

Reporting System Issues And Making Them Known

Where do you start? Finding/seeing system issues is easy; reporting them can be just as easy. We have seen different posts for BSITs (**Bluehost System Issue Tracker**), a type of JIRA. Do you know how it gets to this level of reporting or tracking? Well, it starts with you; your role is crucial in this process. Here is a guide to show you the different levels of this process, from beginning (reporting) to end (Resolution) and searching for the issue.

However, before we jump into reporting in a BSIT, we need to create an initial [Jira with this link](#) (this type of JIRA is BHCSE (**Bluehost Customer Service Escalation**)). When making the JIRA ticket, we must share via this [Google Sheet](#). Documenting is so we can compile or gather data for the same (or like) issue. Sharing data will allow us to help L3s create BSITs.

Let's Create a BHCSE JIRA Together

You found an issue we discussed in the link above. Now, let's discuss how to use Jira. In Fig.1, you will have two (2) options.

The screenshot shows the BHCSE interface. At the top, there is a navigation bar with a blue square grid icon, the text "Help Center", and "Bluehost - Customer Service Escalations (BHCSE)". Below the navigation bar, a message says "ADMIN ESCALATIONS: LSPs ONLY <https://jira.endurance.com/servicedesk/customer/portal/242>".

On the left side, there is a sidebar with the following categories:

- *Money Related Issue
- Addon Issues
- Hosting Issues
- Pro Service Issues
- LSP

On the right side, there are two main sections:

- Money Related Issue for Addon/Hosting**: Described as "Unable to take customers payment because of error or stuck task". An arrow labeled "1" points to this section.
- Transaction Adjustments**: Described as "ALWAYS TRY TO OFFER COMPENSATION OF FREE HOSTING BEFORE USING THIS OPTION. Management Approval Required after Jira is created.". An arrow labeled "2" points to this section.

At the bottom, there is a note: "[-> Choose another tab for issues not affecting payment](#)".

Fig.1

Arrow 1 is a Money-Related Issue for Addons/Hosting. It is used when something is wrong with the cart that prevents processing, like a task preventing it.

Arrow 2 is a Transaction Adjustment—used when you want to buy something for the customer, such as 12 months of hosting (because of a bad customer experience), renewing a domain registration, or adding privacy, all at our expense. When 1, 2, or 3 months of free hosting does not satisfy the customer, use the Transaction Adjustment after using the compensator tool.

The fields you fill out in the JIRA forms are self-explanatory, but it's important to understand the types and uses of JIRAs. This knowledge will guide you in correctly filling out the forms, ensuring that the right information is captured for effective issue resolution.

Those who create the first Jira must document what is going on, what is affected, the best description of a solution or workaround for the documented issue, the CPM, and the Cerberus URL. To classify the system problem as a BSIT issue or report it to an L3, we will need a **minimum of three** separate accounts with the **same issue**. In addition to creating JIRAs, we will need to make (or have the agent create) a Cerberus ticket, document those along with the CPM, and copy and paste the issue and the workaround into the comment box.

Take a look at a completed JIRA.

A screenshot of a JIRA issue page for a ticket titled "MX CC not being accepted". The page includes a sidebar with navigation links like Queues, Customers, Reports, Tests, Raise a request, Knowledge base, Customer channels, and Welcome guide. The main content area shows the ticket details, including Type (Bug), Priority (normal), Affects Version/s (None), Component/s (Money Issue), Labels (None), Activity Type (Other), Email (Yes), Urgency (Urgent), Related URL (<https://i.bluehost.com/cgi/admin/user/cpanel/dwgl.com>), Replication Steps (Tried processing the renewal in the cart), and Business Unit Codes (None). The ticket is marked as RESOLVED with a Fix Version/s (None). Two arrows point to specific areas: Arrow 1 points to the title "MX CC not being accepted" and the JIRA ID "BHCSE-29142". Arrow 2 points to the "Description" section, which contains the text: "CPM is automatically denying the cx cc when cx's live in MX. We are trying to process renewals on this account and it is not processing through getting an error. Comments cc_rejected_other_reason".

