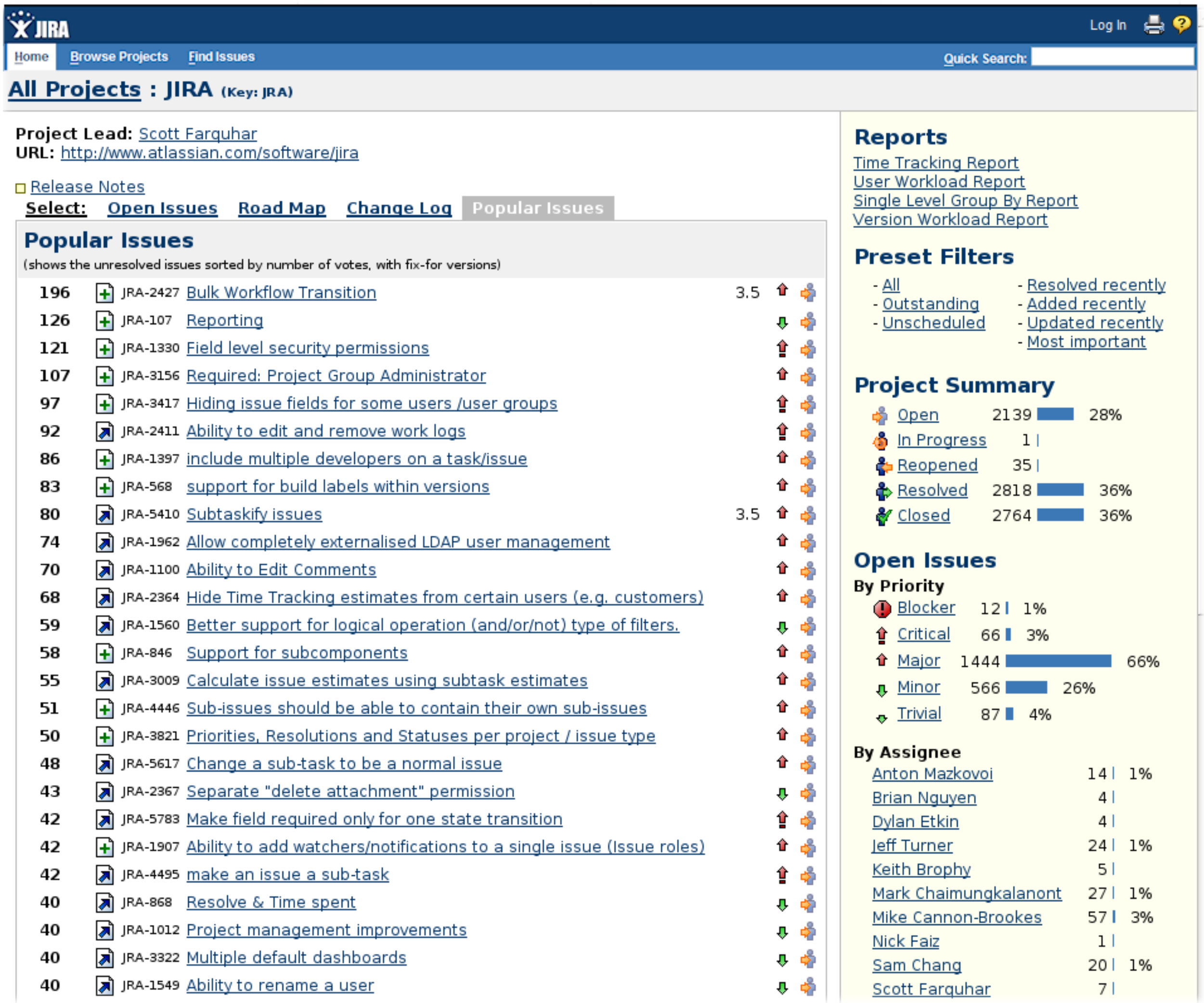
- Viewing the Bamboo Builds related to an Issue
- Browsing a Project's Bamboo Builds

1.5.7.7. Browsing a Project's Popular Issues

JIRA's **Popular Issues** report shows unresolved issues in a project, sorted by number of votes. It is particularly useful on public JIRA installations. (Note: This report is only visible if voting is enabled.)

To browse the Popular Issues,

1. Click on '**Browse Projects**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the '**Popular Issues**' tab. You will see something like this:



Popular Issues from http://jira.atlassian.com

A live version of this example can be seen online.

See also

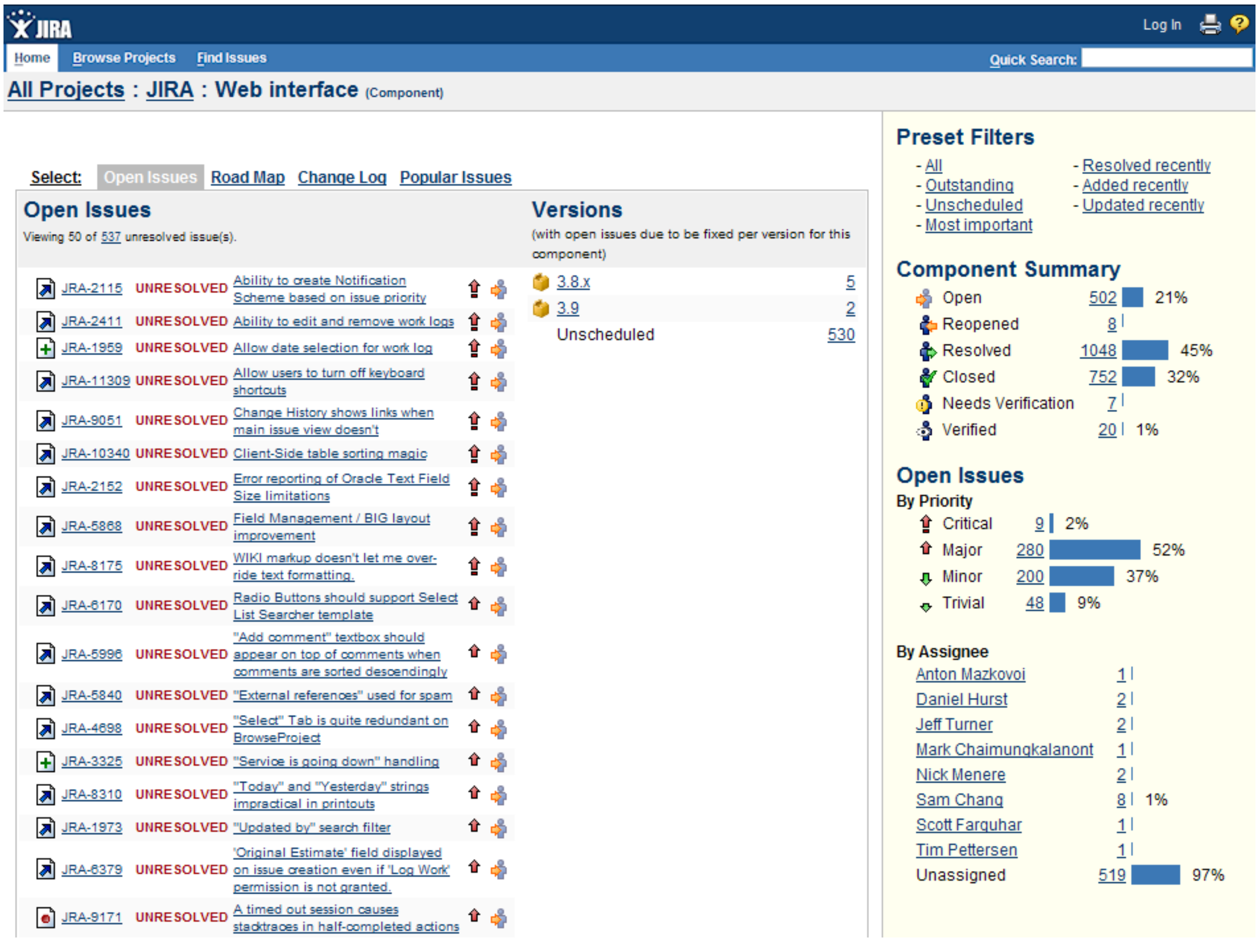
- JIRA Reports Overview

1.5.7.8. Browsing a Component's Open Issues

JIRA provides a list of all the **Open Issues** for each component of a project.

To browse a component's Open Issues,

1. Click '**Browse Project**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the '**Components**' tab.
4. A list of components will be displayed. Click the name of the component in which you are interested.
5. Click the '**Open Issues**' tab. You will see something like this:



Component's Open Issues from http://jira.atlassian.com

Note:

To see which issues belong to a particular version of the project, click the component name.

See also

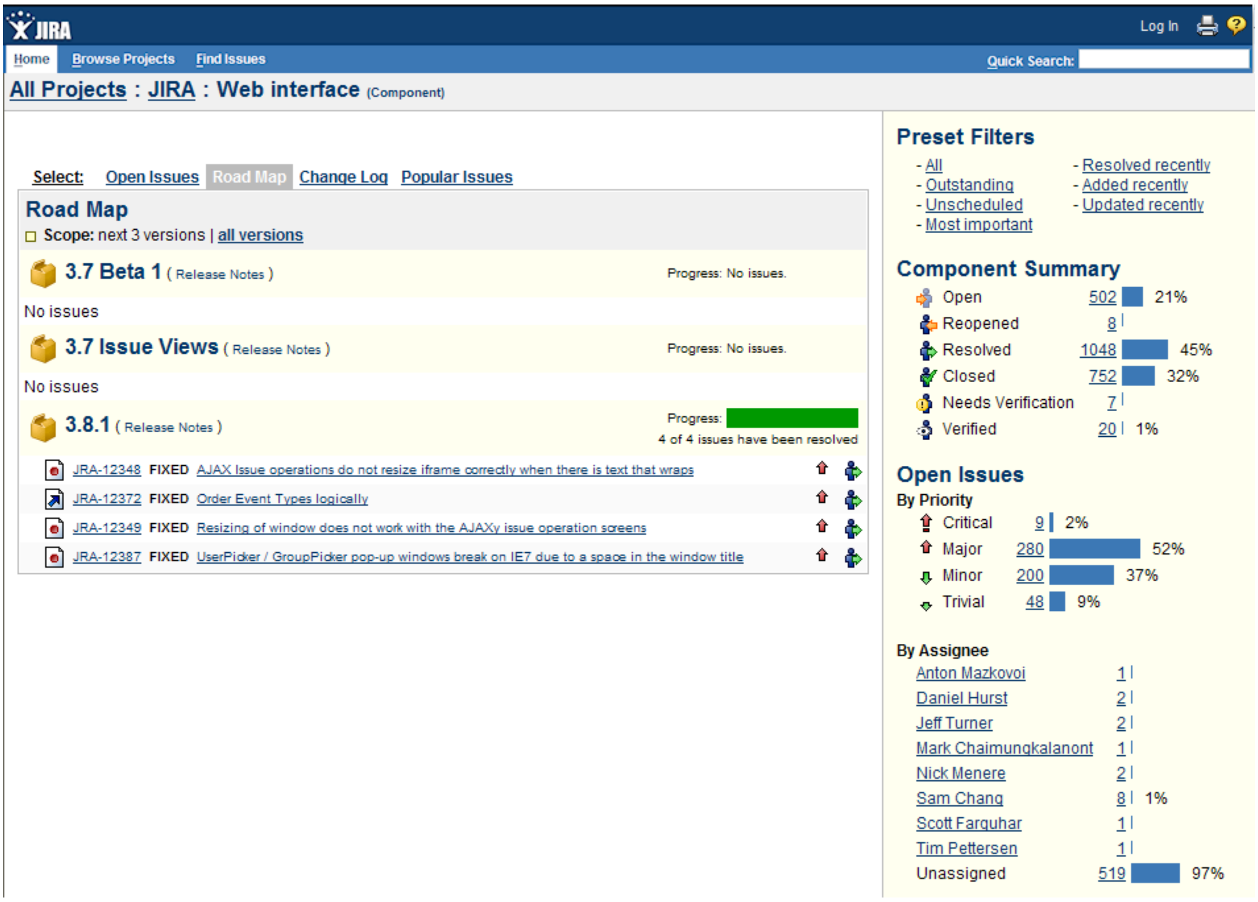
- JIRA Reports Overview

1.5.7.9. Browsing a Component's Road Map

JIRA provides a **Road Map** for each component of a project, which shows issues scheduled for the next three unreleased versions (whereas the Change Log shows released versions). The Road Map provides an overview of progress made towards releasing a version.

To browse a component's Road Map,

1. Click '**Browse Project**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the '**Components**' tab.
4. A list of components will be displayed. Click the name of the component in which you are interested.
5. Click the '**Road Map**' tab. You will see something like this:



Component's Road Map from http://jira.atlassian.com

Note:
To see the roadmap for all unreleased versions (not just the next three), click 'all versions'.

See also

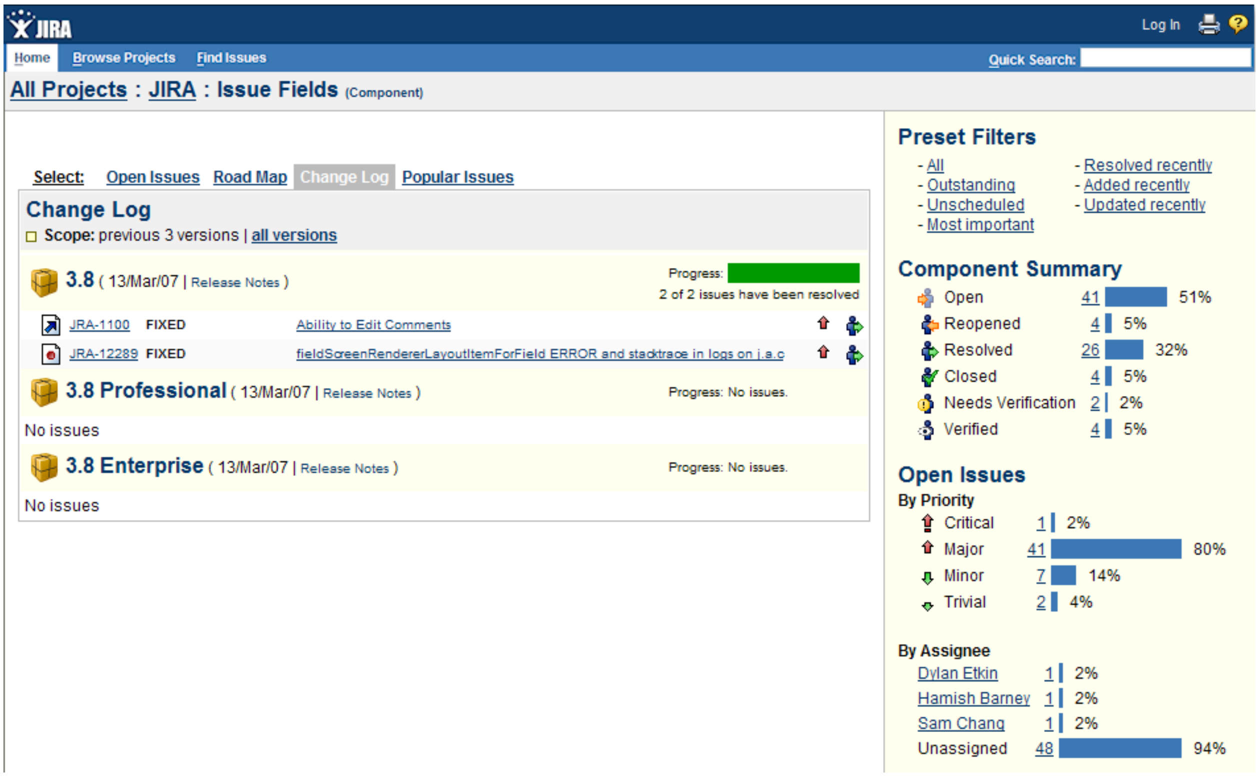
- The Change Log — looking back at recent releases rather than forward
- JIRA Reports Overview

1.5.7.10. Browsing a Component's Change Log

JIRA's **Change Log** report shows resolved issues in the last three released versions of a project. Whereas the Road Map looks forward, the Change Log looks back, giving an overall view of issues resolved in recent versions.

To browse a component's Change Log,

1. Click 'Browse Project' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the **Components** tab.
4. A list of components will be displayed. Click the name of the component in which you are interested.
5. Click the **Change Log** tab. You will see something like this:



Component's Change Log from http://jira.atlassian.com

Note:
To see the change log for all released versions (not just the latest three), click '**all versions**'.

See also

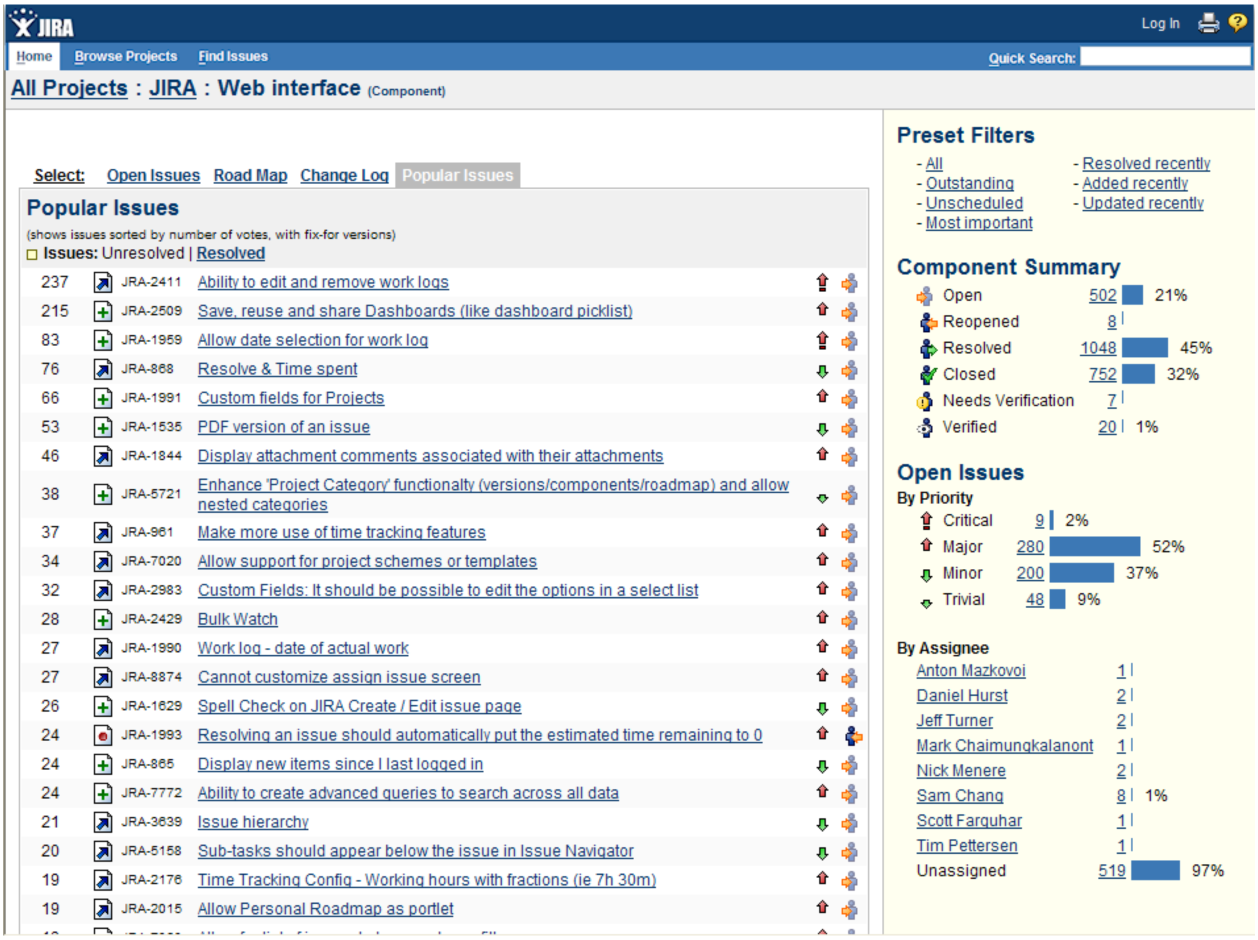
- The Road Map - looking forward to next releases
- JIRA Reports Overview

1.5.7.11. Browsing a Component's Popular Issues

JIRA's **Popular Issues** report shows unresolved issues in a given component of a project, sorted by number of votes. It is particularly useful on public JIRA installations. (Note: this report is only visible if voting is enabled.)

To browse a component's Popular Issues,

1. Click '**Browse Project**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the '**Components**' tab.
4. A list of components will be displayed. Click the name of the component in which you are interested.
5. Click the '**Popular Issues**' tab. You will see something like this:



Component's Popular Issues from http://jira.atlassian.com

Note:

To see resolved popular issues (instead of unresolved popular issues), click '**View Resolved Issues**'.

See also

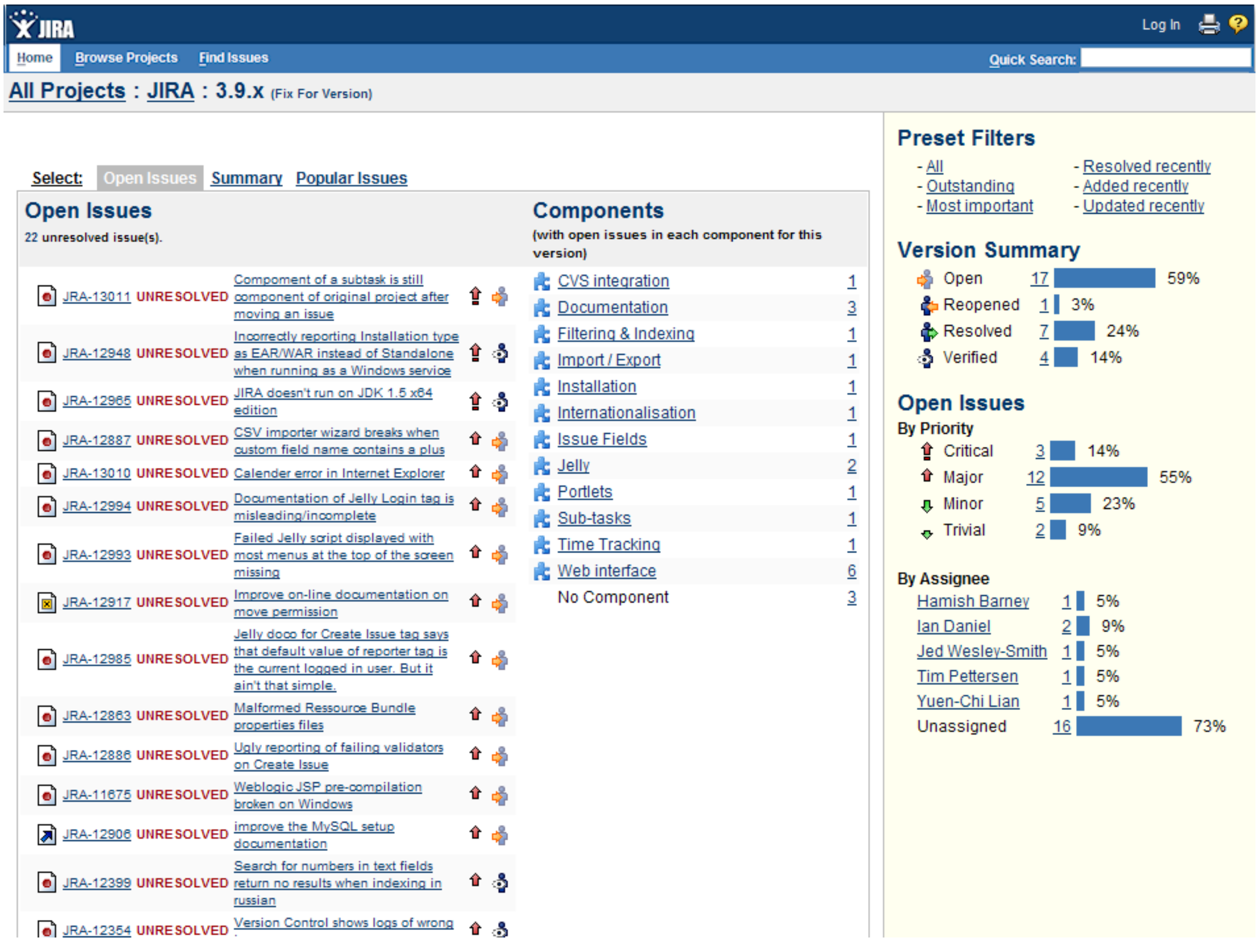
- JIRA Reports Overview

1.5.7.12. Browsing a Version's Open Issues

JIRA provides a list of **Open Issues** for each version of a project.

