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| **-** | **Notes** | **Narration**  SCRIPT: Jira |
| 1 | Intro & overview (slide 1 – slide 2)  This comment applies to all sections of JIRA scripts and videos:  Include examples in video for the steps you are describing in these tutorial. You start by logging in to the JIRA and then execute the steps that you are talking about in JIRA in step by step videos. | - Hello and welcome to this video tutorial on how to use the Jira.  - JIRA tracks issues, which can be bugs, feature requests, or any other tasks you want to track.  - In this video, I will guide you through accessing the Jira, creating a new issue in Jira, searching issues, watching an issue, managing Jira information on the JIRA Dashboard. Seeing information in the DAMS Viewer and attaching logs. |
| 2 | (slide 3 – slide 4) | - First of all, you should have a username and a password to login to the JIRA.  Use your web browser to access Jira at <https://jira.dtvops.net/secure/Dashboard.jspa>. If you are a vendor that VPN’s in you will reach the CTS JIRA via <https://10.13.116.122/secure/Dashboard.jspa>  then use your username and password to login.  You can also view a JIRA page on a mobile device, such as an iPhone or an Android phone. JIRA will display an optimized version of the page. JIRA chooses the mobile or desktop interface based on your device.  - The JIRA mobile interface is designed for viewing and interacting with issues on the go  - If you need full access to JIRA, you can always switch to the JIRA desktop interface via the mobile menu. Here’s how: |
| 3 | (slide 5)  Reference:  http://172.31.59.94/wiki/display/CM/Create+an+Issue | Now you will see how to create a new issue in JIRA  - 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.  - On the JIRA homepage:  a. Click the “Create” tab on navigation bar  b. The "Create Issue" page will be displayed, selects the relevant project and issue type. |
| 4 | Issue type – bug (slide 6, 7, 8)  Show the bug report template here. | As a developer, you will concentrate on 3 types: Bug, Task, and Improvement.  When a defect is found, the tester will create a new JIRA ticket type BUG, The status of ticket is “Open”.  The ticket will then be assigned to a developer to analyze.  - If you are assigned to that issue and after analyzing the issue you decide not to fix that issue you can change the status of the ticket to “Resolved” with specific “Resolution” as described later.  - If you decide to fix it, mark it as “In Progress”, while working on the patch for the bug fix.  - When the patch is done, set the issue status to “Patch Ready”. It will be reviewed by Dev Lead. If the patch is OK, lead will set the issue to “Patch Review”.  - When the new build is released with the review patch, you can set the status of the issue to “Resolved” as ”Fixed”. The issue will be reported back to the reporter (tester). Now, the tester will have to verify that the issue is really fixed. If it is fixed, the tester closes it, otherwise he reopens it. |
| 5 | JIRA ticket resolution (slide 9) | - When a ticket is set to “Resolved”, a “Resolution” must be provided. Below are some common resolutions:  + Invalid: means the reported issue is actually not a bug.  + Incomplete: means the information in the report is not enough to continue processing. Ex: Log is corrupted; steps to reproduce are not clear, etc.  + Duplicate: means another similar ticket (same root cause) already exists which has not been fixed yet.  + Won’t fix: means the developer decides not to fix the issue.  + Cannot reproduce: means the issue reproducibility frequency is low and the developer is unable to reproduce it again.  + On Hold: Means the issue takes a long time to analyze, or the developer decides to fix it later.  + In Progress: means the developer is working on the issue.  + Fixed: means when a patch for the bug is ready, and passes review by the Development Lead, the issue will be changed to “Fixed”. |
| 6 | Issue Type – Task (slide 10,11,12) | Now, we will move to task type.  - A Task is ideally a Bug. When a developer finds an issue, she/he will open a Task to track work on it until the issue is resolved or closed.  - Creating a Task is the same as creating a bug. The meaning of Task’s fields is the same as Bug’s (Please see the detail of the Bug’s field in Testers Part). However, while the bug requires many mandatory fields, the only mandatory field for Task is the summary.  - A Task also has the same workflow as a bug.  - A Task sometimes has many sub-tasks. It depends on the task information.  - When creating a task, “Due Date” and “Original Estimate” fields should also be filled in. |
| 7 | Issue Type – Improvement (slide 13, 14)  Ex: Improvement: http://172.31.59.94/jira/browse/HDGHMC-53177 | Now we will go through improvement issue type.  - When an existing feature needs to be improved, we create a ticket type Improvement. We use this ticket to track work on the improvement until it is resolved/closed. Creating improvement type and the meanings of fields are the same as creating a Bug. Ex: Enter HDGHMC-53177 to QS. |