Fig.2

Arrow 1 points to the title and the JIRA ID. When you fill out the JIRA, it provides a Subject Line—this is what you want to label for others to find the JIRA. Regarding the JIRA ID, you want to document the Jira in a Cerberus Ticket.

Arrow 2 points to the information you documented in the JIRA. The information in the pointed area assists the solutions team or department in working to fix the issue. As you can see, it has the CPM

The Cerberus ticket is a key part of our process. It should contain all the relevant information about the issue, including the Cerberus URL and the CPM link. This comprehensive ticket ensures that all necessary details are available for the resolution team.

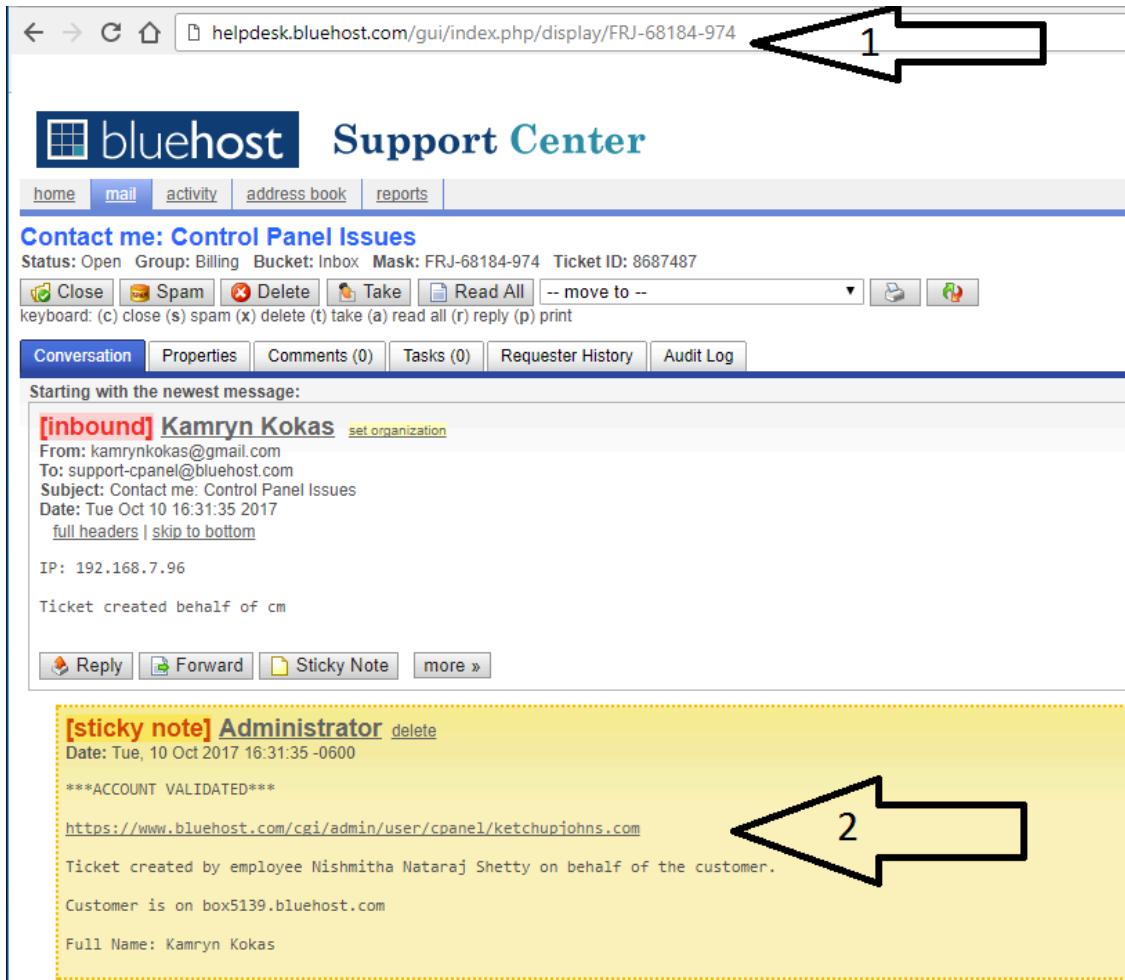


Fig.3

Arrow 1 Points to the Cerberus URL, and Arrow 2 Points to the CPM link

Both Arrows are documented information found in the BHCSE JIRA.