To browse a version's Open Issues,

1. Click on '**Browse Projects**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the '**Versions**' tab.
4. A list of versions will be displayed. Click the name of the version in which you are interested.
5. Click the '**Open Issues**' tab. You will see something like this:



Version's Open Issues from http://jira.atlassian.com

Note:
To see which issues belong to a particular component of the project, click the component name.

See also

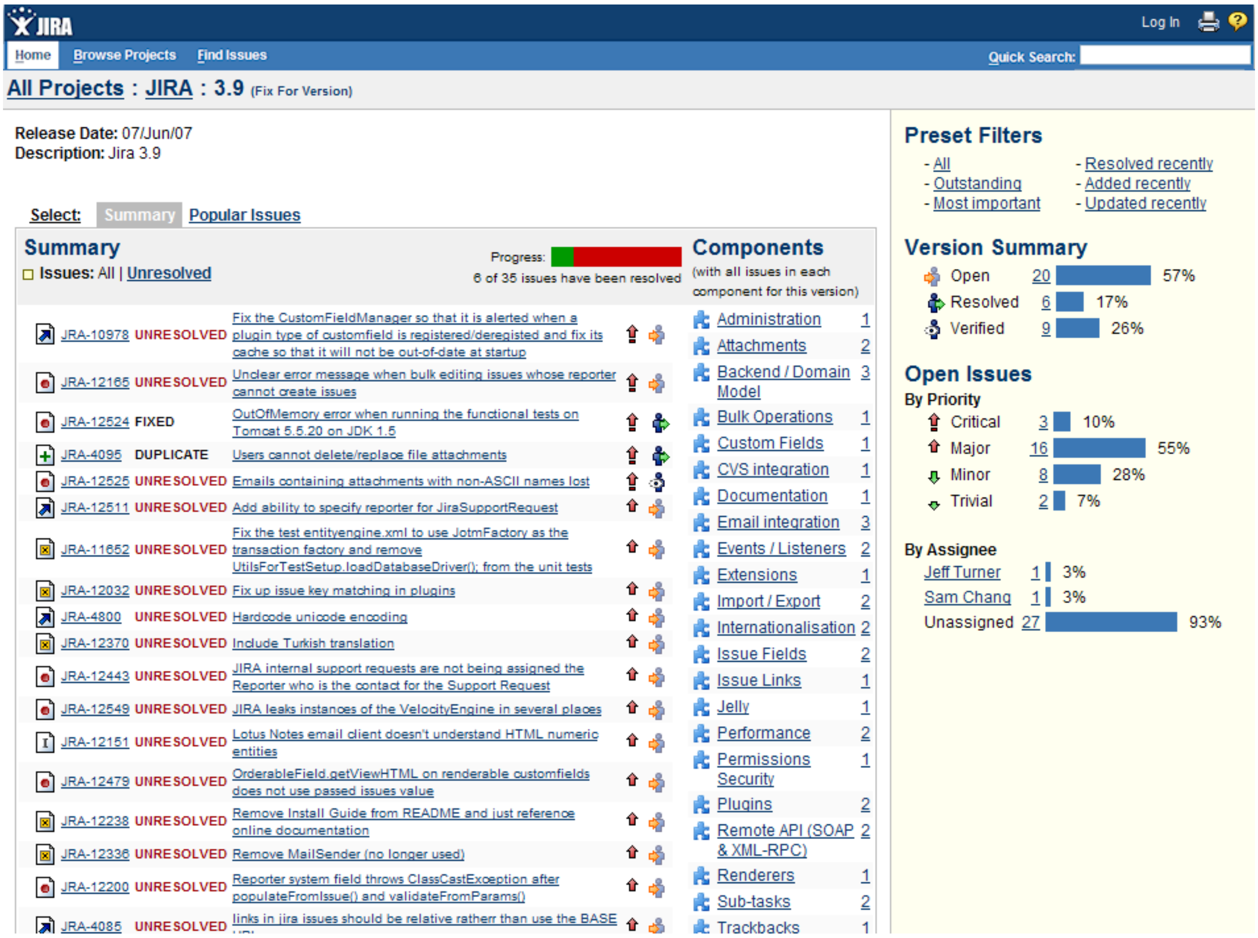
- JIRA Reports Overview

1.5.7.13. Browsing a Version's Summary

JIRA provides a **Summary** of each version of a project, which shows all issues (regardless of status) assigned to a particular version.

To browse a version's Summary,

1. Click on '**Browse Projects**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the '**Versions**' tab.
4. A list of versions will be displayed. Click the name of the version in which you are interested.
5. Click the '**Summary**' tab. You will see something like this:



Version's Summary from http://jira.atlassian.com

> **Note:**
> To see only unresolved issues (not all issues), click '**Open Issues**'.

See also

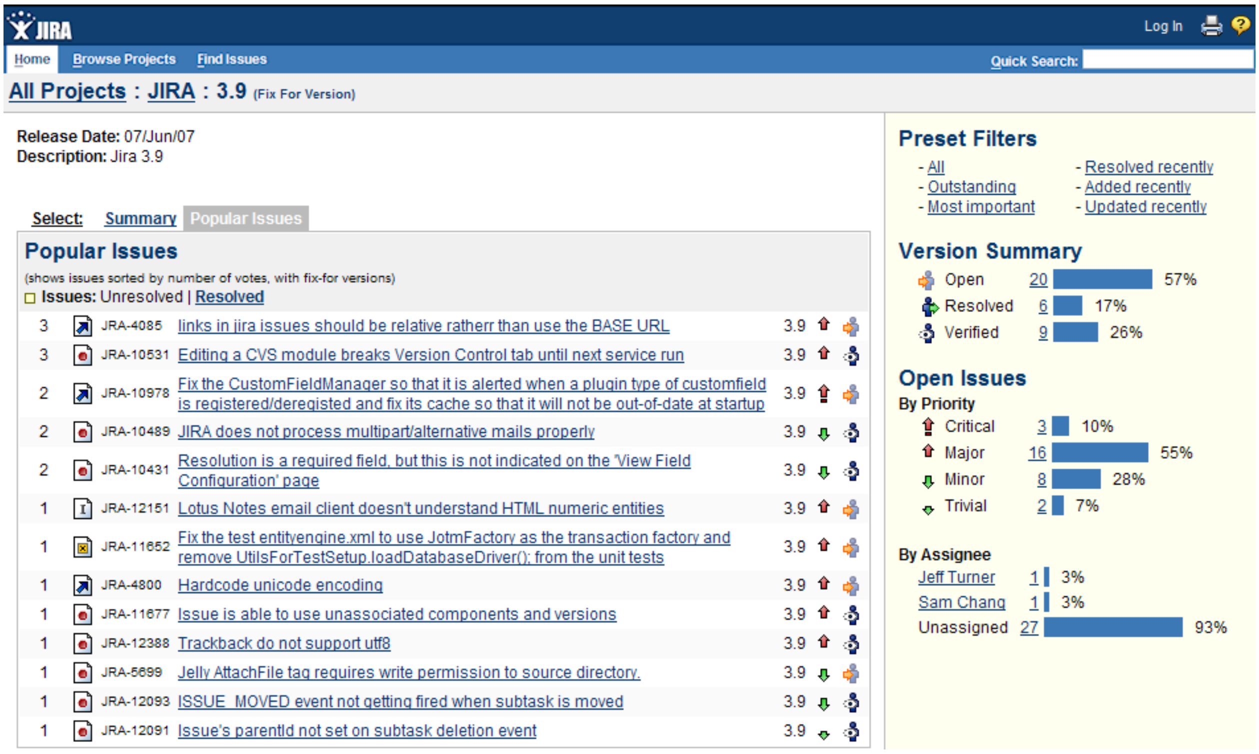
- JIRA Reports Overview

1.5.7.14. Browsing a Version's Popular Issues

JIRA's **Popular Issues** report shows unresolved issues in a given version of a project, sorted by number of votes. It is particularly useful on public JIRA installations. This report is only visible if voting is enabled.

To browse a version's Popular Issues,

1. Click on '**Browse Projects**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click the '**Versions**' tab.
4. A list of versions will be displayed. Click the name of the version in which you are interested.
5. Click the '**Popular Issues**' tab. You will see something like this:



Version's Popular Issues from http://jira.atlassian.com

Note:
To see resolved popular issues (instead of unresolved popular issues), click '**View Resolved Issues**'.

See also

- JIRA Reports Overview

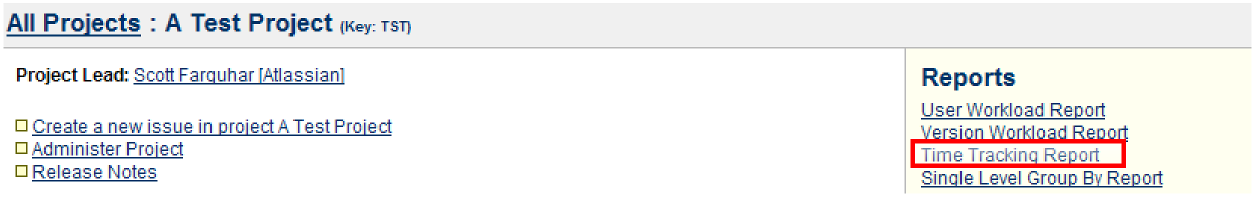
1.5.7.15. Reporting on a Version's Time Tracking

The Time Tracking Report displays useful time tracking information on issues for a particular version of a project. This report shows original and current time estimates for all the issues, and whether they are ahead of or behind the original schedule. (Note: this report is only available if time tracking has been enabled by your JIRA administrator).

Generating a Time Tracking Report

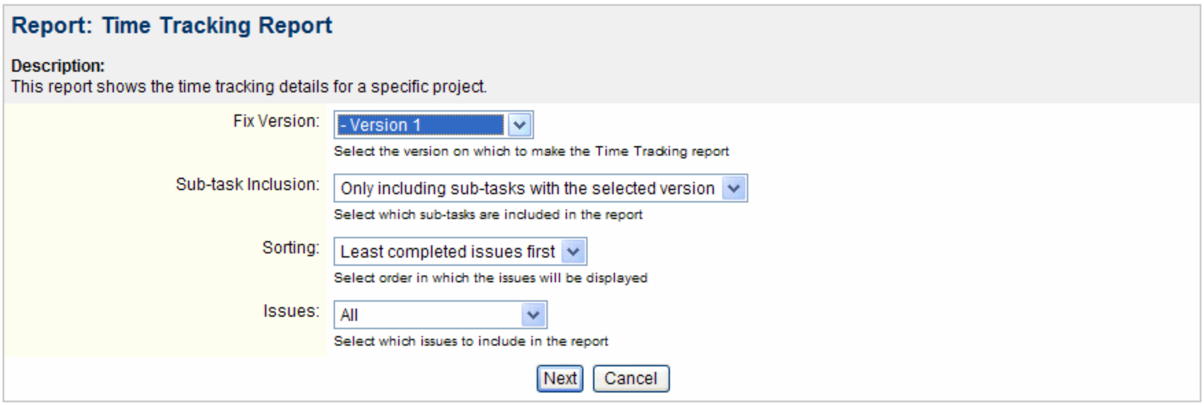
To generate a Time Tracking Report:

1. Click on '**Browse Projects**' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click on '**Time Tracking Report**', in the right 'Reports' panel.



Time Tracking on Browser

4. The following form will appear:



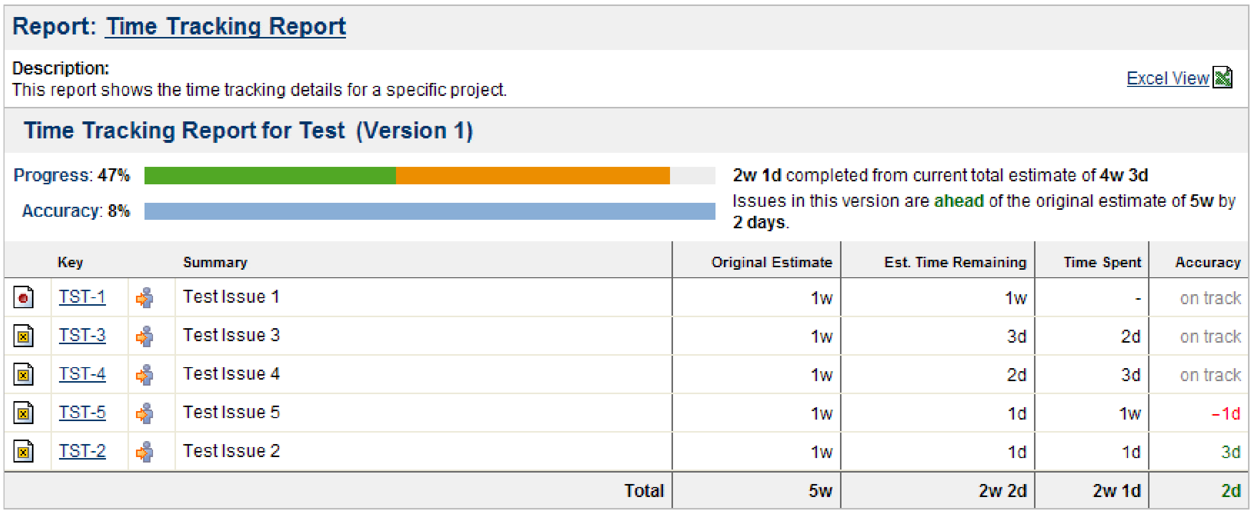
Time Tracking Form Screen Shot

5. In the '**Version**' drop-down list, select the version on which you wish to report. The report will include all issues that belong to this version, that is, all issues whose '**Fix Version**' is this version.
6. In the '**Sub-task Inclusion**' drop-down list *(note: this will only appear if sub-tasks are enabled)*, choose which sub-tasks will be included in the report, for all parent issues that belong to this version:
   - Select '**Only include sub-tasks with the selected version**' to only include an issue's sub-tasks if the sub-tasks belong to the same version as the issue; or
   - Select '**Also include sub-tasks without a version set**' to include an issue's sub-tasks if the sub-tasks belong to either the same version as the issue or to no version; or
   - Select '**Include all sub-tasks**' to include all of an issue's sub-tasks, regardless of whether the sub-tasks belong to the same version, some other version or no version.

   Note: sub-tasks which belong to this version, but whose parent issues do *not* belong to this version, will always be included in the report.
7. In the '**Sorting**' drop-down list, choose how the issues in the report will be sorted:
   - Select '**Least completed issues first**' to show issues with the highest '**Estimated Time Remaining** first; or
   - Select '**Most completed issues first**' to show issues with the lowest '**Estimated Time Remaining** first.
8. In the '**Issues**' drop-down list, choose which issues will be included in the report:
   - Select '**All**' to include all issues assigned to this version; or
   - Select '**Incomplete issues only**' to exclude issues which are either completed (i.e. have an '**Estimated Time Remaining**' of zero), or are not time-tracked (i.e. do not have an '**Original Estimate**'). Note that issue status does not affect which issues are displayed.

The Report

The report generated will look something like this:



Report: Time Tracking Report

Description:
This report shows the time tracking details for a specific project.

Excel View

Time Tracking Report for Test (Version 1)

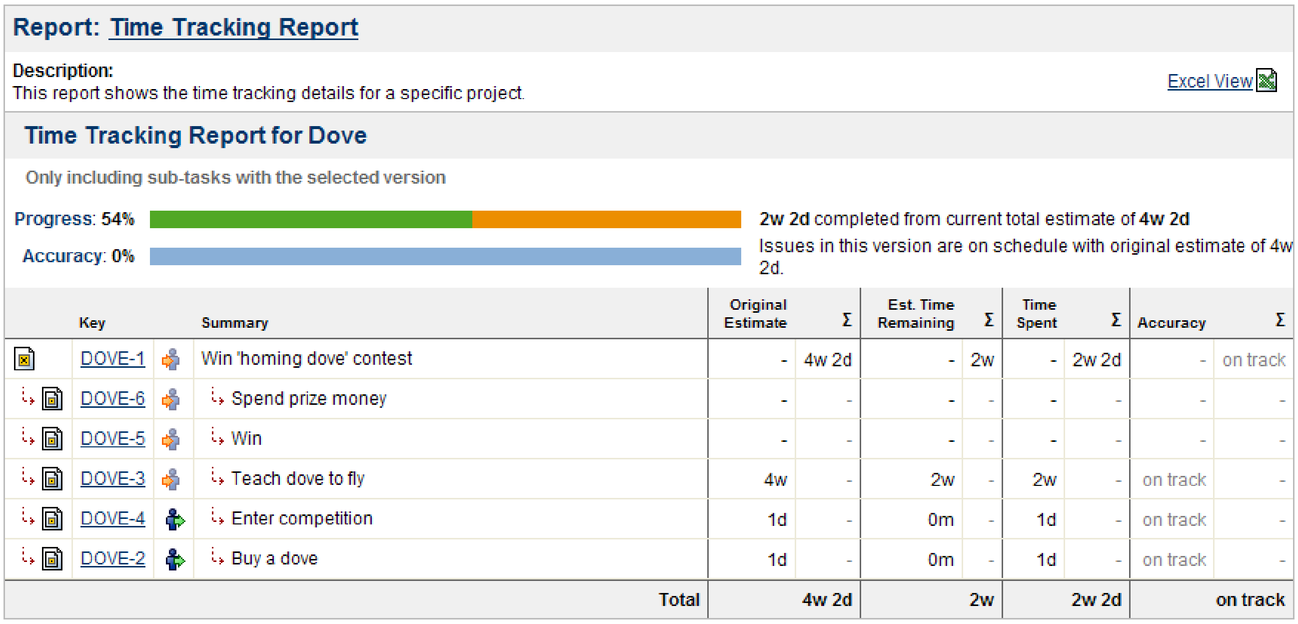
Progress: 47% — **2w 1d** completed from current total estimate of **4w 3d**

Accuracy: 8% — Issues in this version are **ahead** of the original estimate of **5w** by **2 days**.

Key	Summary	Original Estimate	Est. Time Remaining	Time Spent	Accuracy
TST-1	Test Issue 1	1w	1w	-	on track
TST-3	Test Issue 3	1w	3d	2d	on track
TST-4	Test Issue 4	1w	2d	3d	on track
TST-5	Test Issue 5	1w	1d	1w	-1d
TST-2	Test Issue 2	1w	1d	1d	3d
	Total	**5w**	**2w 2d**	**2w 1d**	**2d**

Time Tracking Report Screen Shot

Or, if sub-tasks are enabled, the report will look something like this:



Report: Time Tracking Report

Description:
This report shows the time tracking details for a specific project.

Excel View

Time Tracking Report for Dove

Only including sub-tasks with the selected version

Progress: 54% — **2w 2d** completed from current total estimate of **4w 2d**

Accuracy: 0% — Issues in this version are on schedule with original estimate of 4w 2d.

Key	Summary	Original Estimate	Σ	Est. Time Remaining	Σ	Time Spent	Σ	Accuracy	Σ
DOVE-1	Win 'homing dove' contest	-	4w 2d	-	2w	-	2w 2d	-	on track
DOVE-6	Spend prize money	-	-	-	-	-	-	-	-
DOVE-5	Win	-	-	-	-	-	-	-	-
DOVE-3	Teach dove to fly	4w	-	2w	-	2w	-	on track	-
DOVE-4	Enter competition	1d	-	0m	-	1d	-	on track	-
DOVE-2	Buy a dove	1d	-	0m	-	1d	-	on track	-
	Total		**4w 2d**		**2w**		**2w 2d**		**on track**

Time Tracking Report Screen Shot with Sub-Tasks

The table in the report shows the issues within the version:

- There are four time tracking fields as follows:
  - **Original Estimate** — The original estimate of the total amount of time it would take to complete this issue.
  - **Estimated Time Remaining** — The current estimate of the remaining amount of time it would take to complete this issue.
  - **Time Spent** — The amount of time spent on the issue. This is the aggregate amount of time which has been logged against this issue.
  - **Accuracy** — The accuracy of the original estimate compared to the current estimate for the issue. It is the difference between the sum of the **Time Spent** and **Estimated Time Remaining** fields, and the **Original Estimate** field.
- If sub-tasks are enabled, the '#' column at the right of the field shows the aggregate time tracking information for each 'parent' issue (i.e. the sum of the issue's own values plus those of its sub-tasks).
- The last line of the table shows the aggregate time tracking information for the whole version.

The report also includes two bar-graphs (above the table) which represent the aggregate time tracking information for the version:

- The first bar-graph ('**Progress**') shows the percentage of completed issues (green) and incomplete issues (orange) in this version:

Completion Graph

- The second bar-graph ('**Accuracy**' —blue) shows the accuracy of the original estimates.

The length of the **Accuracy** bar compared to the **Progress** bar indicates whether the issues in this version are ahead of or behind schedule. There are three cases:

1. *The issues are on schedule with the original estimate.* The **Accuracy** bar is completely blue and is the same length as the **Progress** bar above it.

On Schedule Graph

2. *The issues are behind the original estimate (i.e. will take longer than originally estimated).* The **Progress** graph is longer than the **Accuracy** graph. The blue region represents the original estimated time, and the light-grey region is the amount of time by which issues are behind.

Behind Graph

3. *The issues are ahead of the original estimate (i.e. will take less time than originally estimated).* The **Accuracy** graph is longer than the **Progress** graph. The blue bar represents the original estimated time, and the light-grey region represents the amount of time by which the original estimates were overestimated.

Ahead Graph

See also

- [JIRA Reports Overview]

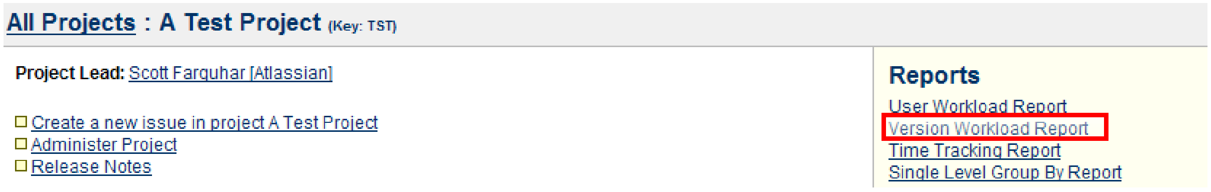
1.5.7.16. Reporting on a Version's Workload

The Version Workload Report displays useful [time tracking information] on the current workload for a specific version within a specific project. For the specified version, it shows a list of unresolved issues assigned to each user, each user's workload, and a summary of the total workload remaining for the version. (Note: this report is only available if time tracking has been [enabled] by your JIRA administrator).

Generating a Version Workload Report

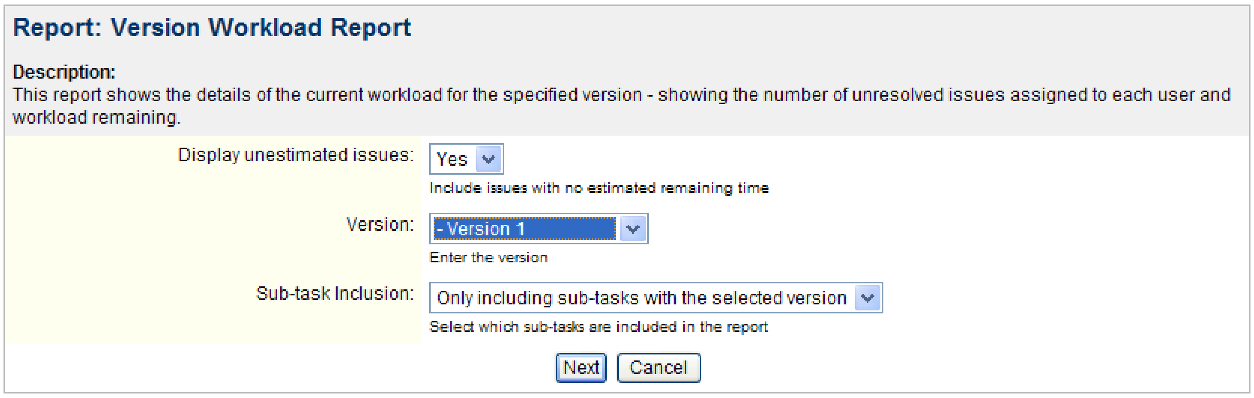
To generate a version workload report:

1. Click on 'Browse Projects' in the top navigation panel.
2. Select the project you are interested in, if presented with a list.
3. Click on 'Version Workload Report', in the right 'Reports' panel.