| 8 | Search issues – Quick Search (Slide 15, 16, 17,18,19, 20)  - Show the table | In the next section, you will go through Quick Search, Basic Search, Advanced Search and Issue Filter.  \* JIRA provides Quick Search which goes directly to an issue by typing a valid issue key or running a free-text search  The Quick Search box is located at the top right of any JIRA screen. If we type in the correct ID of an issue, we will jump straight to that issue. Ex: Enter HDGHMC-43335 to QS.  -We can search for any word within the issue we are looking for, provided the word is in summary, description or comments.  \***Ex**: type the string “lost signal” and press Enter, all the issues which contain “lost”, “signal”, or “lost signal” are listed in the search results  - Quick Search also lets users perform “smart” searches with minimal typing. See the following table lists some search terms that Quick Search supports. (Provide examples that are shown on slide page 18 such as my, re: <priority>, r:me ,etc. |
| 9 | (Slide 21, 22, 23, 24, 25, 26).  Show the live workflow.  (See slide 25 for ex.) | - Now you will look at the basic search mode provided by JIRA. You can search for issues across projects, versions and components using a range of filter criteria.  - How to perform a search:  + On the top navigation bar, click the ‘Issues‘ tab then select “Search for issue”. The Issue navigator is displayed. You can search against specified fields and specified text  + First, searching against specified fields. Select fields as criteria. New instant search bar is visible 4 search fields as default including The Project, Issue Type, Status and Assignee fields.  + User can set visible and hide any search fields criterion in More options  + Specify the value for each field — Click the field criterion and tick/enter the desired value in the dropdown. If the desired value is not shown in the list, start typing the name of the value in to filter the list  + Click on the ‘Search’ button to perform the search.  Let see an example: To search for all bugs opened in “HD Graphics – Hx2x (HDG)” project, with “All” status, by user “hoahtk”. Press Enter, the result will show below. Next, searching against specified text:Enter the desired text in the “*Contains text”* text box, for example, search with “lost signal” text. Press Enter the Summary, Description, Comments, Environment fields and all text-based custom fields will be searched |
| 10 | Advanced Search (Slide 27, 28, 29, 30, 31, 32)  Show the live workflow.  <https://confluence.atlassian.com/display/JIRA044/Advanced+Searching>  (Navigate to Advanced Search page then click on “Syntax Help”) | What is an Advanced Search? An advanced search allows you to use complex JQL queries to search for issues. Your search results will be displayed in the [Issue Navigator](https://confluence.atlassian.com/display/JIRA044/Using+the+Issue+Navigator), where you can export them to [MS Excel](https://confluence.atlassian.com/display/JIRA044/Exporting+Search+Results+to+Microsoft+Excel) and [many other formats](https://confluence.atlassian.com/display/JIRA044/Using+the+Issue+Navigator). You can also [save](https://confluence.atlassian.com/pages/viewpage.action?pageId=267257855) and [subscribe to](https://confluence.atlassian.com/display/JIRA044/Receiving+Search+Results+via+Email) your advanced searches if you wish.  - To perform an Advanced Search, click the ‘Issues’ tab on the top navigation bar. This will display the Basic Search bar. Then click on “Advanced” to switch from Basic Search to Advanced Search and vice versa. You will see the ‘Query’ box. You can type your query using the fields, operators and field values or functions.  - After finishing, Click on the ‘Search for issues’ icon to run your query. The search results will be displayed below the query.  Now see this example to search “parental control” issue which belongs to the “HD Graphics – HMC” project and has “Blocker” priority. Type the following JQL queries into the search box. Click the “Search for issues” icon, and see… here is the result.  - You can click on the syntax help icon in the “Query” box for a complete list of supported keywords, operators, fields, and functions.  - In general, a query created using 'Simple Search' will be able to be translated to 'Advanced Search‘, and back again. However, a query created using 'Advanced Search' may not be able to be translated to 'Simple Search‘, particularly if the query contains one of the operators below: OR, NOT, EMPTY, !=, IS, IS NOT, >, >=, <, <=, or the query specifies a field and value that is related to a project. |
| 11 | Switching between Advanced Search and Simple Search  (slide 33) | You can switch from Basic Search to Advanced Search and vice versa.  - On the top navigation bar, click the "Issues" tab. This will display the Search Panel. This is also the Basic Search page. On this Click "Advanced". This will display the "Query" box of Advanced Search.  - The same, on Advanced Search page, click on “Basic” to switch to Basic Search page.  - In general, a query created using 'Basic Search' will be able to be translated to 'Advanced Search‘, and back again. However, a query created using 'Advanced Search' may not be able to be translated to 'Basic Search‘, particularly if the query contains one of below operators: OR, NOT, EMPTY, !=, IS, IS NOT, >, >=, <, <=, or the query specifies a field and value that is related to a project. |
| 12 | Issue Filters (slide 34 – slide 35) – Saved Searches | 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’ or simply 'filter'.  With a filter, you can display the search results in the Issue Navigator, where you can view and export them in various formats. Or you can share the search with colleagues, also add another user’s shared filter as a favorite, or have the search results emailed to you according to your preferred schedule.  - Now you will see how to save your search:  + After doing your search, click the “Save as” button  + The 'Save Filter' page will display. Provide a name for the new filter then select Submit.  + Your new filter will be added as a favorite filter by default upon creation. If you do not wish this filter to be added as a favorite, deselect the star icon. You can add the filter as a favorite after it has been created. |