[sticky note] Administrator [delete](#)

Date: Tue, 10 Oct 2017 16:31:35 -0600

ACCOUNT VALIDATED

<https://www.bluehost.com/cgi/admin/user/cpanel/ketchupjohns.com>

Ticket created by employee Nishmitha Nataraj Shetty on behalf of the customer.

Customer is on box5139.bluehost.com

Full Name: Kamryn Kokas

[sticky note] Administrator [delete](#)

Date: Tue, 10 Oct 2017 16:31:36 -0600

not able to cancel hosting while processing getting Error SOFTWARE BUG! 'operation' not found for task 370116529 - D59DD47221E02D66B8891741E4E09105F

[sticky note] Lawrence Velasquez [delete](#)

Date: Tue, 10 Oct 2017 17:46:29 -0600

This Has been attached to <https://jira.endurance.com/projects/BSIT/queues/issue/BSIT-397>

Fig.4

Arrow 1 Points to the JIRA Link. NOTE: The link indicates that Lawrence transferred from a JIRA to this BSIT.

How it Helps, and What is the Reason

This process will allow easy access to each hosting/domain account and issue for the L3s. The information will enable us to track the different topics more easily and allow a faster fix. In addition, this will provide solid communication between each department.

Once we have three or more documented issues, we must report this to Griselda via email.

We will need to let her know how many documented issues we found, the time frame (how long it took to gather the # of problems) in finding the problems, and what the issue is. This data will lead us to the next and final steps, "finding a mass resolution" and attaching accounts to the BSIT for the massive system fix/resolution.

The screenshot shows a JIRA issue page for a project named 'Host - Customer Service'. The URL in the address bar is https://jira.endurance.com/browse/BHCSE-29142. The page displays various fields for the issue, including 'Affects Version/s' (None), 'Component/s' (Money Issue), 'Labels' (None), 'Activity Type' (Other), 'Email' (Yes), 'Urgency' (Urgent), 'Related URL' (https://i.bluehost.com/cgi/admin/user/cpanel/dwgg1.com), 'Replication Steps' (Tried processing the renewal in the cart), and 'Business Unit Codes' (None). Below these fields is a 'Description' section stating: 'CPM is automatically denying the cx cc when cx's live in MX. We are trying to process renewals on this account and it is not processing through getting an error. Comments cc_rejected_other_reason'. Under the 'Attachments' section, there is a placeholder for file uploads with the text 'Drop files to attach, or browse.'. The 'Issue Links' section shows a link to another issue: 'is action item from' followed by a checkbox next to 'BSIT-415 Customers with addresses in Mexico unable to process CC payments'. To the right of this link is a status indicator 'PENDING REV...' with a small arrow icon. At the bottom of the page, there is a section for 'Related knowledge base articles'.

Fig.5

The Top Arrow Points to the JIRA URL - As you can see, this is the initial JIRA - The URL shows BHSCE

The bottom Arrow Points to the transferred BSIT - We compile the JIRAs and BSITs by reporting numerous Issues in a single JIRA.