Version Workload on Browser

4. The following form will appear:



Version Workload Form Screen Shot

5. In the '**Display unestimated issues**' drop-down list, choose which issues will be included in the report:
   - Select '**Yes**' to show all unresolved issues, regardless of the value of their '**Estimated Time Remaining**' or '**Original Estimate**' fields.
   - Select '**No**' to exclude issues which are not time-tracked (i.e. do not have an '**Original Estimate**' specified).
6. In the '**Version**' drop-down list, select the version on which you wish to report. The report will include all issues that belong to this version, that is, all issues whose '**Fix Version**' is this version.
7. In the '**Sub-task Inclusion**' drop-down list *(note: this will only appear if sub-tasks are enabled)*, choose which sub-tasks will be included in the report, for all parent issues that belong to this version:
   - Select '**Only include sub-tasks with the selected version**' to only include an issue's sub-tasks if the sub-tasks belong to the same version as the issue; or
   - Select '**Also include sub-tasks without a version set**' to include an issue's sub-tasks if the sub-tasks belong to either the same version as the issue or to no version; or
   - Select '**Include all sub-tasks**' to include all of an issue's sub-tasks, regardless of whether the sub-tasks belong to the same version, some other version or no version.

   Note: sub-tasks which belong to this version, but whose parent issues do *not* belong to this version, will always be included in the report.

The Report

The report generated will look something like this:

Report: Version Workload Report

Version Workload Report: **Test (TST) - Version 1** (choose another)

Summary

User	Bug	New Feature	Task	Improvement	Sub-task	Total Time Remaining
A.D.Ministrator	1 week		3 days			**1 week, 3 days**
Mary Manager			1 week, 2 days			**1 week, 2 days**
Totals:	**1 week**	**No Estimate**	**2 weeks**	**No Estimate**	**No Estimate**	**3 weeks**

Individual Estimates

A.D.Ministrator: 1 week, 3 days

Bug: **1 week**

Key	Type	Priority	Summary	Estimated Time Remaining
TST-1			Test Issue 1	1 week

Task: **3 days**

Key	Type	Priority	Summary	Estimated Time Remaining
TST-5			Test Issue 5	1 day
TST-4			Test Issue 4	2 days

Return to Summary

Mary Manager: 1 week, 2 days

Task: **1 week, 2 days**

Key	Type	Priority	Summary	Estimated Time Remaining
TST-2			Test Issue 2	4 days
TST-3			Test Issue 3	3 days

Return to Summary

Version Workload Report Screen Shot

The first table summarises the workload for each user, broken down by issue type, for the specified project.

Following the summary, the report is composed of individual sections for each user — with workload broken down by issue type. Each individual section begins with the workload total for the specific user. Finally, all unassigned issues (if any exist) are displayed.

See also

- JIRA Reports Overview

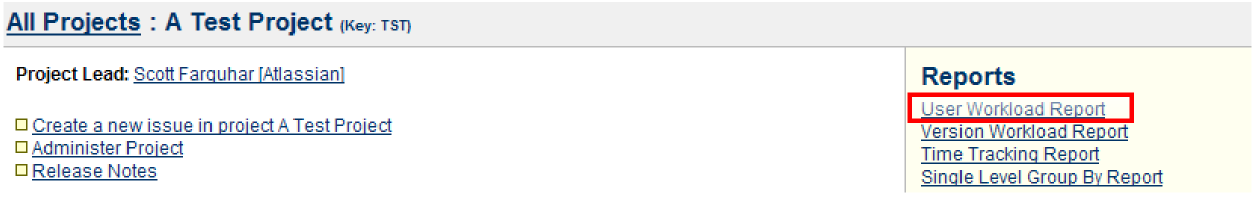
1.5.7.17. Reporting on a User's Workload

The User Workload Report displays useful time tracking information on issues assigned to a particular user. It shows the number of unresolved issues assigned to the specified user, and the workload remaining, on a per-project basis. (Note: this report is only available if time tracking has been enabled by your JIRA administrator).

Generating a User Workload Report

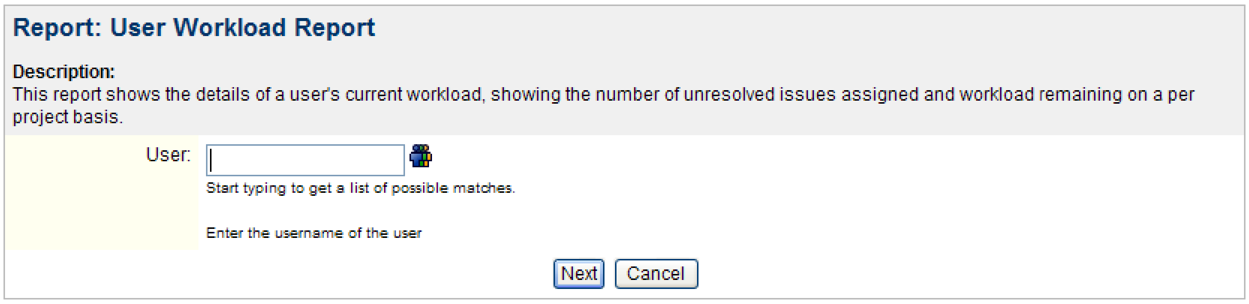
To generate a user workload report:

1. Click on 'Browse Projects' in the top navigation panel.
2. Select any project, if presented with a list. (The choice of project will not affect the report.)
3. Click on 'User Workload Report', in the right 'Reports' panel.



User Workload on Browser

4. The following form will appear:

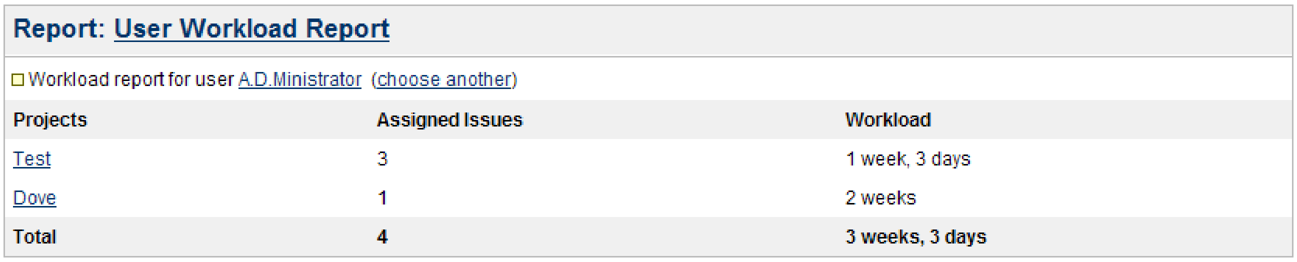


User Workload Form Screen Shot

5. Select or type the name of the user for whom you wish to generate a User Workload report.

The Report

The report generated will look something like this:



User Workload Report Screen Shot

The table shows the number of unresolved issues assigned to the specified user, and the workload remaining, on a per-project basis. The last line in the table shows the total the number of issues and the total workload remaining for this user.

See also

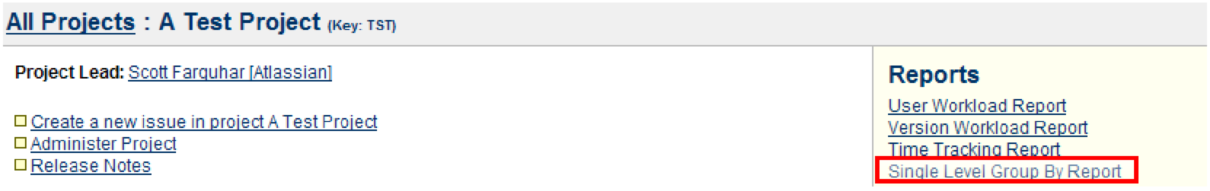
- JIRA Reports Overview

1.5.7.18. Reporting on a Field in an Issue Filter

The 'Single Level Group By' report displays issues returned from a specified issue filter, grouped by a specified field. For example, an issue filter can be created to retrieve all open issues for a particular version of a particular project. The 'Single Level Group By Report' report can then be used to display these issues grouped by a specified field (e.g. Assignee).

Generating a Single Level Group By Report

1. Go to the 'Project Browser' and select any project (the report is based on an issue filter, so the project selection will not affect the report).
2. Click on 'Single Level Group By Report'.



Version Workload on Browser

3. A screen form will appear as follows:

Version Workload Form Screen Shot

4. Select the issue filter.
5. Select the field by which the report will group the issues returned from the specified issue filter.

The Report

The report generated will look something like this:

Version Workload Report Screen Shot

The report displays the issues returned by the specified filter grouped by the specified field.

See also

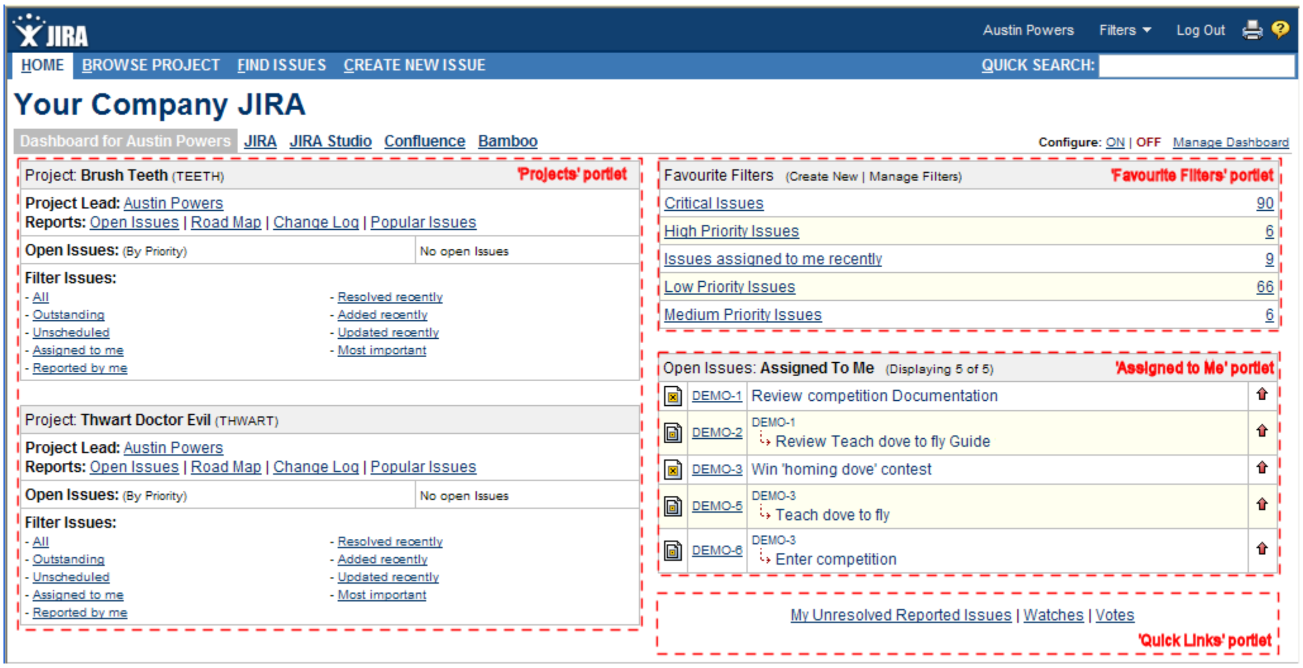
- JIRA Reports Overview

1.6. Customising the Dashboard

1.6.1. Configuring the Dashboard

The **Dashboard** is the first page you see when you login to JIRA. It can be configured to display many different types of information, depending on your areas of interest.

The information boxes on the dashboard page are called **Portlets**:



Dashboard Portlets

You can configure your dashboard by re-ordering the portlets, and moving them between the left and right columns; and some portlets can themselves be configured. You can also add other portlets to your dashboard page, and even create more pages for your dashboard (if you are using the Professional or Enterprise edition of JIRA).

Available portlets include:

Portlet	Description
Administration Portlet	The Administration portlet displays quick links to administrative functions conveniently on the dashboard.
Assigned To Me Portlet	The Assigned To Me portlet displays all open issues in all projects assigned to the current user viewing the dashboard.
Bamboo Plan Summary Portlet*	The Bamboo Plan Summary portlet displays a graphical summary of a build plan.
Bamboo Status Portlet*	The Bamboo Status portlet displays a list of all plans on the Bamboo server, and each plan's current status.
Bugzilla ID Search Portlet	The Bugzilla ID Search portlet allows the user to search all JIRA issues for references to Bugzilla IDs.
Charting Portlet*	The Charting portlets display visual representations of a project or a saved filter, in a variety of contexts.
Calendar Portlet*	The Calendar portlet shows issues and versions in a calendar format based on their due date. Calendars can be based on an issue filter or on

	a project.
Favourite Filters Portlet	The Favourite Filters portlet displays a list of all the issue filters that have currently been added by you as a favourite filter.
Filter Statistics Portlet	The Filter Statistics portlet displays the collection of issues returned from a specified filter broken down by a specified field.
2D Filter Statistics Portlet	The Two Dimensional Filter Statistics portlet displays statistical data based on a specified filter in a configurable table format.
In Progress Portlet	The In Progress portlet displays all issues that are currently in progress and assigned to the current user viewing the dashboard.
Introduction Portlet	The Introduction portlet displays a configurable introduction message on the dashboard.
Project Portlet	The Project portlet provides information and various filters related to a specified project on the dashboard.
Projects Portlet	The Projects portlet provides information and various filters related to all projects within JIRA.
Project Statistics Portlet	The Project Statistics portlet allows various per-project statistical data to be displayed on the dashboard.
Project Table Portlet	The Project Table portlet displays all the project names in a table in the dashboard.
Quick Links Portlet	The Quick Links portlet displays a number of useful links to issues associated with the current user. Each link directs the user to the Issue Navigator, displaying the relevant issues such as Reported Issues, Voted Issues and Watched Issues.
Road Map Portlet	The Road Map portlet shows versions which are due for release within a specified period of time, and a summary of progress made towards completing the issues in those versions.
Saved Filter Portlet	The Saved Filter portlet displays the results of a specified issue filter on the dashboard.
Text Portlet	The Text portlet displays a configurable HTML text on the dashboard.
Voted Portlet	The Voted Issues portlet shows issues for which you have voted.
Watched Portlet	The Watched Issues portlet shows issues which you are watching.

*This portlet will only be available if it has been installed by your JIRA administrator.

If you are using the Professional or Enterprise edition of JIRA, you can also set up multiple "dashboard pages" on your dashboard in individual tabs. Read more about dashboard pages here. Each dashboard page can be configured independantly, as per the instructions below.

1.6.1.1. Steps to Configure the Dashboard

In JIRA, there are two ways to configure your dashboard:

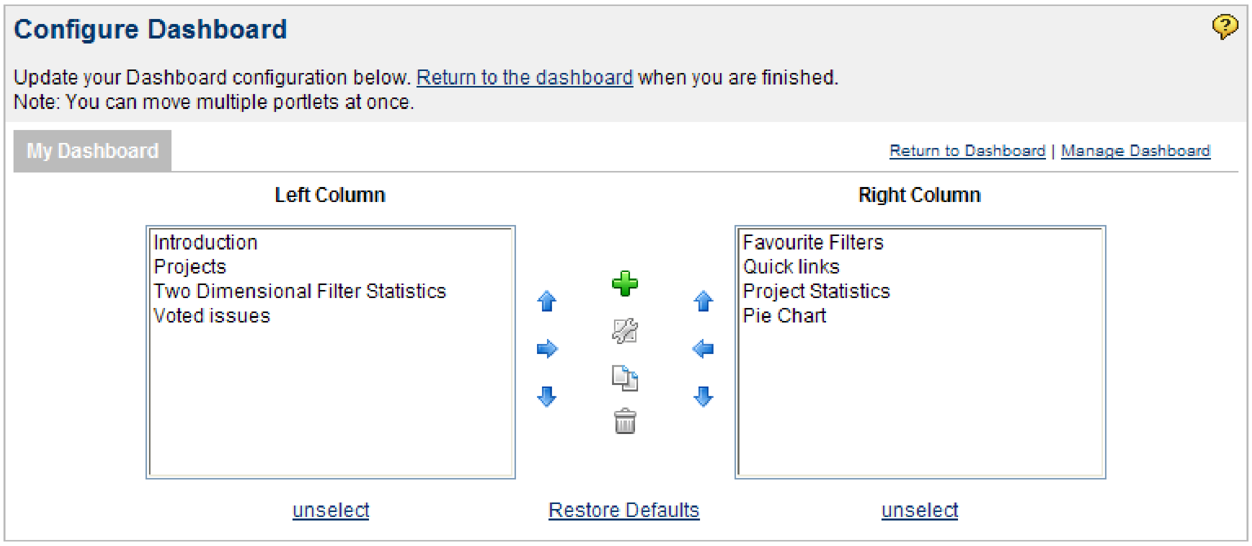
1. Using the configuration interface. The interface only shows the name of the portlets and their position on a dashboard page. You can use the configuration interface to quickly move portlets around, add and remove portlets or reconfigure them.
2. Directly from the dashboard, using inline editing. This way you can see exactly how the dashboard page looks in the current configuration, as the dashboard is completely redrawn with every change. The downside of configuring the dashboard this way, is that if you have configured portlets which take time to load, waiting for the dashboard to render with every change can get a little annoying.

The first time that you configure your dashboard (by either method), a new dashboard is created for you (based on the default dashboard) and added as your favourite with private sharing.

> **Note:**
> If you are using dashboard pages, you can only configure dashboard pages that you own. The default 'System Dashboard' can only be configured by your administrator.

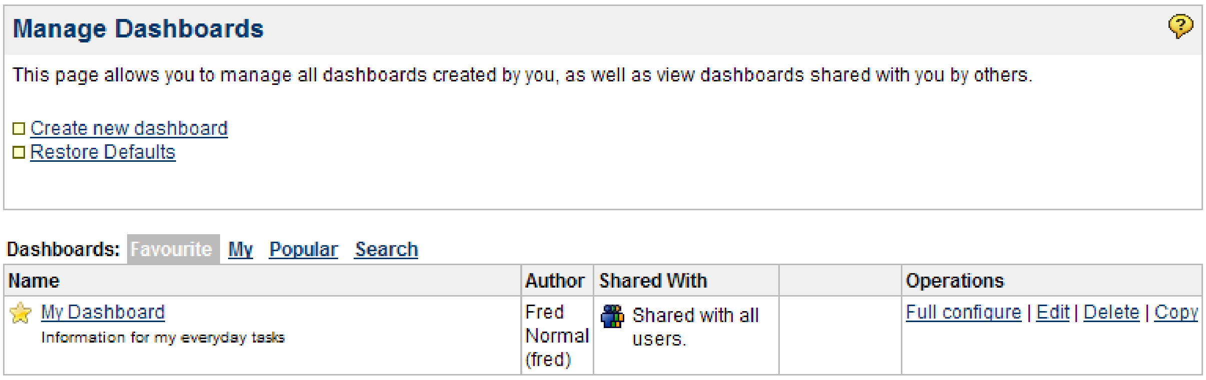
Using the Configuration Interface

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. If you are using the Standard edition of JIRA you will be brought to the 'Configure Dashboard' page.



Dashboard configuration page

If you are using the Professional or the Enterprise edition of JIRA you will be brought to the 'Manage Dashboards' page, where you can manage your dashboard pages (i.e. multiple dashboards).



Portal configuration page

You can read more about dashboard pages here, but to configure your dashboard, locate it on the 'Manage Dashboard' page (under the 'Favourites' or 'My' tab) and click the 'Full configure' link in the respective 'Operations' column to proceed to the 'Configure Dashboard' page.

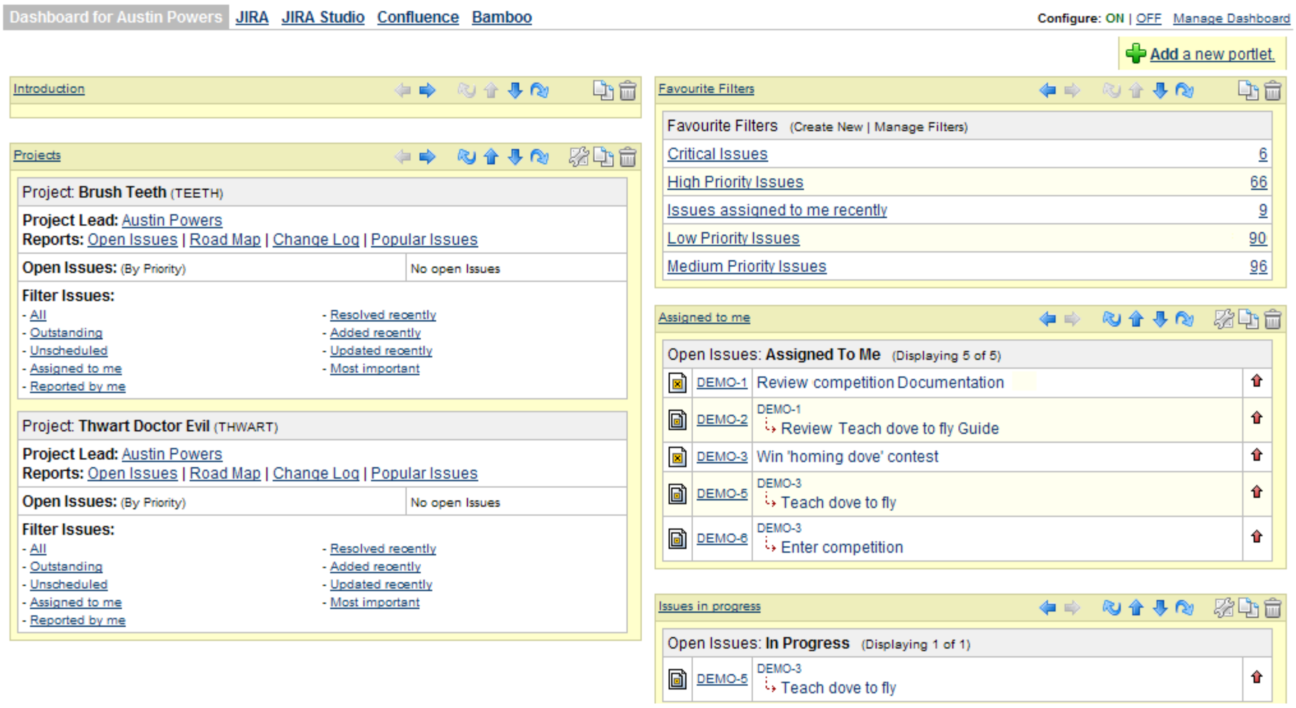
3. The 'Configure Dashboard' page consists of two selectable areas listing the portlets. The portlets can be configured as follows:

Move a portlet up	Select the portlet, and click the up arrow ( Up Arrow) closest to select area that contains the portlet.
Move a portlet down	Select the portlet, and click the down arrow ( Down Arrow) closest to select area that contains the portlet.
Move a portlet left	Select the portlet in the right hand column, and click the left arrow button ( Left Arrow).
Move a portlet right	Select the portlet in the left hand column, and click the right arrow button ( Right Arrow).
Add a portlet	Click the button with the plus icon ( Plus Icon). Select the desired portlet on the 'Add Portlet' page that displays and click the 'Add' button on that page. See the Adding a Portlet section below for further details.
Configure a portlet	Select the portlet, and click the button with the wrench icon ( Wrench Icon

	).
Copy a portlet	Select the portlet, and click the button with the pages icon ( Pages Icon).
Remove a portlet	Select the portlet, and click the button with the rubbish bin icon ( Rubbish Bin Icon).

Inline Editing

You can also configure your dashboard without leaving the dashboard page. Simply click the 'ON' link next to the 'Configure' title in the top-right corner of your dashboard. Each portlet on the dashboard will be highlighted and given a "control" bar with icons that can be used to reorganise the portlets.
Note, if you are using the default dashboard, a copy will automatically be made when you click the 'ON' link.



Inline Editing screenshot

You can configure a portal on the dashboard, in the 'Inline Editing' mode, by using the icons on the portlet's control bar:

Move a portlet up	Click the up arrow ( Up Arrow) in the header of the portlet that you wish to move.
Move a portlet down	Click the down arrow (

	Down Arrow) in the header of the portlet that you wish to move.
Move a portlet to the top of the column	Click the curly up arrow (Curly Up Arrow) in the header of the portlet that you wish to move.
Move a portlet to the bottom of the column	Click the curly down arrow (Curly Up Arrow) in the header of the portlet that you wish to move.
Move a portlet left	Click the left arrow button (Left Arrow) in the header of the portlet that you wish to move.
Move a portlet right	Click the right arrow button (Right Arrow) in the header of the portlet that you wish to move.
Add a portlet	Click 'Add new portlet' link with the plus icon (Plus Icon) next to it. Select the desired portlet on the 'Add Portlet' page that displays and click the 'Add' button on that page. See the Adding a Portlet section below for further details.
Configure a portlet	Click the button with the wrench icon (Wrench Icon) in the header of the portlet that you wish to configure.
Copy a portlet	Click the button with the pages icon (Pages Icon) in the header of the portlet that you wish to copy. The copied portlet will be placed at the bottom of the column that the existing portlet is in. This icon will only display for portlets that have one or more customisable parameters.
Remove a portlet	Click the button with the rubbish bin icon (

	Rubbish Bin Icon) in the header of the portlet that you wish to remove from your dashboard.

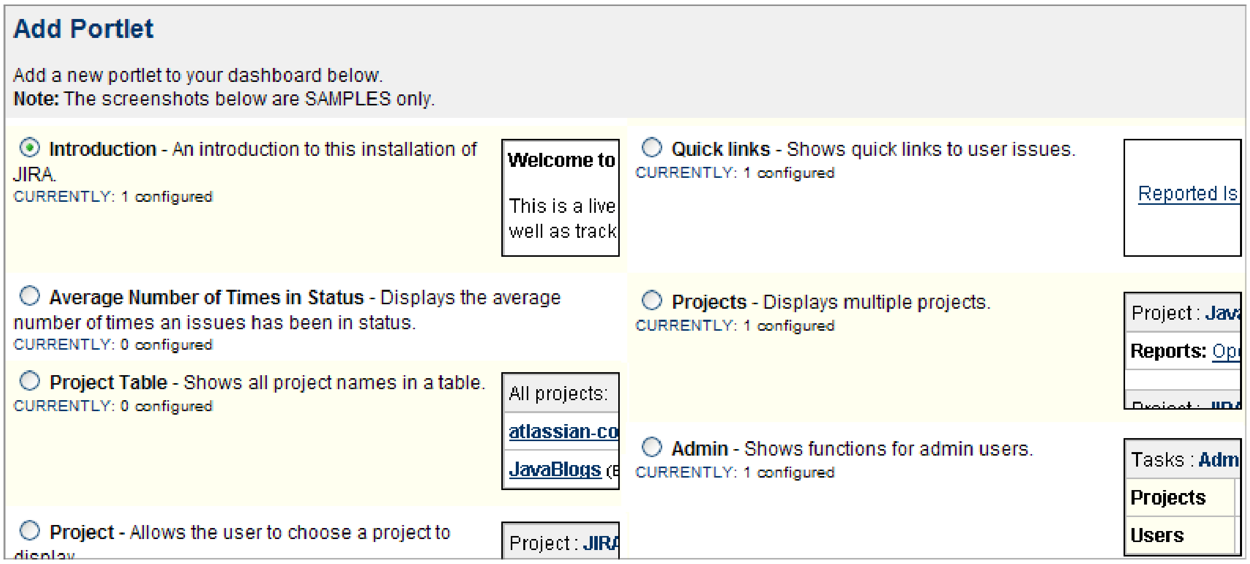
1.6.1.2. Adding a Portlet

1. If you are using the dashboard configuration interface to configure a dashboard page, click the '+' button

   Add Portlet Button

   on the 'Configure Dashboard' screen. If you are editing a dashboard page inline, click the 'Add new portlet' link in the top-right corner of the dashboard.
2. The 'Add Portlet' page will display. This page shows you a descriptive list of the available portlets that you can add to your dashboard.

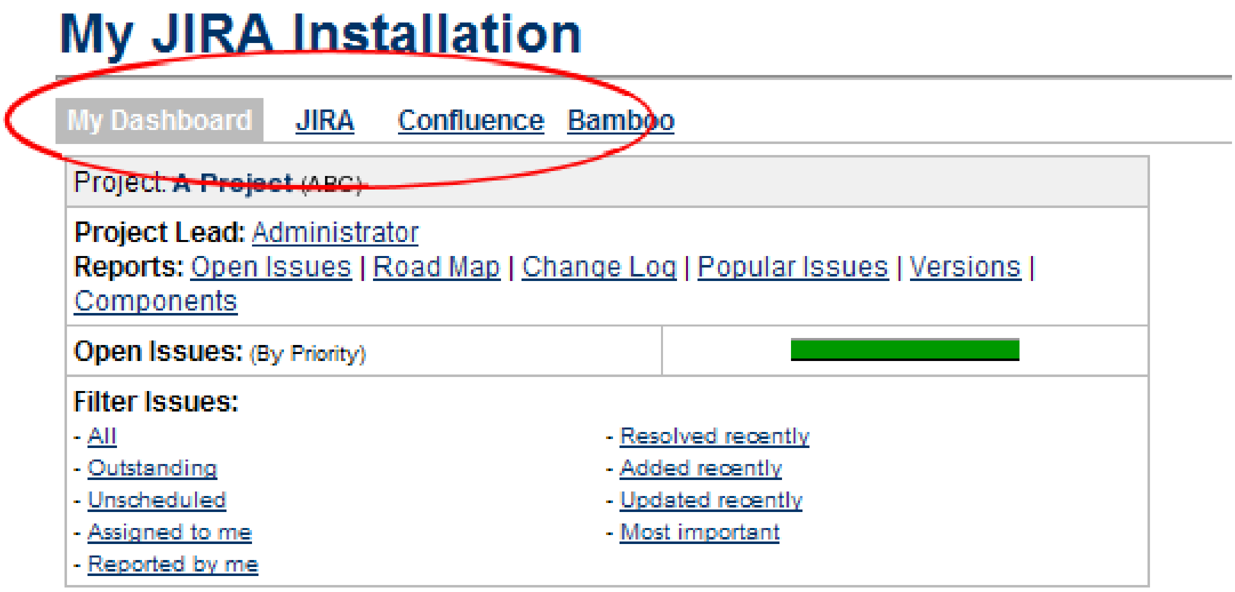
   

   Add Portlet page
3. Select the radio button for the portlet you want. Some portlets have preview images, which can be viewed by clicking the thumbnail next to the portlet's description.
4. Click the 'Add' button at the bottom of the page.
5. If the portlet you have selected requires configuration, you will be presented with the portlet's configuration page. Configure appropriately and press 'Save'.
6. You will be brought back to the page you have started from: either the 'Configure Dashboard' page or the dashboard itself.

1.6.2. Multiple Dashboards ('Dashboard Pages')

The Professional and Enterprise editions of JIRA allow you to configure more than one dashboard page. Each dashboard page can be configured independently, allowing you to neatly organise related information by context. You can also share your dashboard pages with other users, as well as adding dashboards shared by other users as favourites.

Each dashboard page appears as a separate "tab" on the dashboard. You can view a dashboard page by simply clicking its name in the tab list.



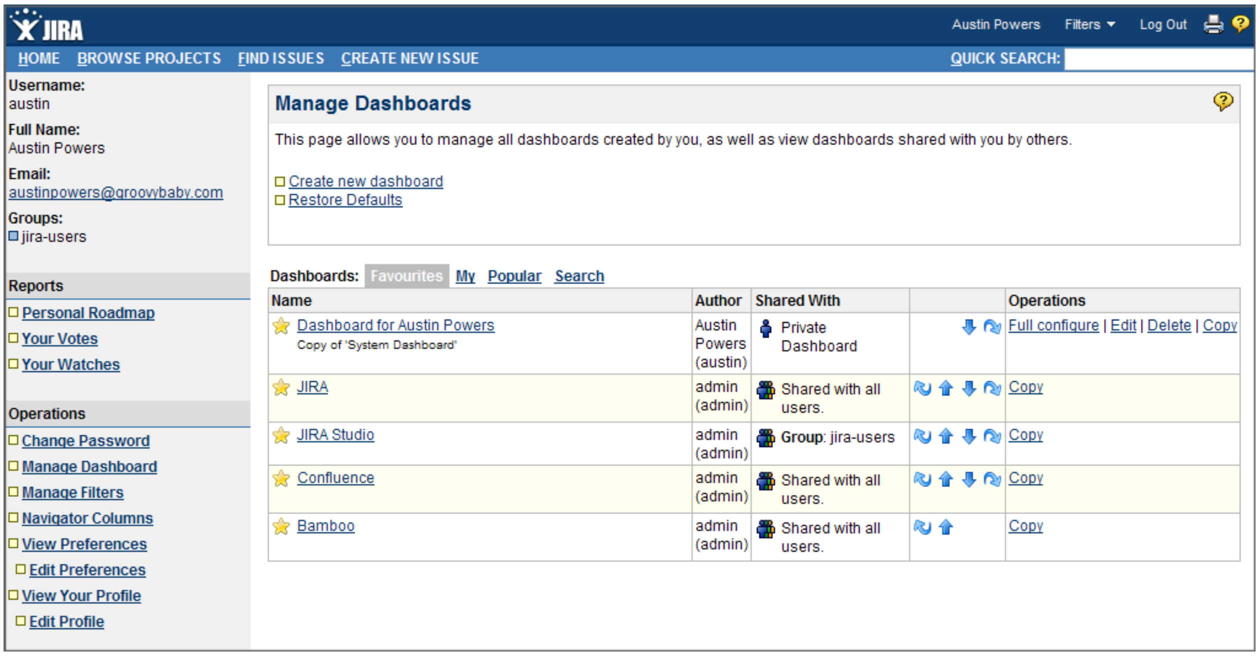
Dashboard Tabs screenshot

1.6.2.1. Managing your Dashboard

The Manage Dashboards page allows you to view and configure dashboard pages that you have created, as well as work with dashboard pages that other users have shared with you.

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. The 'Manage Dashboards' page will display. From this page, you can:
   - Create a new dashboard page.
   - Add a dashboard page as a favourite.
   - Share a dashboard page that you have created, with other users.
   - Search for dashboard pages that has been created by you or shared with you by other users.
   - Configure an existing dashboard or edit an existing dashboard's details of a dashboard that you have created.
   - Copy a dashboard page that has been created by you or shared with you by other users.
   - Delete a dashboard page that you have created.

Click the above links for further details on each function.



Manage Dashboards

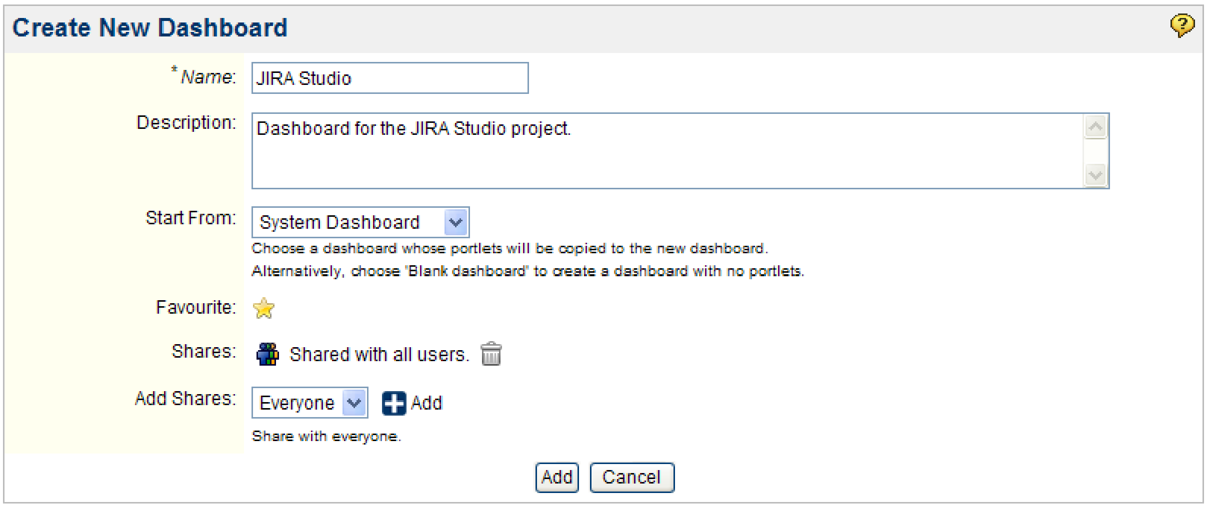
You can also re-order your dashboard pages on this page, by using the arrow icons:

Move a dashboard up (promote tab to the left, on the dashboard)	Click the up arrow (Up Arrow) for the dashboard that you wish to move.
Move a dashboard down (demote tab to the right, on the dashboard)	Click the down arrow (Down Arrow) for the dashboard that you wish to move.
Move a portlet to the top (promote to leftmost tab on the dashboard)	Click the curly up arrow (Curly Up Arrow) for the dashboard that you wish to move.
Move a portlet to the bottom of the column (demote to rightmost tab on the dashboard)	Click the curly down arrow (Curly Up Arrow) for the dashboard that you wish to move.

1.6.2.2. Creating new Dashboard Pages

To create a new dashboard page please follow these steps:

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. The 'Manage Dashboards' page will display. This page will list all currently configured dashboard pages. Click the 'Create new dashboard' link.
3. The 'Create new dashboard' page will display.



Create New Dashboard

Provide a name for the new dashboard page and optionally enter a short description. You can also choose an existing page as a starting point for the new page. This means that the configuration of the existing page will be duplicated for the newly created page. Alternatively, if you would like to create a portal page with no portlets, leave the "Blank dashboard" option selected.

4. Your new dashboard page will be added as a favourite dashboard page by default upon creation, which means that it will display as a tab on your JIRA dashboard. If you do not wish to display this dashboard page as a tab on your JIRA dashboard, deselect the star icon. You can add the dashboard page as a favourite after it has been created. Read more about adding an existing dashboard page as a favourite.
5. The sharing of your new dashboard page is defaulted, depending on your sharing preference in your user profile. If you have not specified a personal preference, then the global default for sharing will apply (i.e. 'Private', unless changed by your JIRA Administrator under 'User Defaults' in the Administration menu). If you wish to change the sharing of your dashboard page, refer to the instructions on sharing dashboard pages below.

> **Note:**
> Please note, you need the 'Create Shared Object' global permission to be able to share your dashboard page. If you cannot see any dashboard sharing functionality, contact your JIRA Administrator to have this permission added to your profile.

6. Click the 'Add' button. Your new page will be listed under the 'My' tab of the 'Manage Dashboards' page. If you selected the new dashboard page as a favourite, it will also appear under the 'Favourite' tab and will be displayed as a tab on your JIRA dashboard.
7. If you need to configure the portlets on your new dashboard page, click the 'Full configure' link in the 'Operations' column to proceed to the dashboard configuration interface.

1.6.2.3. Displaying a Dashboard Page on your Dashboard ('Favourite Dashboards')

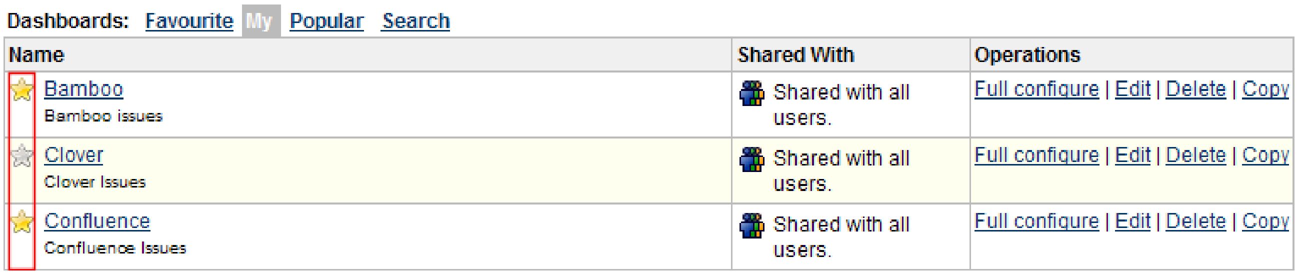
Dashboard pages that you have created or have been shared by other people can be added as a favourite. This means that the dashboard page will appear as a tab on your JIRA dashboard. There is no system restriction on the number of dashboard pages that you can display on your JIRA dashboard.

> **Note:**
> Please note, if you have added another user's shared dashboard as a favourite and a portlet(s) is not displaying correctly, the portlet(s) may be using an issue filter that is not shared with you. You will need to contact the author of the issue filter to change the filter sharing.

To add an existing dashboard page to the dashboard please follow these steps:

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. The 'Manage Dashboards' page will display. Locate the dashboard page that you wish to display on your dashboard. If you created the dashboard, it will be listed under the 'My' tab, otherwise you can search for dashboards shared by other users via the 'Search' tab.
3. Click the star icon next to the name of the desired dashboard page to add it as a favourite. The dashboard page will be displayed on your main dashboard.

> **Note:**
>
> Please note, if you do not have any dashboard pages added as favourites, the default dashboard will be displayed on your dashboard with an error message. You can choose to keep the default dashboard displayed on your dashboard, but you will need to add it as a favourite to stop the error message from showing. You may need to search for the 'System Default' dashboard to add it as a favourite.



Dashboards: Favourite My Popular Search

Name	Shared With	Operations
Bamboo Bamboo issues	Shared with all users.	Full configure | Edit | Delete | Copy
Clover Clover Issues	Shared with all users.	Full configure | Edit | Delete | Copy
Confluence Confluence Issues	Shared with all users.	Full configure | Edit | Delete | Copy

Adding a Dashboard as a Favourite

To remove a dashboard page from your dashboard please follow these steps:

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. The 'Manage Dashboards' page will display. Locate the dashboard page that you wish to remove from your dashboard under the 'Favourites' tab.
3. Click the star icon next to the name of the dashboard page. The dashboard page will be removed from your main dashboard.

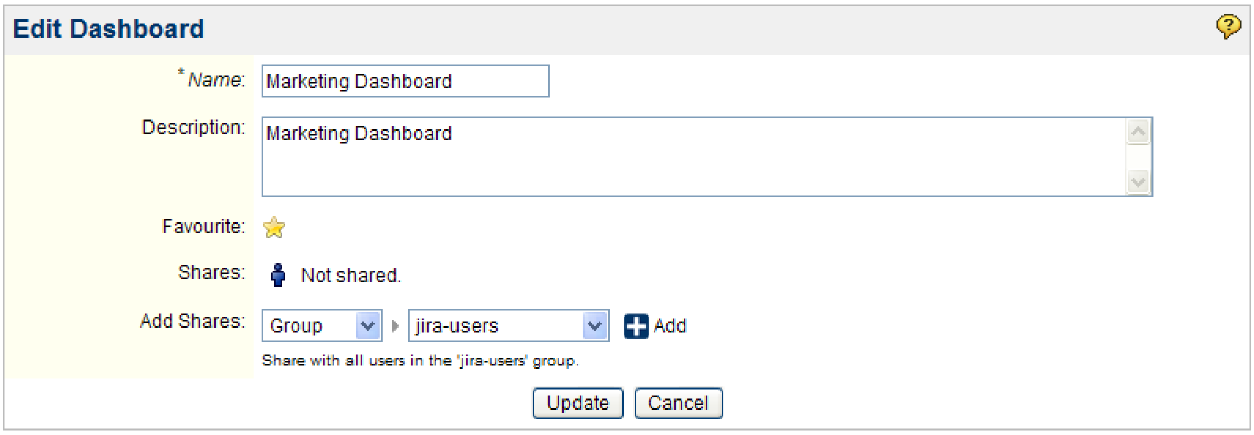
1.6.2.4. Sharing Dashboard Pages

The Professional and Enterprise editions of JIRA also allow you to share any dashboard pages that you have configured. Dashboard pages can be shared with other users via user groups, projects and project roles. Dashboard pages can also be shared globally. Sharing a dashboard page allows other users to display it on their JIRA dashboard, by selecting it as a favourite.

> **Note:**
>
> Please note, you may need to review the sharing permissions for any issue filters used in portlets on your shared dashboard. If another user adds your dashboard as a favourite, but cannot access a filter for a portlet, then the portlet will display with an error message.

To share an existing dashboard page to the dashboard please follow these steps:

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. The 'Manage Dashboards' page will display. Locate the dashboard page that you wish to display on your dashboard under the 'My' tab and click the 'Edit' link for the dashboard in the 'Operations' column.
3. The 'Edit Dashboard' page will display. Select the group, project or project role that you want to share the dashboard with, or share it with all users, if you wish. Click the 'Add' link to add the share. You can add further share permissions if you wish.
4. Click the 'Update' button to save your changes.



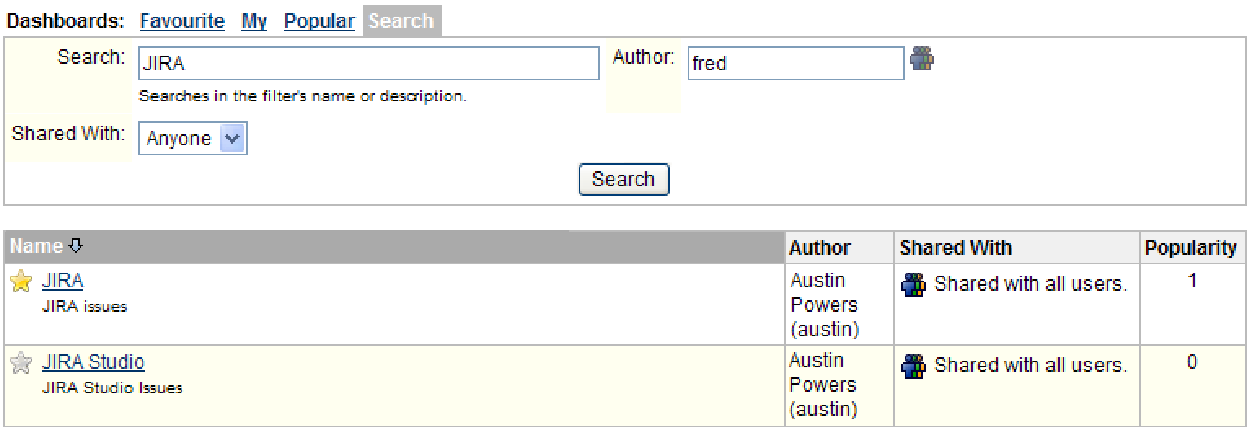
Sharing a Dashboard

1.6.2.5. Finding an existing Dashboard Page

Dashboard pages that you have created or have been shared by other users, can be found via the dashboard Search function of the 'Manage Dashboards' page. If it is a popular dashboard (i.e. added as a favourite by many users), you can also locate it on the 'Popular' tab of the 'Manage Dashboards' page which lists the top twenty most popular dashboards.

Follow the steps below to search for an existing dashboard page:

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. Click the 'Search' tab. The dashboard Search will display. Enter your search criteria and click 'Search' to run the search.
3. Your search results will be displayed on the same page. You can sort the search results by any of the columns, by clicking the column headers. Click the name of any dashboard page to temporarily display it on your dashboard (i.e. it will be removed from your dashboard when you navigate away). To keep the dashboard page as a tab on your dashboard, click the 'add it as a favourite' link.