Details

Type:	<input checked="" type="checkbox"/> Bug	Status:	SIZING (View Workflow)
Priority:	<input checked="" type="checkbox"/> normal	Resolution:	Unresolved
Component/s:	None		
Labels:	None		
Workaround	1. First verify they should actually get the refund. 2. You need to do a search for the transaction that is causing your problem		
Instructions:	<pre> SELECT * FROM task t LEFT JOIN task_arg ta ON t.id = ta.task_id WHERE cust_id = ? AND operation LIKE 'Credit%'; SELECT * FROM task_historical th LEFT JOIN task_arg_historical tah ON th.id = tah.task_id WHERE cust_id = ? AND operation LIKE 'Credit%'; </pre> <ol style="list-style-type: none"> Look for the credit that is matches the total or totals being refunded. If 1 or both show up you will need to temporarily change the operation to 'bad_credit' so the perl routine that looks these up can't find it. Try the credit again. If it still fails you either got the wrong credit or you need to clear memcache. Should be "task:\$task_id" or "task:h:\$task_id" Once your done make sure to return everything back to how it should be. 		
Replication Steps:	Attempt to cancel hosting		
Comment Count:	35		

Fig.6

Arrow 1: Resolution status

Arrow 2: Workaround

Arrow 3: Replicated Steps

Arrow 4: Comments Count

We're here!

Figure 6 shows the **Resolution Status**, which tells where we stand in the resolution (Unresolved, Resolved, and Abandoned). You want to pay attention to "Resolved" and "Unresolved." **Workaround** provides steps a developer gives to temporarily resolve the reported issue—replicated **Steps**, which are L3 duplicated efforts for troubleshooting purposes. Lastly, the **Comments Count** is the number of comments, CPMs, Cerberus Tickets, and their notes attached to the BSIT.

Where do you go from here? Now that we have gone this far with Reporting an issue and making it known, how do we find an issue that has gone through this process without your assistance? Let's start with a reported problem at a BSIT level. We want to first search for confluence; yes, confluence. Here is a link you should bookmark.

<https://confluence.endurance.com/pages/viewpage.action?spaceKey=BHAL&title=Known+Error+Database>. This bookmark lists all common issues and even shows the ones we resolved.

We can also contact our Advanced Support team for any database-related assistance for minor issues. Their expertise in MySQL, Perl, Bash, and all other technical systems for BlueHost is at your disposal, providing you with the confidence to handle any issue. If you have any questions, please don't hesitate to seek assistance.

Finding Billing-related BSITs is a straightforward process and can be easily found in the **Known Error Database for Bluehost (KEDB)** articles. This efficiency in finding issues empowers you to quickly address and resolve them.

- [KEDB: BlueHost.com](#)
 - [KEDB: i.bluehost.com](#)
 - [KEDB: login.bluehost.com](#)
 - [KEDB: my.bluehost.com](#)
 - [KEDB: www.bluehost.com](#)
- [KEDB: Hosting Platforms](#)
 - [KEDB: BlueRock](#)
 - [KEDB: Cloud Hosting](#)
 - [KEDB: Dedicated Hosting](#)
 - [KEDB: Optimized Hosting for WordPress](#)
 - [KEDB: Reseller Hosting](#)
 - [KEDB: Shared Hosting](#)
 - [KEDB: VPS Hosting](#)
- [KEDB: Internal Tools](#)
 - [KEDB: EIGsh](#)
 - [KEDB: HAL](#)
 - [KEDB: Other Internal Tools](#)
 - [KEDB: SSL Installer](#)
 - [KEDB: Tool of Awesome](#)
- [KEDB: Products and Services](#)
 - [KEDB: Constant Contact](#)
 - [KEDB: Domains](#)
 - [KEDB: GSuite](#)
 - [KEDB: Other Products and Services](#)
 - [KEDB: SiteLock](#)
 - [KEDB: SoloSEO](#)
 - [KEDB: SpamExperts](#)
 - [KEDB: SSL](#)
 - [KEDB: Troubleshooting Weebly](#)

Fig.7

EDB: Other internal tools are where most of the billing issues are.

Click any of the links, and that will take you to the actual BSIT JIRA for that known issue. You can then add more items to that issue by adding them as comments. The article's primary

purpose is for the higher support teams to reference and will help our chat team know about any issues the BlueHost system might have.

Please contact your manager or Jonathan M. They can point you in the right direction if you have further questions about this current process.