Finding an Existing Dashboard

1.6.2.6. Editing an existing Dashboard Page's details

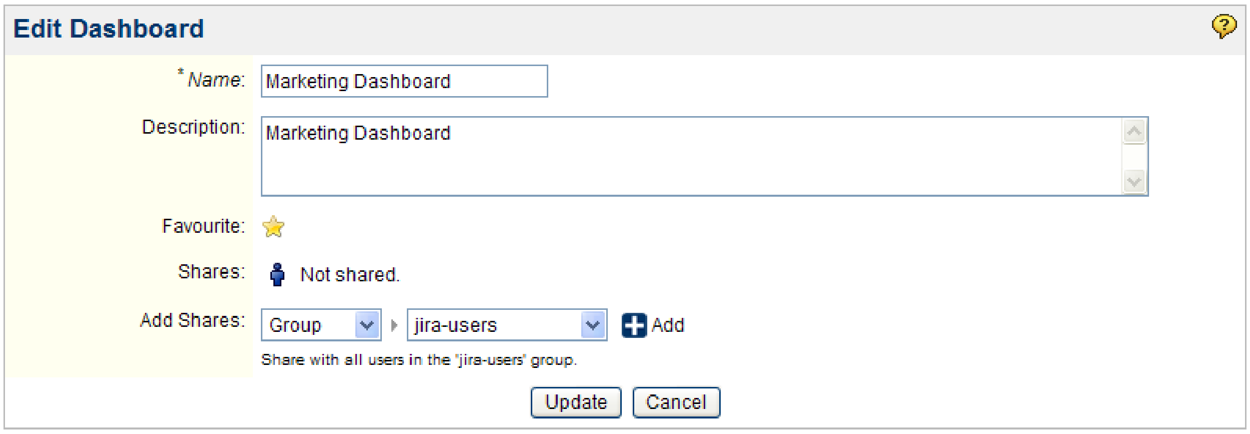
You can always update the details, i.e. Name, Description, Sharing, Favourite, of an existing dashboard page after its creation. Please note that you can only update the details of dashboard pages which you have created.

Follow the steps below to update the details of one of your existing dashboard pages:

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. The 'Manage Dashboards' page will display. Locate the dashboard page that you wish to

update and click the 'Edit' link for the dashboard in the 'Operations' column.

3. The 'Edit Dashboard' page will display. Update the details of the dashboard page as desird. If you wish to change the sharing or favourite settings for the dashboard page, refer to the relevant instructions above.



Editing an Existing Dasboard

4. Click the 'Update' button to save your changes.

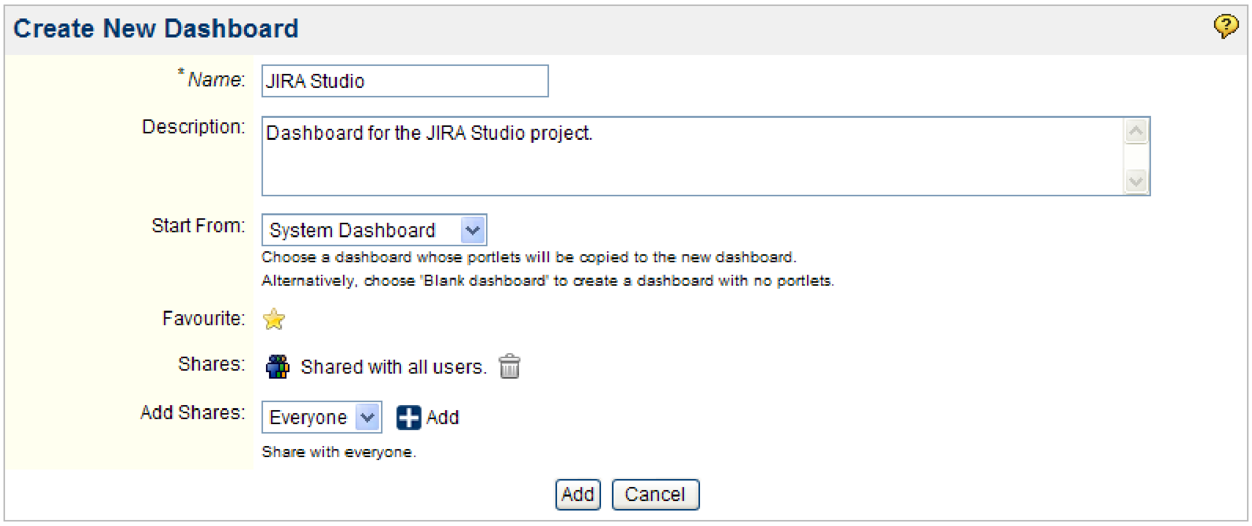
Note:
The ability to share and add a dashboard page as a favourite is only available for the Professional and Enterprise editions of JIRA.

1.6.2.7. Copying an existing Dashboard Page

You can make a copy of an existing dashboard page (created by you or shared with you), which creates a new dashboard page with the same portlet configuration as the existing dashboard page.

Follow the steps below to update the details of one of your existing dashboard pages:

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. The 'Manage Dashboards' page will display. Locate the dashboard page that you wish to copy and click the 'Copy' link for the dashboard in the 'Operations' column.
3. The 'Create New Dashboard' page will display. Update the details of the dashboard page as desird. If you wish to change the sharing or favourite settings for the dashboard page, refer to the relevant instructions above.



Copying an Existing Dashboard

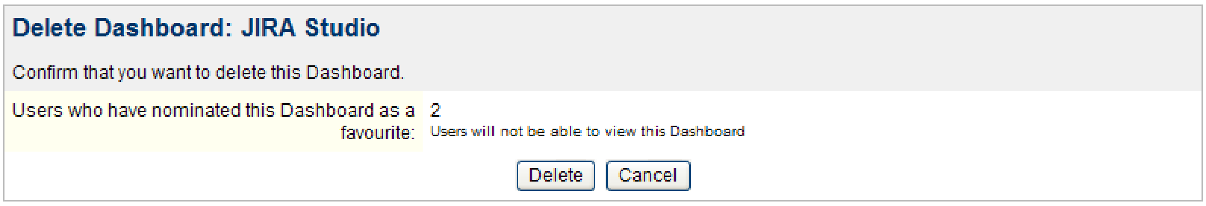
4. Click the 'Update' button to save your changes.

Note:
The ability to share and add a filter as a favourite is only available for the Professional and Enterprise editions of JIRA.

1.6.2.8. Deleting an existing Dashboard Page

Follow the steps below to delete a dashboard pages. Please note that you can only delete dashboard pages that you created:

1. On the top right of the Dashboard, click on the link labelled 'Manage Dashboard'.
2. The 'Manage Dashboards' page will display. Locate the dashboard page that you wish to copy and click the 'Delete' link for the dashboard in the 'Operations' column.
3. The confirmation page will inform you of how many other users have this page selected as a favourite. If you wish to continue with the deletion, click the 'Delete' button.



Deleting an Existing Dashboard

1.6.3. Administration Portlet

1.6.3.1. Overview

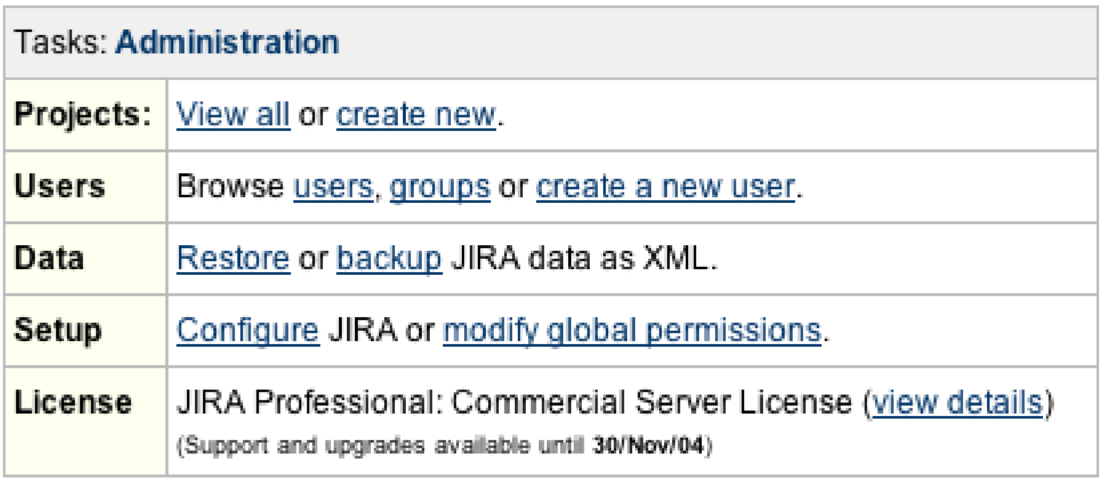
The **Administration** portlet displays quick links to administrative functions conveniently on the dashboard. This portlet is for people who have the '**JIRA Administrators**' or the '**JIRA System Administrators**' global permission.

1.6.3.2. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the '**Administration**' portlet.
3. Click '**Add**'.
4. The portlet can be positioned on the dashboard through the dashboard configuration page.

1.6.3.3. Dashboard Display

The '**Administration**' portlet should appear as follows on the dashboard:



Administration Portlet on Dashboard

Note: if you only have the '**JIRA Administrators**' permission (and not the '**JIRA System Administrators**' permission), the following words will not be links: 'Restore', 'Backup' and 'License: view details'.

Further information on all JIRA portlets is available here.

1.6.4. Assigned To Me Portlet

1.6.4.1. Overview

The **Assigned To Me** portlet displays all open issues in all projects assigned to the current user viewing the dashboard.

1.6.4.2. Adding Portlet to Dashboard

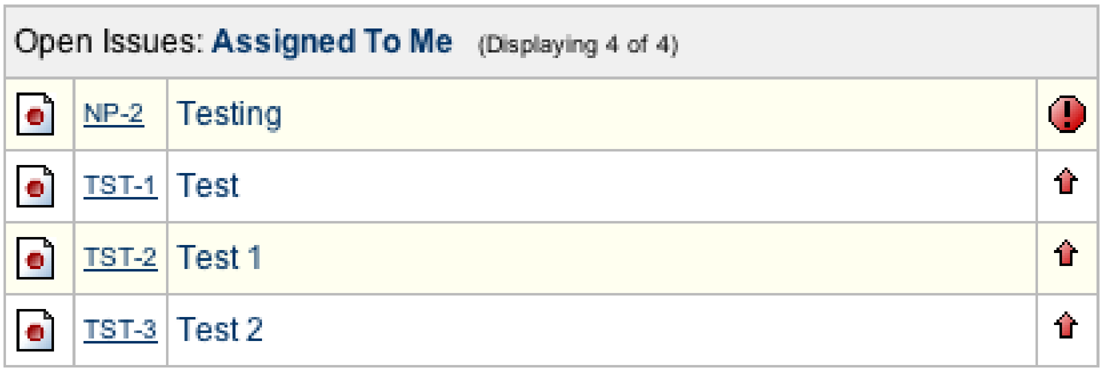
1. Navigate to the dashboard configuration page.
2. Select the 'Assigned To Me' portlet.
3. Click Add.
4. Select the maximum number of issues to display in the portlet.

Assigned to Me Portlet Form

5. Click Save.
6. The portlet can be positioned on the dashboard through the dashboard configuration page.

1.6.4.3. Dashboard Display

The **Assigned to Me** portlet should appear as follows on the dashboard:



Assigned to Me Portlet on Dashboard

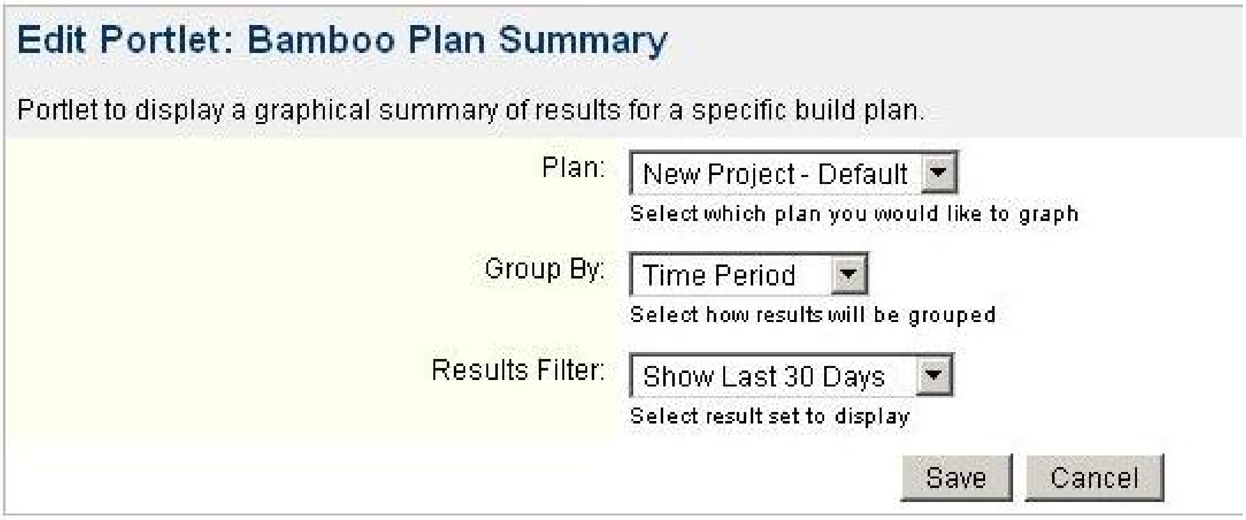
Further information on all JIRA portlets is available here.

1.6.5. Bamboo Plan Summary Portlet

1.6.5.1. Overview

The **Bamboo Plan Summary** portlet displays a graphical summary of a build plan. You have several options available when configuring this portlet:

- **Plan** - Select the plan for which you would like to show a summary.
- **Group By** - Select how you would like the graph to be displayed.
- **Results Filter** - Select how many days worth of builds you would like to include.

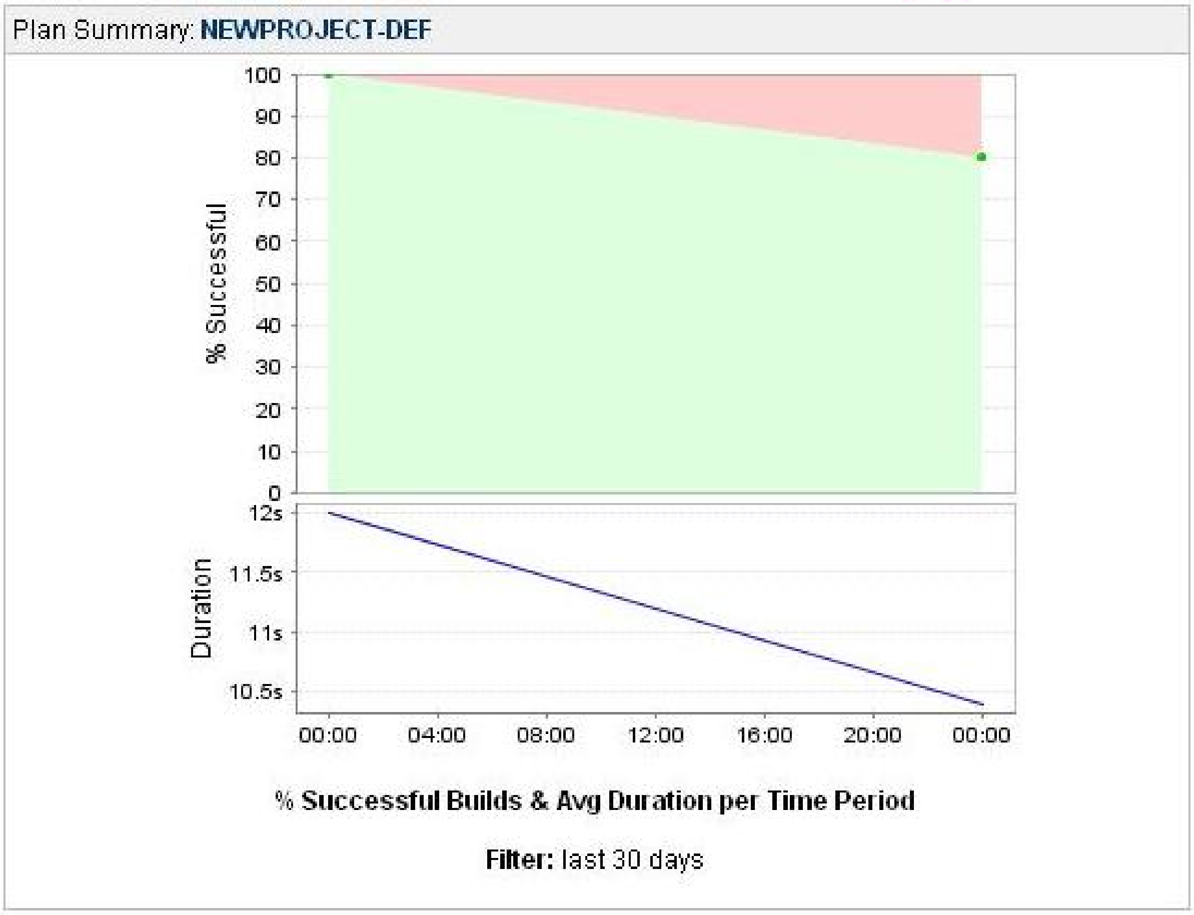


Bamboo Plan Summary Options

1.6.5.2. What does it look like?

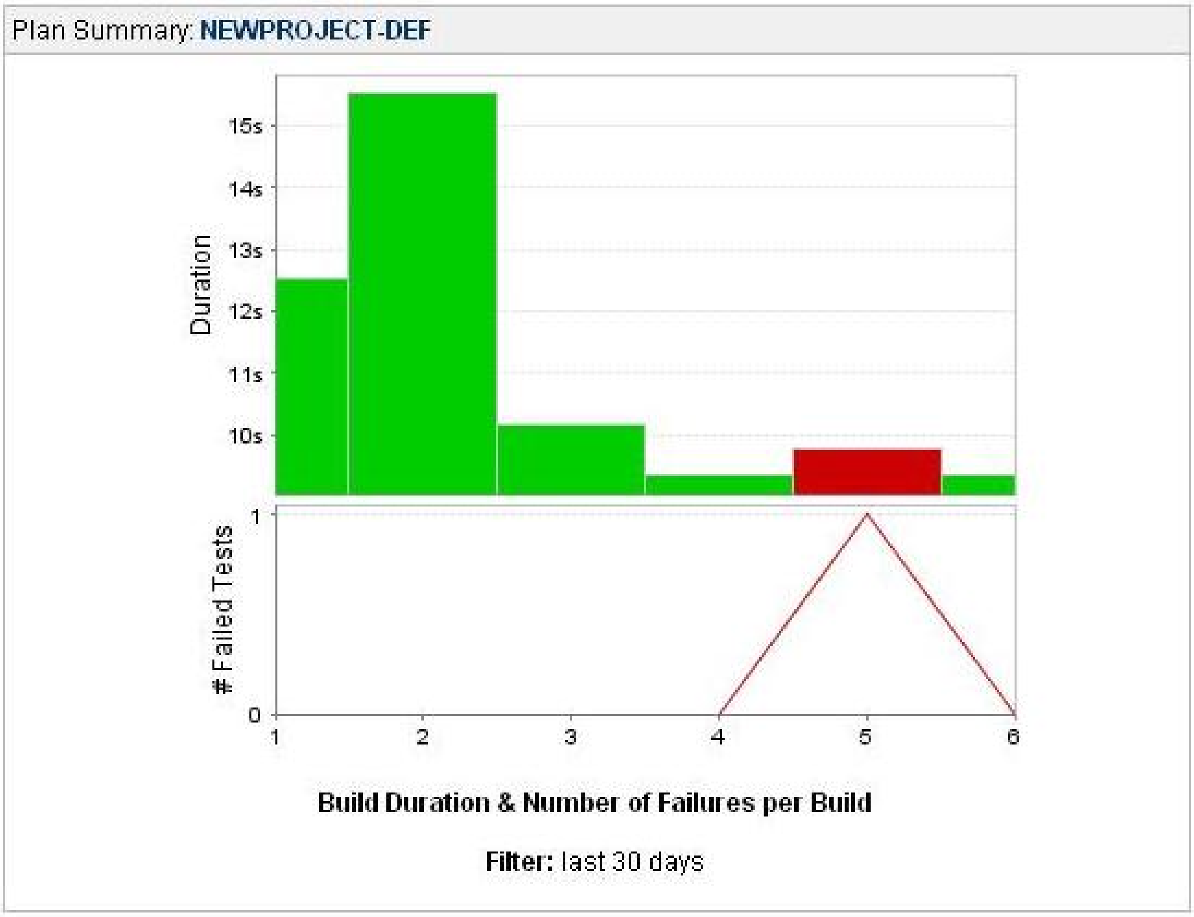
There two graph types available with the **Bamboo Status** portlet:

1. **Group By Time Period**
   This graph displays the percentage of successful builds over time and the average duration of the builds in each time period:



Bamboo Plan Status grouped by Time on Dashboard

2. **Group By Build**
   This graph displays the duration of each of the builds and the number of failed tests per build.:



Bamboo Plan Status grouped by Build on Dashboard

Note:

The Bamboo Plan Summary portlet will only be available to add to your dashboard if your JIRA administrator has installed the Bamboo plugin for JIRA.

1.6.5.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Bamboo Plan Summary' portlet.
3. Click Add.
4. The portlet can be positioned on the dashboard through the dashboard configuration page.

Further information on all JIRA portlets is available here.

1.6.6. Bamboo Status Portlet

1.6.6.1. Overview

The **Bamboo Status** portlet displays a list of all plans on the Bamboo server, and each plan's current status.

1.6.6.2. What does it look like?

The **Bamboo Status** portlet should appear as follows on the dashboard:

Build Status Summary: **BambooServer** (All Plans)

Status	Project - Plan	Latest Completed Build	Reason
	Cloned - Default	CLONED-DEF-2	Manual build
	New Project - Default	NEWPROJECT-DEF-2	Updated by bmccoy
	Project - Default	PROJECT-DEF-1	Initial clean build

Bamboo Status Portlet on Dashboard

> **Note:**
> The Bamboo Status portlet will only be available to add to your dashboard if your JIRA administrator has installed the [Bamboo plugin for JIRA](#).

1.6.6.3. Adding Portlet to Dashboard

1. Navigate to the [dashboard configuration](#) page.
2. Select the 'Bamboo Status' portlet.
3. Click Add.
4. The portlet can be positioned on the dashboard through the [dashboard configuration](#) page.

Further information on all JIRA portlets is available [here](#).

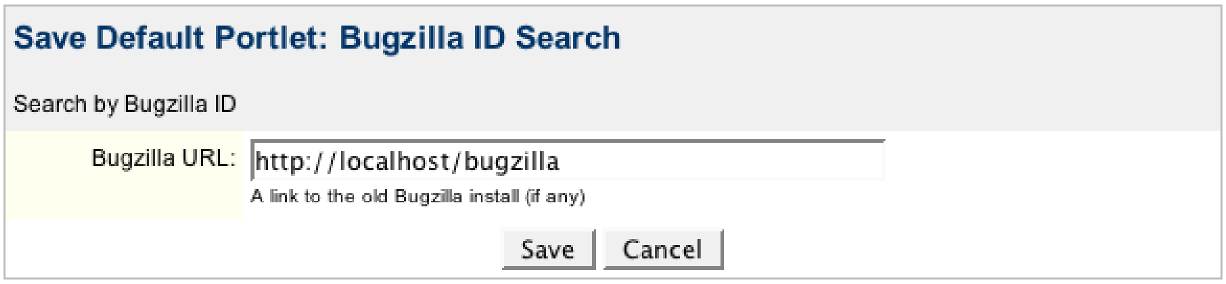
1.6.7. Bugzilla ID Search Portlet

1.6.7.1. Overview

The **Bugzilla ID Search** portlet allows the user to search all JIRA issues for references to Bugzilla IDs. If the specified ID is not found within JIRA, the portlet redirects to the Bugzilla issue if a Bugzilla server URL has been specified. This allows JIRA to become the one interface for all JIRA and Bugzilla data.

1.6.7.2. Adding Portlet to Dashboard

1. Navigate to the [dashboard configuration](#) page.
2. Select the 'Bugzilla ID Search' portlet.
3. Click Add.
4. Optionally specify a URL for the Bugzilla server.

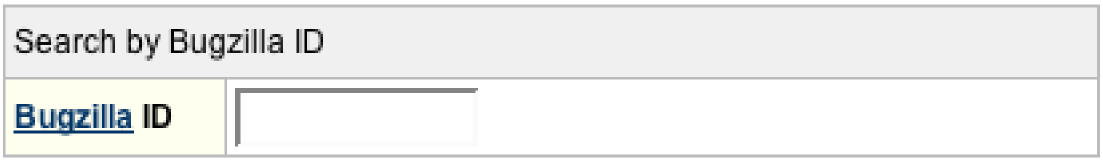


Bugzilla ID Search Portlet Form

5. Click Save.
6. The portlet can be positioned on the dashboard through the [dashboard configuration](#) page.

1.6.7.3. Dashboard Display

The **Bugzilla ID Search** portlet should appear as follows on the dashboard:



Bugzilla ID Search Portlet on Dashboard

Further information on all JIRA portlets is available here.

1.6.8. Calendar Portlet

1.6.8.1. Overview

The **Calendar** portlet shows issues and versions in a calendar format based on their due date. Calendars can be based on an issue filter or on a project.

1.6.8.2. What does it look like?

The **Calendar** portlet should appear as follows on the dashboard:

Calendar Portlet on Dashboard

Note:
The Calendar portlet will only be available to add to your dashboard if your JIRA administrator has installed the [Calendar plugin]().

1.6.8.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Calendar' portlet.
3. Click Add.
4. The portlet can be positioned on the dashboard through the dashboard configuration page.

Further information on all JIRA portlets is available here.

1.6.9. Charting Portlets

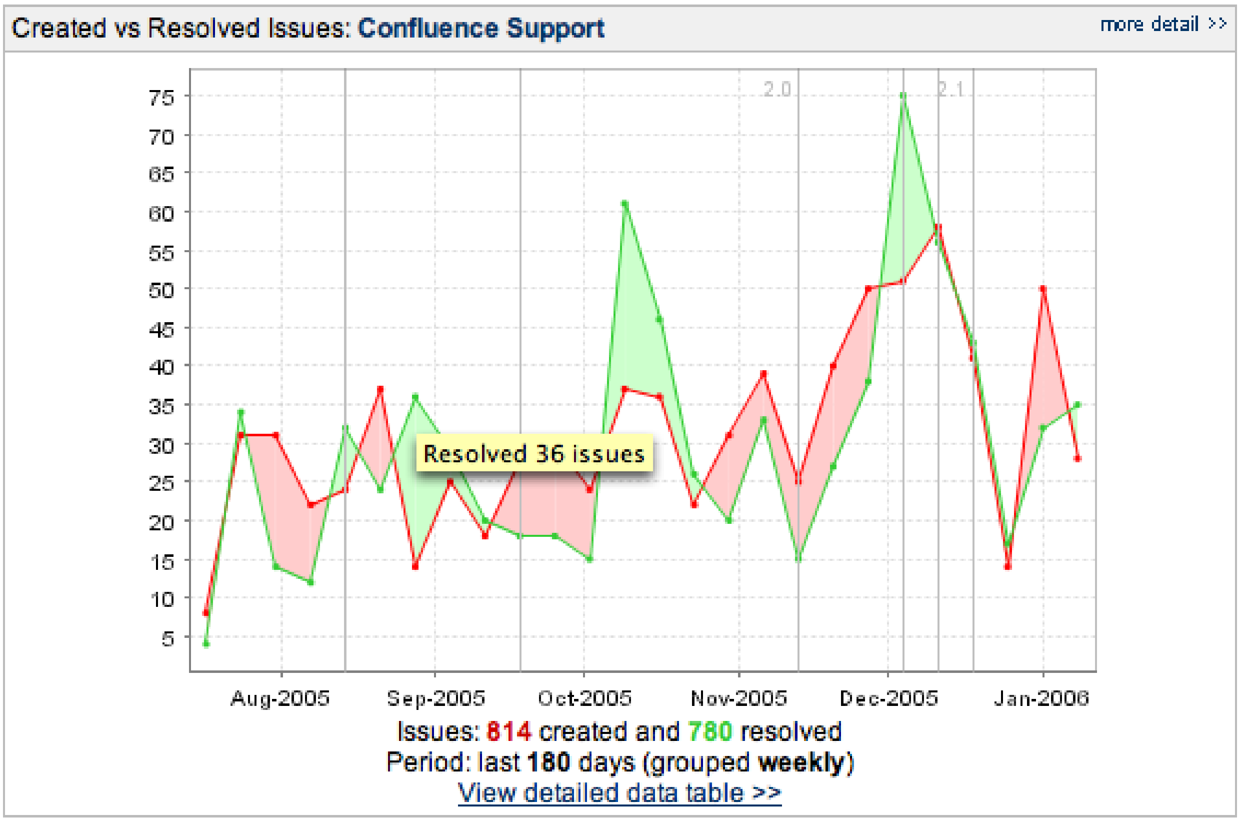
1.6.9.1. Overview

The **Charting** portlets display visual representations of a project or a saved filter, in a variety of contexts. In general, charts are:

- run over any saved filter or project.
- for a period of X days previous to the current date.
- broken down into incremental periods of hours, days, weeks, months, quarters or years.
- hyperlinked to relevant issues in the Issue Navigator.
- linked to a relevant report showing a larger chart, as well as a detailed data table.

1.6.9.2. What do they look like?

The **Created vs Resolved Issues** portlet should appear as follows on the dashboard:



Charting Portlet on Dashboard

This is just one of the available charting portlets, which include:

- **Recently Created Issues** — a bar chart showing the issues recently created.
  - The green portion of the bar shows the created issues which are resolved, the red portion shows created but as yet unresolved issues.
  - This visually shows both how quickly you're creating issues, as well as how many of those created issues are resolved.
- **Created vs Resolved Issues** — a difference chart showing the issues created vs resolved over a given period.
  - This chart can either be cumulative or not.
  - Areas in red show periods where more issues were created than resolved, areas in green show periods where more were resolved than created.
  - Versions can also be added to this chart, showing you how issue creation & resolution related to releases
- **Resolution Time** — a bar chart showing the average resolution time (in days) of resolved issues.
  - This is useful to show you over time whether your team is getting better or worse at

resolving issues in a timely fashion.

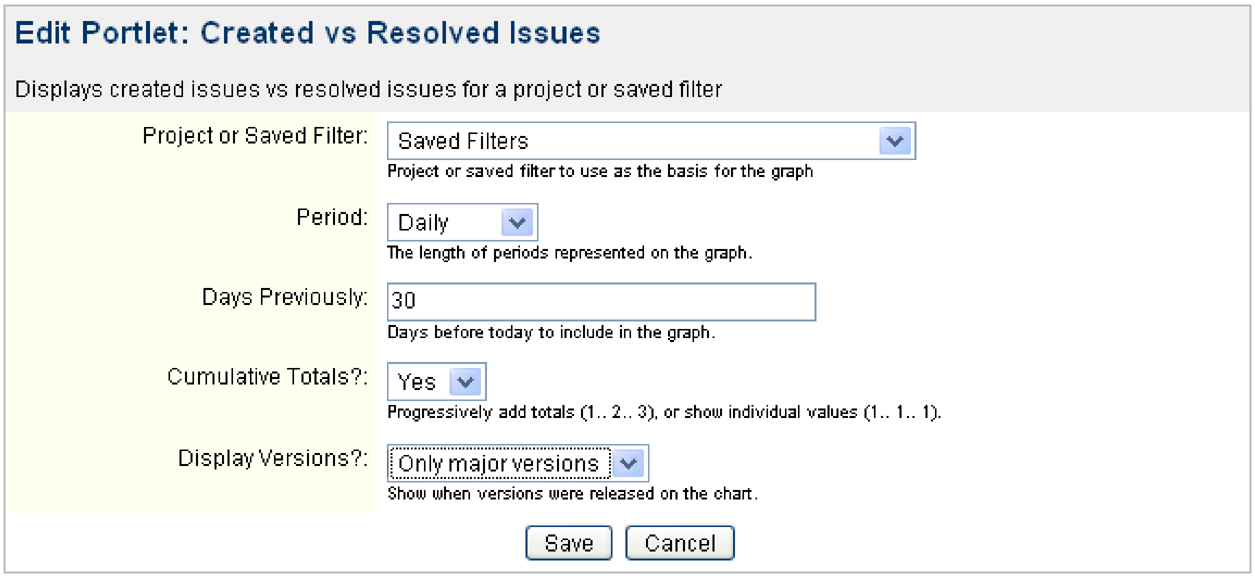
- **Average-Age Open Issues** — a bar chart showing the average number of days that issues have been unresolved
  - This chart displays the average of how long issues remain open on a specified interval (e.g. daily, weekly, etc.)
- **Pie Chart** — display issues from a project or filter grouped by a statistic type in pie-chart format
  - The issues can be grouped by any statistic type (e.g. Status, Priority, etc.)
- **Average Time in Status** — displays the average number of days issues have spent in a status.
- **Average Number of Times in Status** — displays the average number of times an issues has been in a status.

> **Note:**
> The Charting portlets will only be available to add to your dashboard if your JIRA administrator has installed the Charting plugin.

1.6.9.3. Adding Portlets to Dashboard

To add a Charting portlet to your dashboard:

1. Navigate to the dashboard configuration page.
2. Select one of the Charting portlets as listed above.
3. Click the **Add** button.
4. The **'Edit Portlet'** screen will be displayed. Select the relevant project or saved filter, and specify any other information required for the chart. For example, the **Created vs Resolved Issues** chart requires the following information:



Configuring the Charting Portlet

5. Click the **Save** button.
6. The portlet can be positioned on the dashboard through the dashboard configuration page.

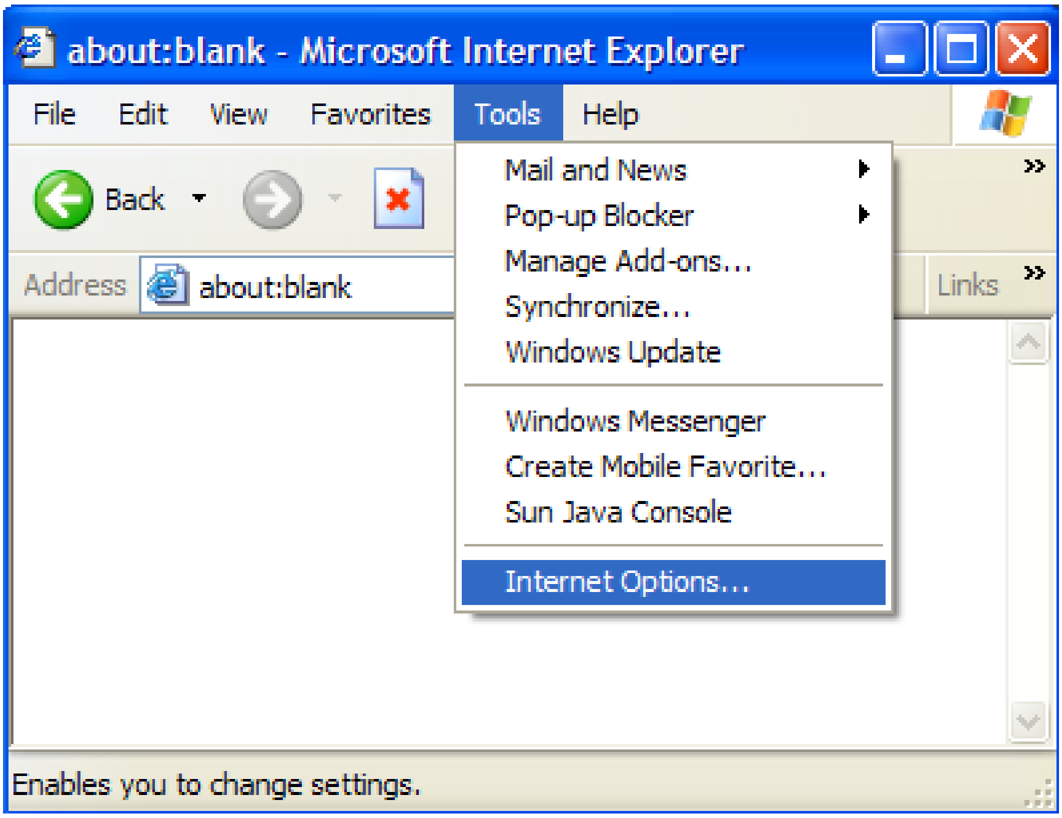
> **Note:**
> You can also save any search results from the Issue Navigator as a dashboard portlet.

Further information on all JIRA portlets is available here.

1.6.9.4. Configuring your Internet Explorer cache settings

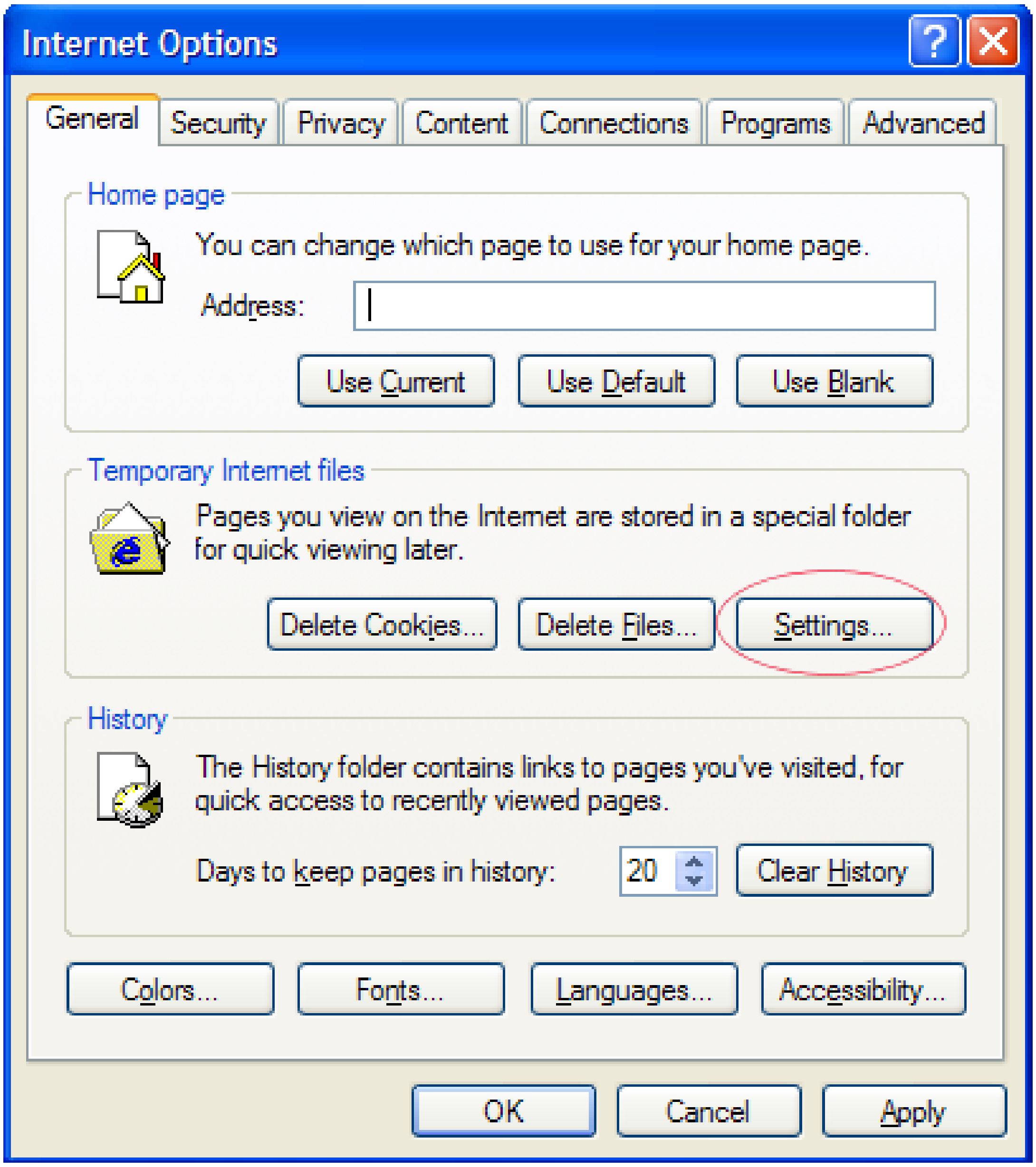
For Internet Explorer users, you will also need to configure your browser to be able to print pages with charts correctly:

1. Select **'Internet Options'** from the **'Tools'** menu:



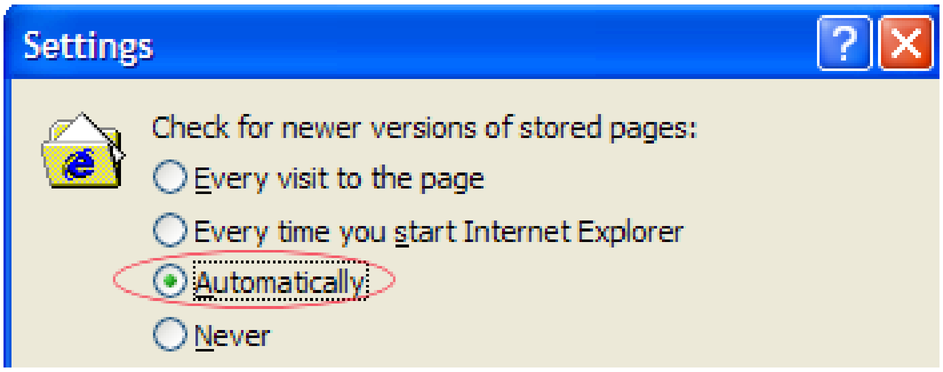
Internet Explorer Tools Menu

2. The **'Internet Options'** window will display. Click the **'Settings'** button in the **'Temporary Internet files'** (i.e. cache) section:



Internet Explorer Internet Options

3. The **'Settings'** window will display. Ensure that you have do not have the **'Every visit to the page'** (i.e. no caching) option selected. If so, select the **'Automatically'** option instead.



Internet Explorer Cache Settings

Note:

The Charting portlet only keeps rendered images on the server long enough to send the immediate response for display. If Internet Explorer is setup to check for newer versions of stored pages on every visit to the page, the portlet will unsuccessfully attempt to re-request the image upon printing. Hence, the Print or Print Preview functions in Internet Explorer will not display the chart.

1.6.10. Favourite Filters Portlet

1.6.10.1. Overview

The **Favourite Filters** portlet displays a list of all the issue filters that have currently been added by you as a favourite filter.

Read more about adding an issue filter as a favourite filter in the issue filters documentation.

1.6.10.2. What does it look like?

The **Favourite Filters** portlet should appear as follows on the dashboard:

Favourite Filters (Create New | Manage Filters)	
All issues	5
Bugs Filter	4
Critical and blockers	0
Improvements	1

Favourite Filters Portlet on Dashboard

1.6.10.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Favourite Filters' portlet.
3. Click Add.
4. The portlet can be positioned on the dashboard through the dashboard configuration page.

Note:
The Favourite Filters dashboard is added by default to the 'System Default' dashboard.

Further information on all JIRA portlets is available here.

1.6.11. Filter Statistics Portlet

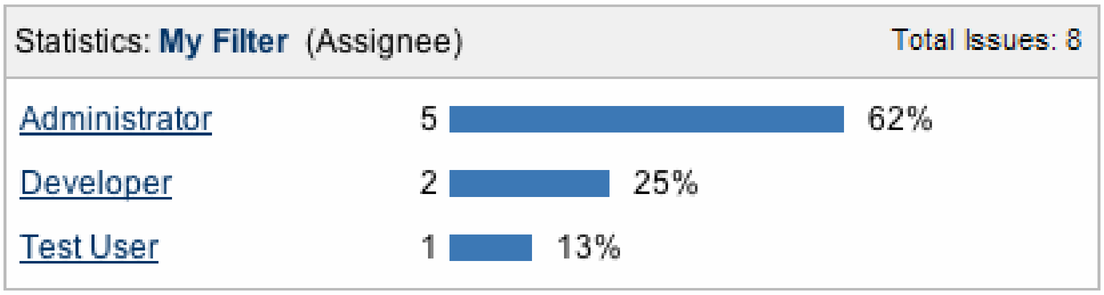
1.6.11.1. Overview

The **Filter Statistics** portlet displays the collection of issues returned from a specified filter broken down by a specified field.

For instance, a filter can be created to return all open issues from all projects. The portlet can then be configured to display these issues broken down by a field such as Assignee.

1.6.11.2. What does it look like?

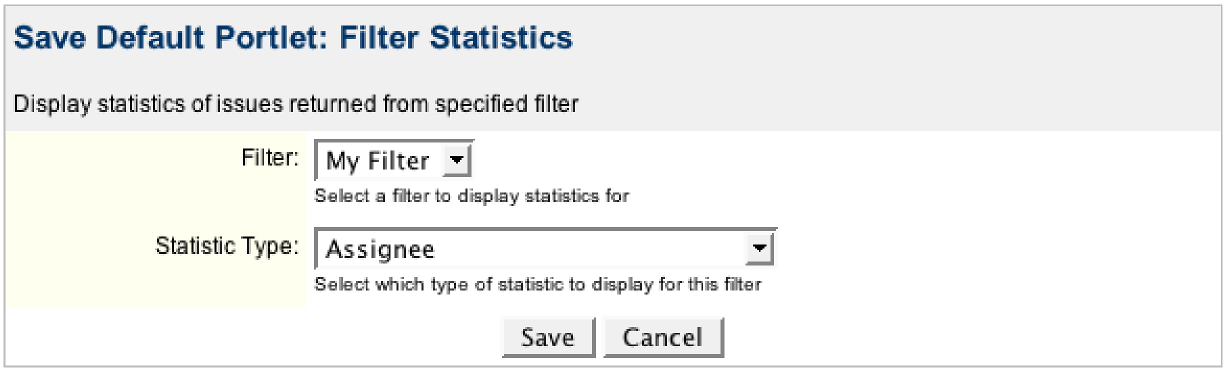
The **Filter Statistics** portlet should appear as follows on the dashboard:



Filter Statistics Portlet on Dashboard

1.6.11.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Filter Statistics' portlet.
3. Click Add.
4. Click the 'SELECT FILTER' link and select the filter on which the portlet will focus, in the popup window that appears.
5. Select the field on which the statistics will focus.



Filter Statistics Portlet Form

6. Click Save.
7. The portlet can be positioned on the dashboard through the dashboard configuration page.

Further information on all JIRA portlets is available here.

1.6.12. Two Dimensional Filter Statistics Portlet

1.6.12.1. Overview

The **Two Dimensional Filter Statistics** portlet displays statistical data based on a specified filter in a configurable table format.

For example, a filter can be created to retrieve all open issues in all projects. The portlet can then be configured to display the statistical data on this collection of issues in a table with configurable axes — e.g. Assignee versus Status.

1.6.12.2. What does it look like?

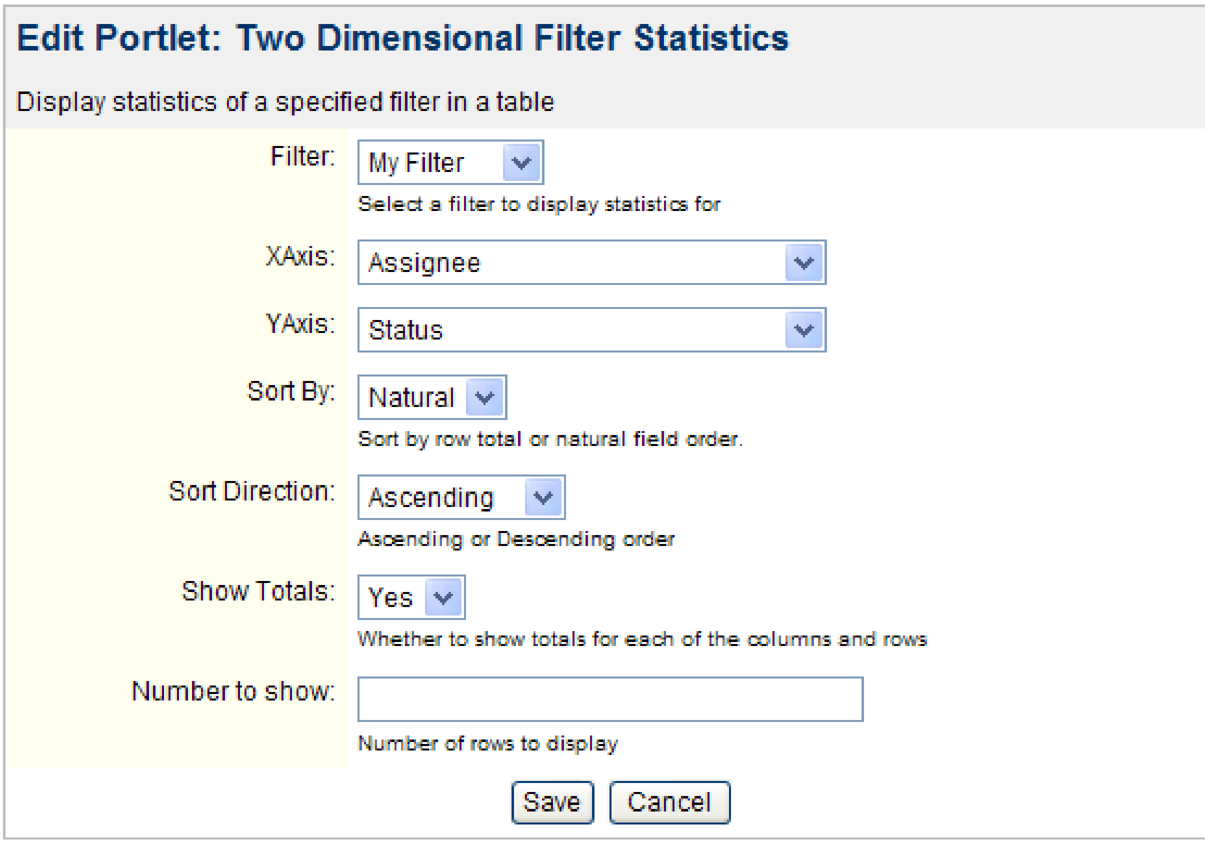
The **Two Dimensional Filter Statistics** portlet should appear as follows on the dashboard:

Statistics Table: My Filter				
Assignee Status	Administrator	Developer	Test User	T:
Open	4	2	1	7
Closed	1	0	0	1
Total:	**5**	**2**	**1**	**8**

Two Dimensional Filter Statistics Portlet on Dashboard

1.6.12.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the '**Two Dimensional Filter Statistics**' portlet.
3. Click '**Add**'. The 'Edit Portlet' screen will be displayed:



Two Dimensional Filter Statistics Portlet Form

4. In the '**Filter**' field, click the 'SELECT FILTER' link and select the filter on which the portlet will be based, in the popup window that appears.
5. In the '**X-Axis**' field, select the field on which the horizontal axis will be based.
6. In the '**Y-Axis**' field, select the field on which the vertical axis will be based.
7. In the '**Sort By**' field, either:
   - select '**Total**' to sort the rows by their respective totals; or:
   - select '**Natural**' to sort the rows in the order that is natural for the chosen field.
8. In the '**Sort Direction**' field, select whether rows and columns will be sorted in ascending or descending order.

9. In the '**Show Totals**' field, select whether or not to display row and column totals.
10. In the '**Number to show**' field, select the number of issues which will be displayed in the portlet.
11. Click '**Save**'.
12. The portlet can be positioned on the dashboard through the dashboard configuration page.

Further information on all JIRA portlets is available here.

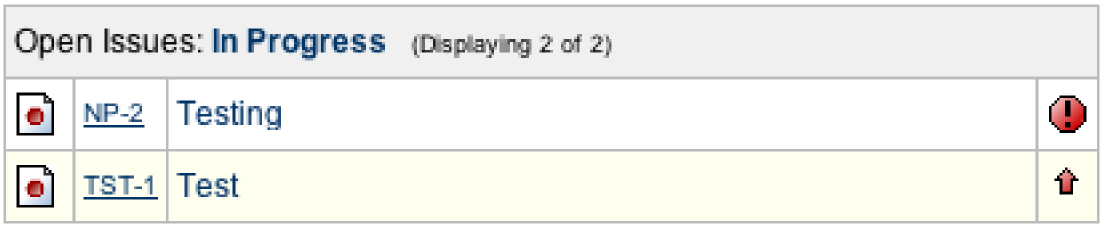
1.6.13. In Progress Portlet

1.6.13.1. Overview

The **In Progress** portlet displays all issues that are currently in progress and assigned to the current user viewing the dashboard.

1.6.13.2. What does it look like?

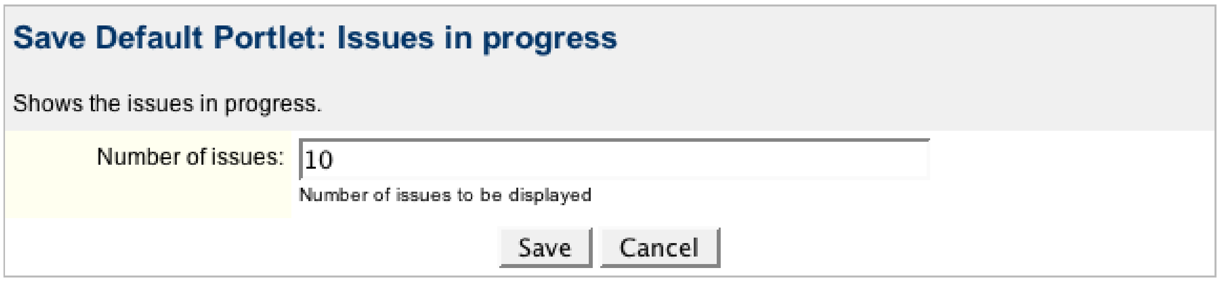
The **In Progress** portlet should appear as follows on the dashboard:



In Progress Portlet on Dashboard

1.6.13.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'In Progress' portlet.
3. Click Add.
4. Select the maximum number of issues which the portlet will display.



In Progress Portlet Form

5. Click Save.
6. The portlet can be positioned on the dashboard through the dashboard configuration page.

Further information on all JIRA portlets is available here.

1.6.14. Introduction Portlet

1.6.14.1. Overview

The **Introduction** portlet displays a configurable introduction message on the dashboard.

1.6.14.2. What does it look like?

The **Introduction** portlet should appear as follows on the dashboard:

Introduction Portlet on Dashboard

1.6.14.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Introduction' portlet.
3. Click Add.
4. The portlet can be positioned on the dashboard through the dashboard configuration page.

> **Note:**
> The text/html displayed in the **Introduction** portlet is configured through the JIRA configuration page.

Further information on all JIRA portlets is available here.

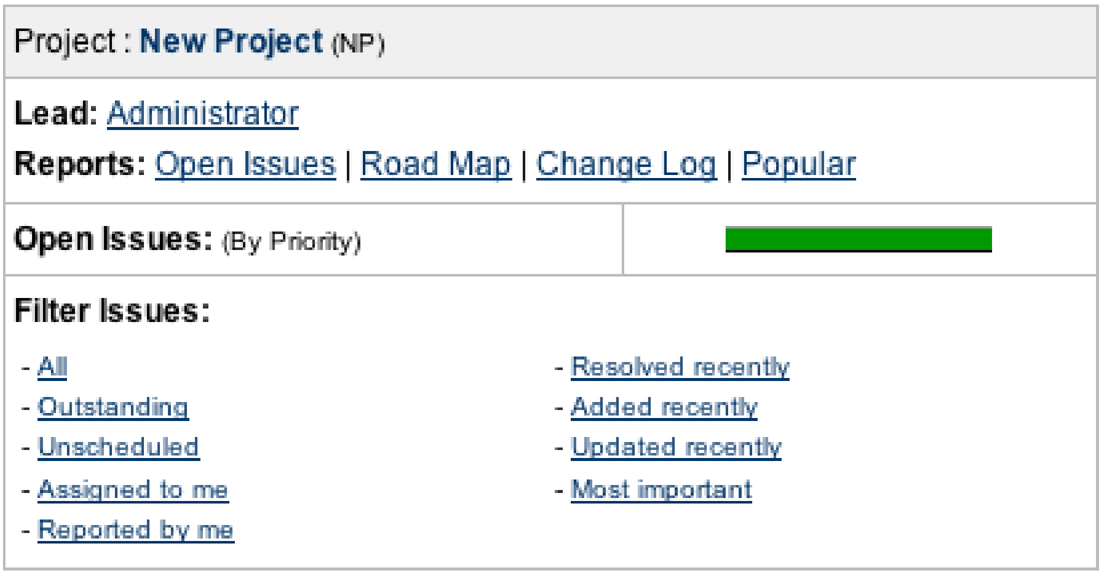
1.6.15. Project Portlet

1.6.15.1. Overview

The **Project** portlet provides information and various filters related to a specified project on the dashboard.

1.6.15.2. What does it look like?

The **Project** portlet should appear as follows on the dashboard:

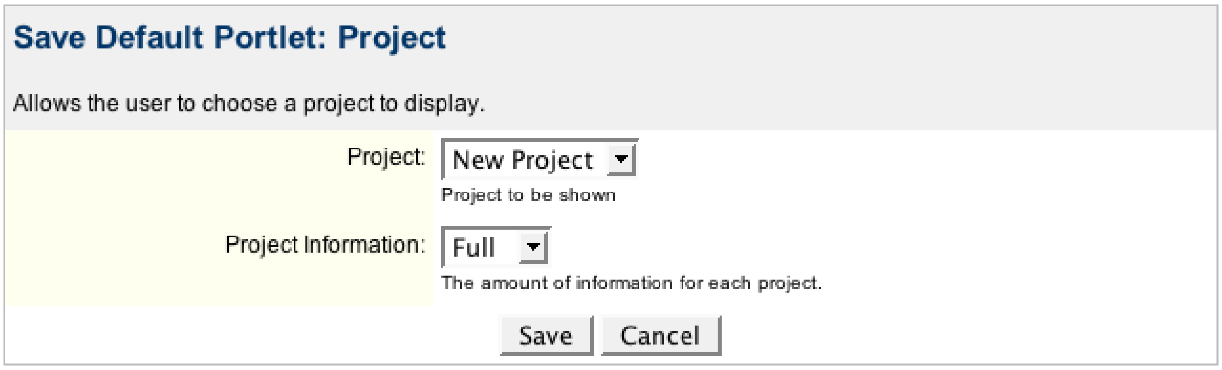


Project Portlet on Dashboard

1.6.15.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Project' portlet.
3. Click Add.

4. Select the project on which the portlet will focus.
5. Select 'Full' or 'Brief' to specify the amount of information to be displayed.



Project Portlet Form

6. Click Save.
7. The portlet can be positioned on the dashboard through the [dashboard configuration](#) page.

Further information on all JIRA portlets is available [here](#).

1.6.16. Projects Portlet

1.6.16.1. Overview

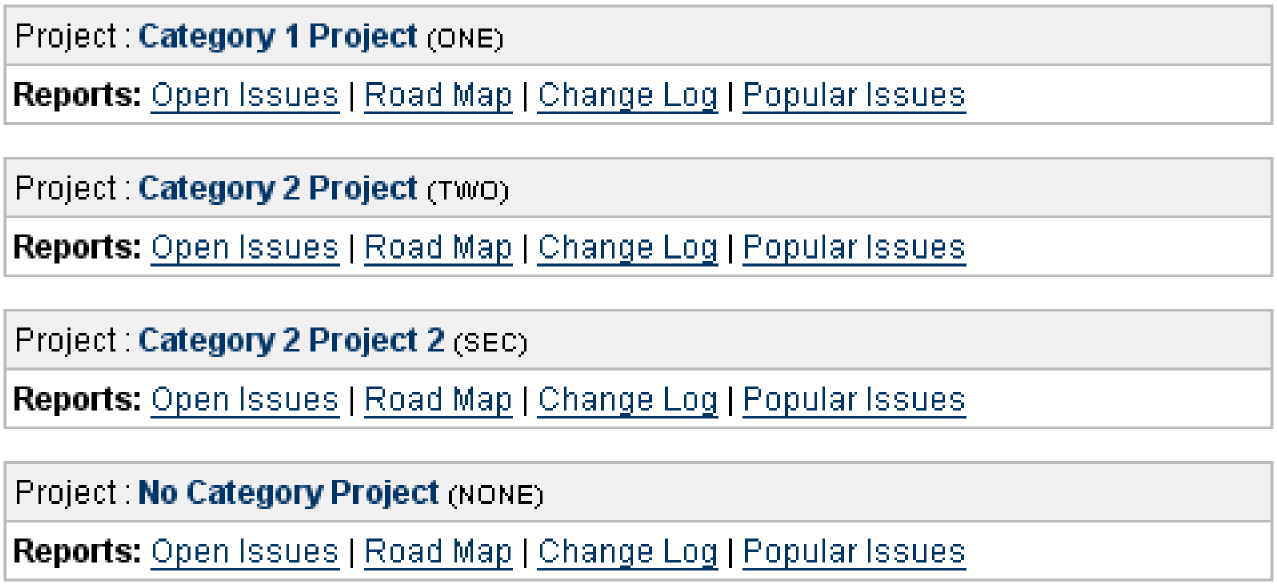
The **Projects** portlet provides information and various filters related to all projects within JIRA. If available, the portlet displays links to:

- Open Issues
- Road Map
- Change Log
- Popular Issues

for each project within JIRA.

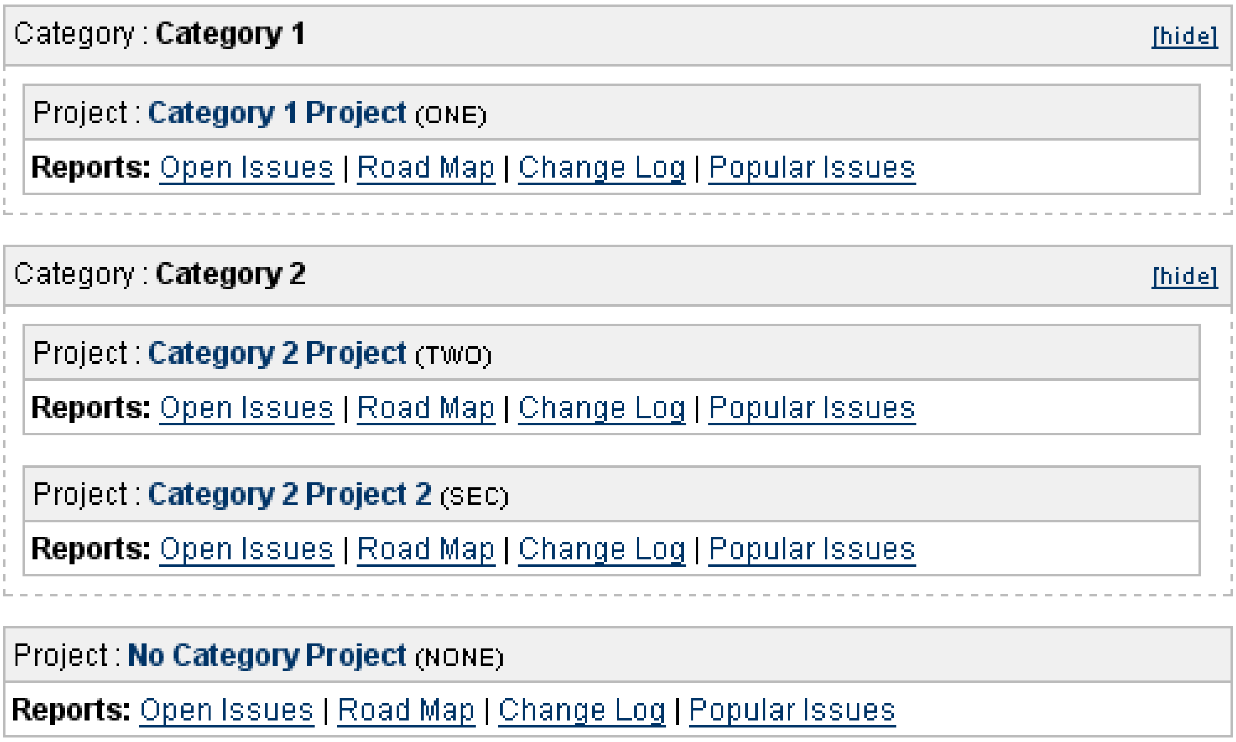
1.6.16.2. What does it look like?

The Projects portlet should appear as follows on the dashboard for **Standard** and **Professional** editions:



Projects Portlet on Dashboard

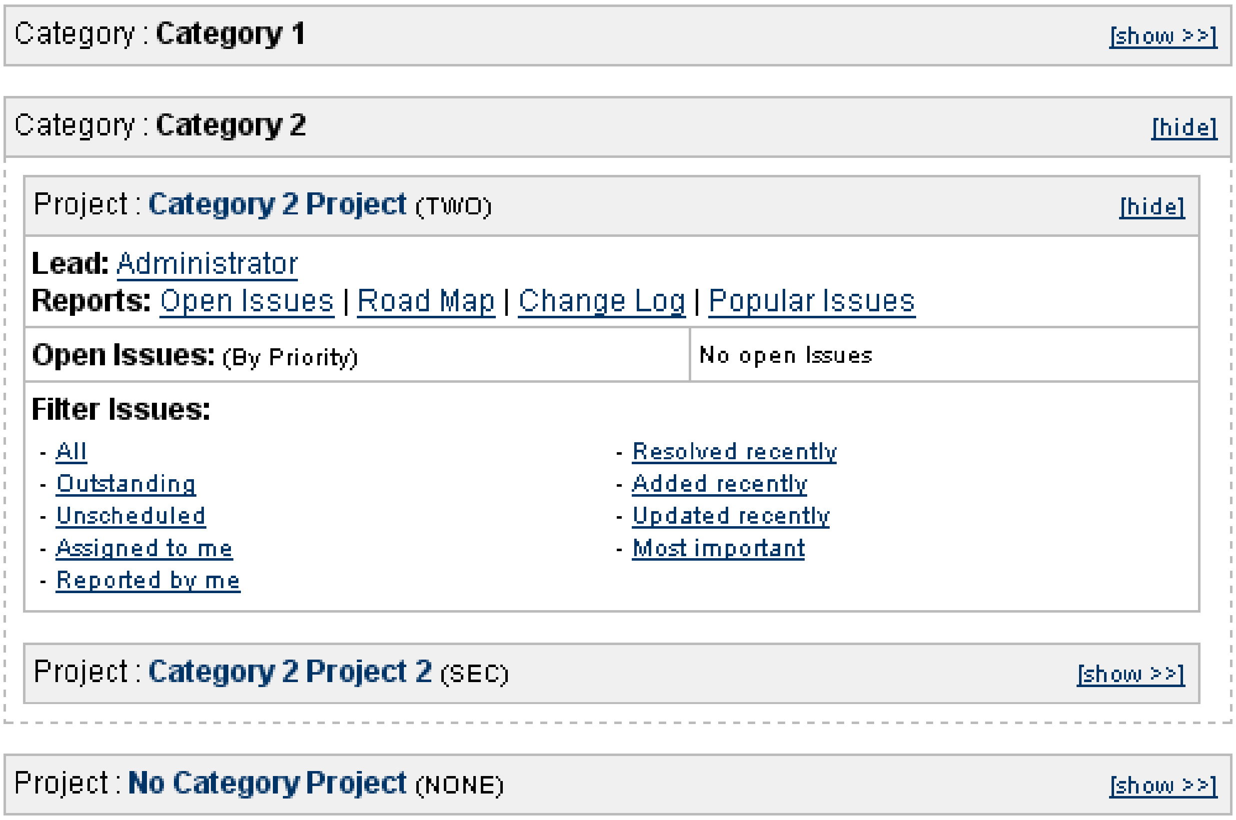
The Projects portlet should appear as follows on the dashboard for **Enterprise** edition:



Projects Portlet on Dashboard

You can minimise the project or category table by clicking on the *[hide]* link. Likewise click on *[show >>]* link to maximise the table as shown in following screenshot:

Note:
The above projects portlet only shows 'Brief' information, so the projects cannot be minimised

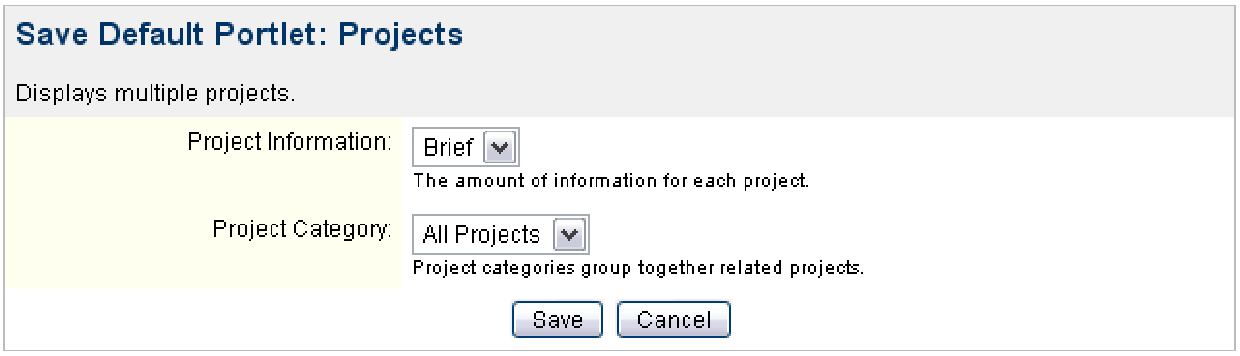


Projects Portlet on Dashboard

1.6.16.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Projects' portlet.
3. Click Add.
4. Select 'Full' or 'Brief' to specify the amount of information to be displayed.
5. Select 'All Projects' or a category name to filter the projects to be displayed.

   Note: Project Category selection is only available in JIRA Enterprise Editions



Projects Portlet Form

6. Click Save.
7. The portlet can be positioned on the dashboard through the dashboard configuration page.

Further information on all JIRA portlets is available here.

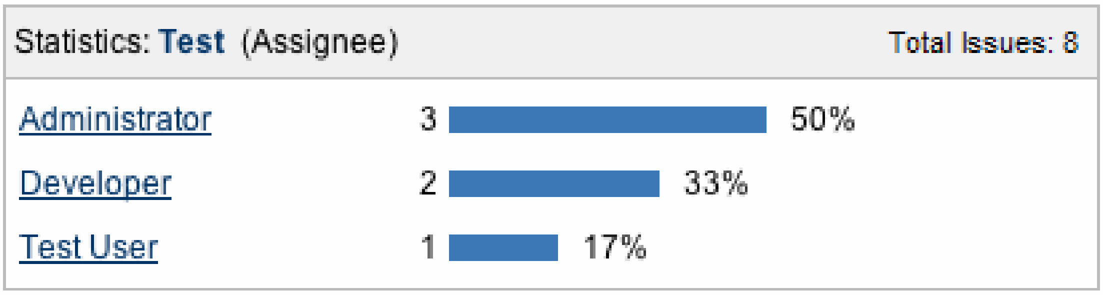
1.6.17. Project Statistics Portlet

1.6.17.1. Overview

The **Project Statistics** portlet allows various per-project statistical data to be displayed on the dashboard. The portlet can be configured to display per-project statistical data based on various fields within JIRA (e.g. all open issues broken down by Assignee).

1.6.17.2. What does it look like?

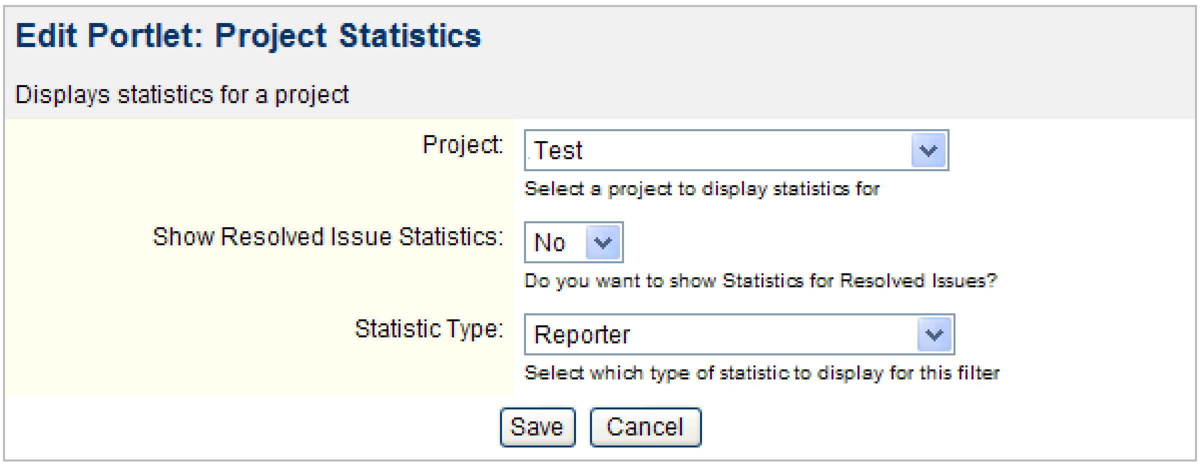
The **Project Statistics** portlet should appear as follows on the dashboard:



Project Statistics Portlet on Dashboard

1.6.17.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the '**Project Statistics**' portlet.
3. Click '**Add**'.
4. Select the project on which the portlet will focus.
5. Choose whether or not to include resolved issues.
6. Select the field on which the statistics will focus.



Project Statistics Portlet Form

7. Click the '**Save**' button.
8. The portlet can be positioned on the dashboard through the dashboard configuration page.

Further information on all JIRA portlets is available here.

1.6.18. Project Table Portlet

1.6.18.1. Overview

The **Project Table** portlet displays all the project names in a table in the dashboard.

1.6.18.2. What does it look like?

The **Project Table** portlet should appear as follows on the dashboard:

Project Table portlet on dashboard grouped by **'All Projects'**:

Note:

Note: Standard and Professional can only view by All Projects

All Projects		
Category 1 Project (ONE)	Category 2 Project (TWO)	Category 2 Project 2 (SEC)
No Category Project (NONE)		

Project Table Portlet on Dashboard grouped by 'All Projects'

Project Table portlet on dashboard grouped by **'All Categories'**:

Category: **Category 1**		
Category 1 Project (ONE)		

Category: **Category 2**		
Category 2 Project (TWO)	Category 2 Project 2 (SEC)	

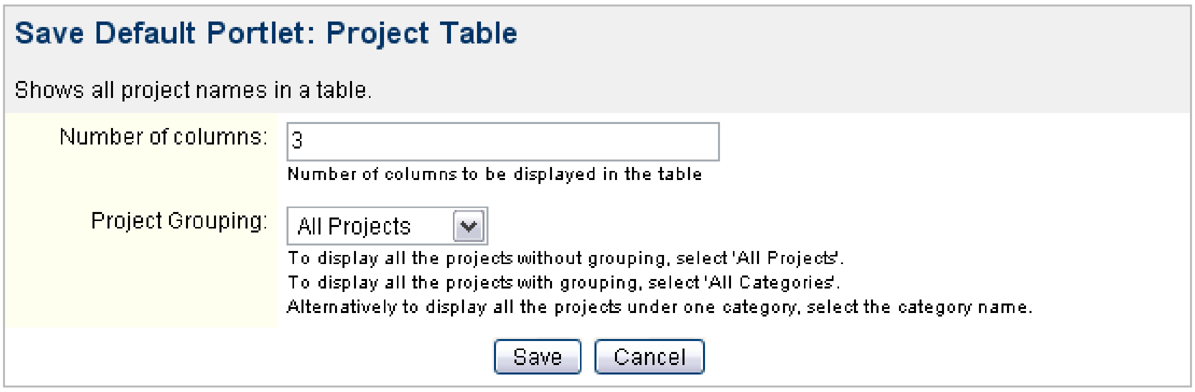
Projects with no category		
No Category Project (NONE)		

Project Table Portlet on Dashboard grouped by 'All Categories'

1.6.18.3. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Project Table' portlet.
3. Click Add.
4. Select the maximum number of columns which will appear in the table.
5. Select one of:
   - *All Projects* - Displays all the projects under one table
   - *All Categories* - Displays all the projects grouped by categories
   - *Category Name* - Displays only the projects in the selected category

   Note: Project Grouping is only available in Enterprise Editions of JIRA 3.3 and later



Project Table Portlet Form

6. Click Save.
7. The portlet can be positioned on the dashboard through the [dashboard configuration](#) page.

Further information on all JIRA portlets is available [here](#).

1.6.19. Quick Links Portlet

1.6.19.1. Overview

The **Quick Links** portlet displays a number of useful links to issues associated with the current user. Each link directs the user to the Issue Navigator, displaying the relevant issues. The portlet provides links to:

- Reported Issues - all issues reported by the current user
- Voted Issues - all issues voted for by the current user
- Watched Issues - all issues watched by the current user

1.6.19.2. What does it look like?

The **Quick Links** portlet should appear as follows on the dashboard:

Quick Links Portlet on Dashboard

1.6.19.3. Adding Portlet to Dashboard

1. Navigate to the [dashboard configuration](#) page.
2. Select the 'Quick Links' portlet.
3. Click Add.
4. The portlet can be positioned on the dashboard through the [dashboard configuration](#) page.

Further information on all JIRA portlets is available [here](#).

1.6.20. Road Map Portlet

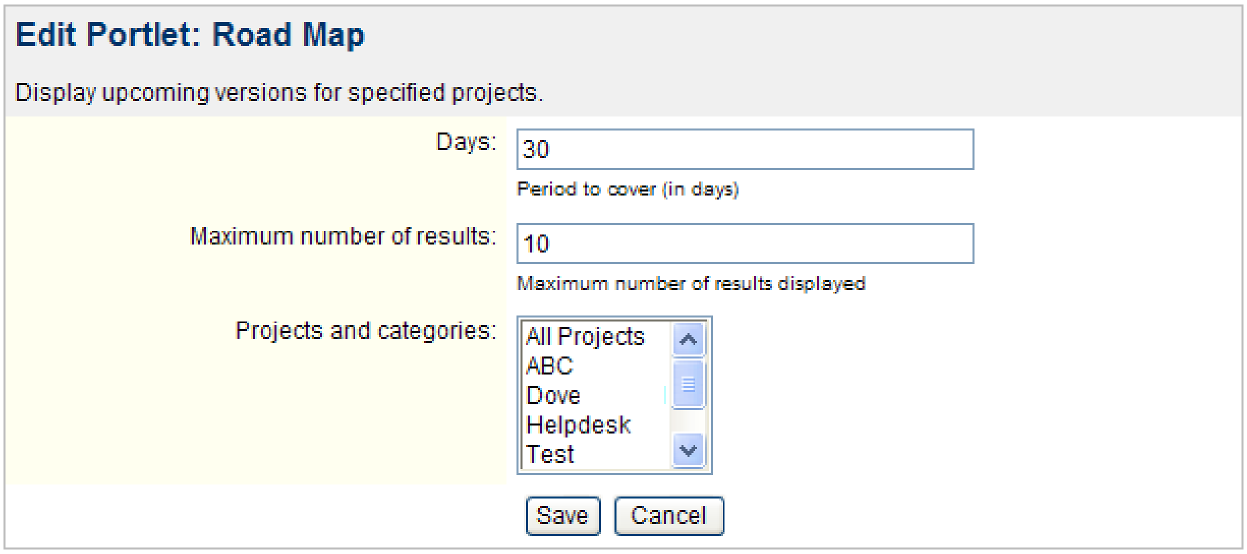
1.6.20.1. Overview

The **Road Map** portlet shows [versions](#) which are due for release within a specified period of time, and a summary of progress made towards completing the issues in those versions.

1.6.20.2. Adding Portlet to Dashboard

1. Navigate to the [dashboard configuration](#) page.

2. Select the '**Road Map**' portlet.
3. Click the 'Add' button (located at the bottom of the screen).
4. The '**Edit Portlet**' screen will be displayed:

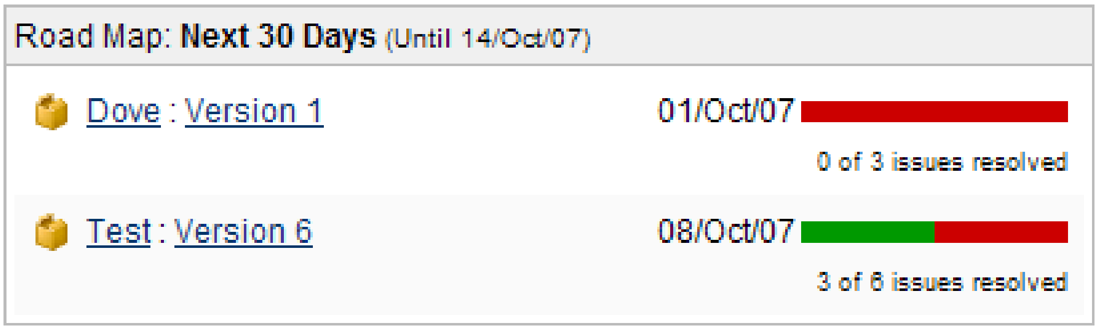


Road Mad Portlet Form

5. In the '**Days**' field, specify the period of time (in days) for which you wish to view versions due for release.
6. In the '**Maximum number of results**' field, specify the maximum number of versions you wish the portlet to display.
7. In the '**Projects and categories**' field, select the projects (or project categories) in which you are interested; or select '**All projects**' to display versions for any project in your JIRA system.
8. Click the '**Save**' button.
9. The portlet will be added to the bottom left of your dashboard. You can reposition it as described in Configuring the Dashboard.

1.6.20.3. Dashboard Display

The **Road Map** portlet should appear as follows on the dashboard:



Road Map Portlet on Dashboard

You can:

- Click the name of a project (e.g. 'Dove') to browse the project.
- Click the name of a version (e.g. 'Version 1') to browse the version.
- Click the progress bar (shown in red and/or green) to view the version's issues in the Issue Navigator.

Further information on all JIRA portlets is available here.

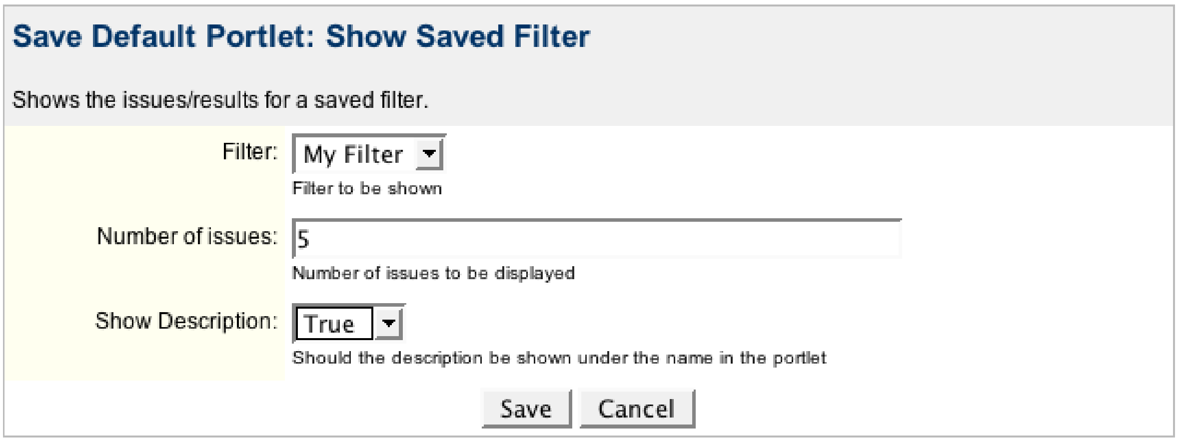
1.6.21. Saved Filter Portlet

1.6.21.1. Overview

The **Saved Filter** portlet displays the results of a specified issue filter on the dashboard. It can be configured to display a maximum number of issues from the collection returned from the specified filter.

1.6.21.2. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Saved Filter' portlet.
3. Click Add.
4. Click the 'SELECT FILTER' link and select the filter on which the portlet will focus, in the popup window that appears.
5. Select the maximum number of issues that the portlet will display.
6. Select if the filter description (if any) should be displayed within the portlet.

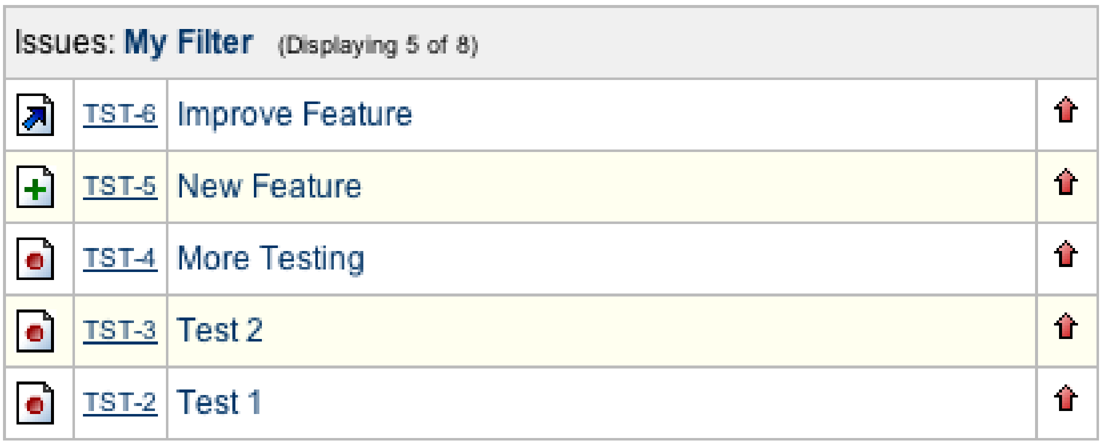


Saved Filter Portlet Form

7. Click Save.
8. The portlet can be positioned on the dashboard through the dashboard configuration page.

1.6.21.3. Dashboard Display

The **Saved Filter** portlet should appear as follows on the dashboard:



Saved Filter Portlet on Dashboard

Further information on all JIRA portlets is available here.

1.6.22. Text Portlet

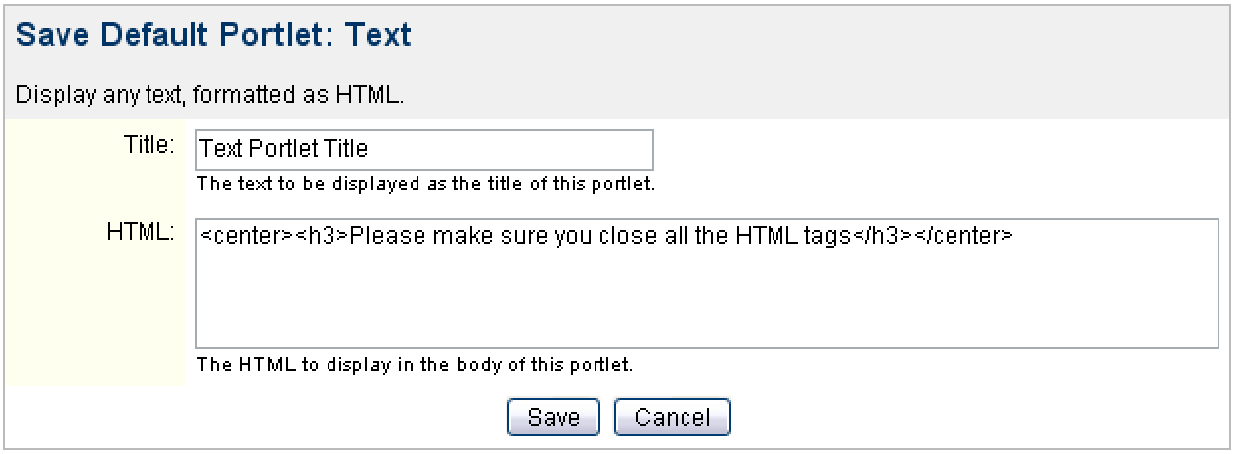
1.6.22.1. Overview

The **Text** portlet displays a configurable HTML text on the dashboard.

The Text portlet is disabled by default as it allows users to enter arbitary HTML. To enable the text portlet please refer to Enabling Plugins section.

1.6.22.2. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the 'Text' portlet.
3. Click Add.
4. Enter a title for the Text portlet
5. Enter the body text, this may include HTML.

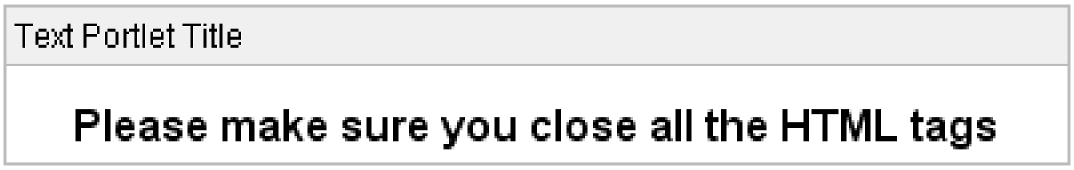


Text Portlet Form

6. Click Save.
7. The portlet can be positioned on the dashboard through the dashboard configuration page.

1.6.22.3. Dashboard Display

The **Text** portlet should appear as follows on the dashboard:



Text Portlet on Dashboard

Further information on all JIRA portlets is available here.

1.6.23. Voted Issues Portlet

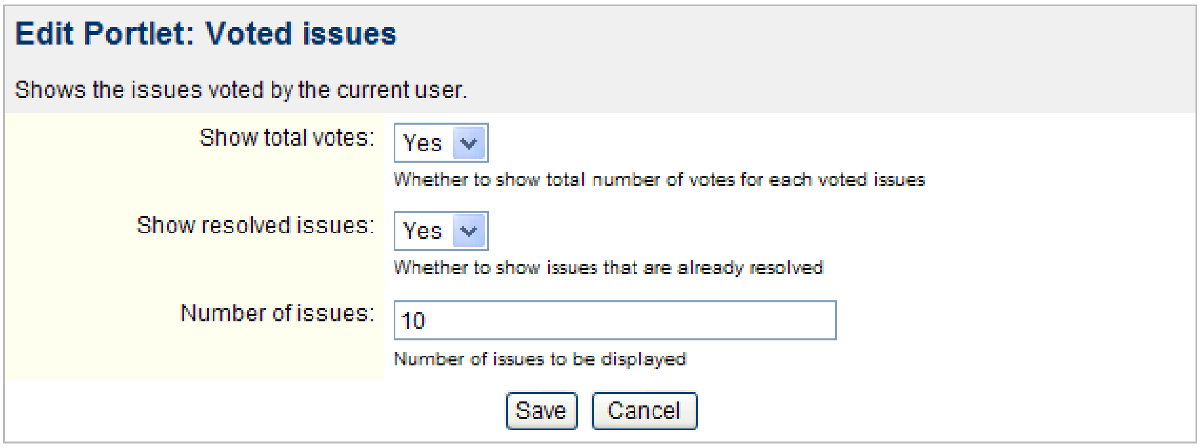
1.6.23.1. Overview

The **Voted Issues** portlet shows issues for which you have voted.

1.6.23.2. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.

2. Select the '**Voted Issues**' portlet.
3. Click the 'Add' button (located at the bottom of the screen).
4. The '**Edit Portlet**' screen will be displayed:

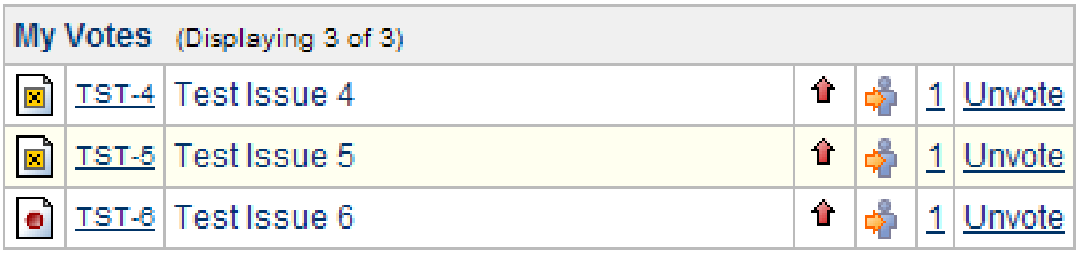


Voted Issues Portlet Form

5. In the '**Show total votes**' field, select '**Yes**' if you wish the portlet to display the number of people who have voted for each issue.
6. In the '**Show resolved issues**' field, select '**Yes**' if you wish the portlet to display all issues on which you have voted, or select '**No**' if you wish the portlet to only display unresolved issues.
7. In the '**Number of issues**' field, specify the maximum number of issues you wish the portlet to display.
8. Click the '**Save**' button.
9. The portlet will be added to the bottom left of your dashboard. You can reposition it as described in Configuring the Dashboard.

1.6.23.3. Dashboard Display

The **Voted Issues** portlet should appear as follows on the dashboard:



Voted Issues Portlet on Dashboard

Further information on all JIRA portlets is available here.

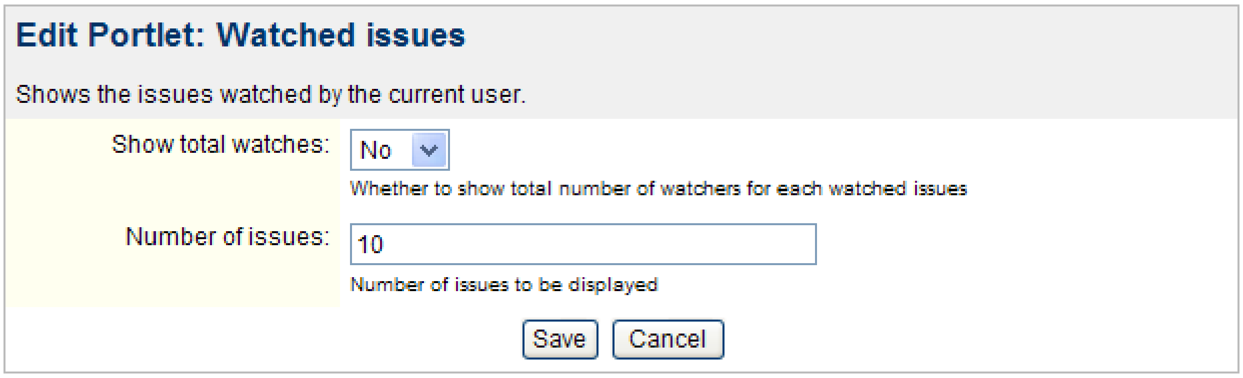
1.6.24. Watched Issues Portlet

1.6.24.1. Overview

The **Watched Issues** portlet shows issues which you are watching.

1.6.24.2. Adding Portlet to Dashboard

1. Navigate to the dashboard configuration page.
2. Select the '**Watched Issues**' portlet.
3. Click the 'Add' button (located at the bottom of the screen).
4. The '**Edit Portlet**' screen will be displayed:

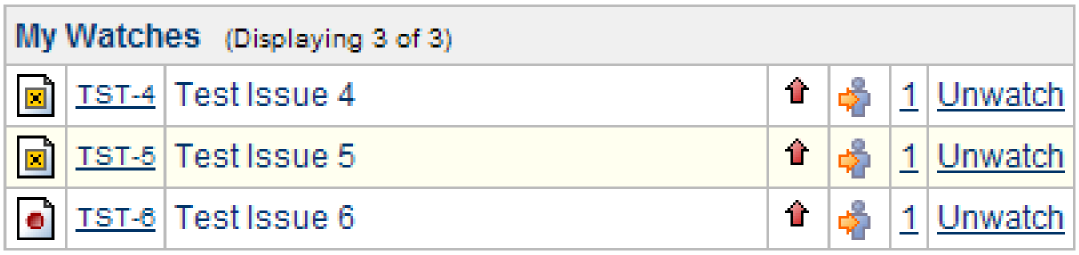


Watched Issues Portlet Form

5. In the '**Show total watches**' field, select '**Yes**' if you wish the portlet to display the number of people who are watching each issue.
6. In the '**Number of issues**' field, specify the maximum number of issues you wish the portlet to display.
7. Click the '**Save**' button.
8. The portlet will be added to the bottom left of your dashboard. You can reposition it as described in Configuring the Dashboard.

1.6.24.3. Dashboard Display

The **Watched Issues** portlet should appear as follows on the dashboard:



Watched Issues Portlet on Dashboard

Further information on all JIRA portlets is available here.