| 13 | Issue Filters – Sharing a filter (slide 36- slide 37) | Filters that you have created can be shared with other users via user groups, projects and project roles. They can also be shared globally.  To share an existing filter using the Details button   * + Choose Issues > Manage Filters.   + Click the My tab. This tab displays all the filters that have been created by you.   + Locate the filter you wish to share and click on it.   + Click the Details link to the right of the filter's name   + Click Edit permissions to open the Edit Current Filter screen   + Update the Add Shares field by selecting the group, project or project role   + Click Save to save your changes |
| 14 | Issue Filters - Manage Your Filter (Slide 38) | 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.  - On the top navigation bar, click the 'Issues' drop down and select 'Manage Filters' from the list.  - The 'Manage Filters' page will display. From this page, you can perform the functions listed below:  + [Add a filter as a favorite](https://confluence.atlassian.com/pages/viewpage.action?pageId=267257855#SavingSearches%28%27IssueFilters%27%29-favourite_filters).  + [Share a filter](https://confluence.atlassian.com/pages/viewpage.action?pageId=267257855#SavingSearches%28%27IssueFilters%27%29-sharing_filters) that you have created with other users.  + [Search for filters](https://confluence.atlassian.com/pages/viewpage.action?pageId=267257855#SavingSearches%28%27IssueFilters%27%29-finding_filters) that have been created by you or shared with you by other users.  + [Update an existing filter's details](https://confluence.atlassian.com/pages/viewpage.action?pageId=267257855#SavingSearches%28%27IssueFilters%27%29-updating_filter_details) or [edit a filter's search criteria](https://confluence.atlassian.com/pages/viewpage.action?pageId=267257855#SavingSearches%28%27IssueFilters%27%29-editing_filters) for a filter that you have created. |
| 15 | Issue Filters – Running a filter (slide 39) | To run a saved search or filter that has been created. On the navigator bar -> choose Issues > Search for Issues,  Choose any filter from the list on the left:   * Find filters: lets you search for any filter that's been shared, which you can then add it to your Favorite Filters * System filter includes My Open Issues, Reported by Me, Recently Viewed, All Issuesand Favorite Filters * For example you click on Report by Me from the System filter to run the filter |
| 16 | Issue Filter - List View and Detail View (slide 40) | From the search result list or filter you can pick the view that fits your work style, they are List View and Detail View  The list view is the view you are used to seeing; namely, the search results from a filter, a basic search, a quick search, or an advanced search. This provides you with a constant set of search results that you can work from when triaging issues. Since your search results don't change as you are making changes to the list, you maintain the original list you started with.  Detail View: JIRA is optimized to let you quickly navigate lists of issues, switch to a detail view from the basic list view and back again, and take action on those items that need your immediate attention. The detail view lets you view an issue within the context of the filter of which it's a part. This is great when you are triaging issues and you need a bit more context. |
| 17 | Watching an issue – Watch Manually  Need live recording. Show the confirm email, too. | JIRA allows users to watch for a particular issue. All watchers will be notified by email about any updates or comments on that issue.  Open a JIRA ticket that you want to watch then click on the “Start watching this issue” link to become a watcher of the issue.  You can view the watchers list by clicking on the number of watchers.  Click on the “Start watching this issue” link to stop watching the issue. |
| 18 | Watching an issue – Autowatch | A JIRA user who either creates a new issue or comments on an existing issue, will automatically become a [watcher](https://confluence.atlassian.com/display/JIRA/Watching+and+Voting+on+an+Issue) of that issue  If you don't want to automatically become a watcher of an issue you create or comment on, you can disable this feature through your user profile, by choosing **Disabled** for the **Autowatch** option when editing the **Preferences** section of your user profile |
| 19 | 5. Common Actions - Share Issues | How can you do If you need someone else to take a look at a JIRA issue or a list of issues? The share issue feature will satisfy your need.  The Share issues feature provides a way to share a Jira issue (or a list of Jira issues) with someone else. Recipients will be emailed a link to the issue.  And how to share?  While you are viewing any [issue](https://confluence.atlassian.com/display/JIRA/Emailing+an+Issue#EmailinganIssue-sharing) or a list of issues on the [issue navigator](https://confluence.atlassian.com/display/JIRA/Sharing+a+Search+Result), click the **Share** button at the top-right (or type **s**) and specify JIRA users (based on their names or user names) or *any* email address of people you want to share the issue with. Recipients will be emailed a link to the issue (or a list of issues 'shared' via the issue navigator). |
| 20 | 5. Common Actions - Remote Issue Link + Mention Users | The same occurs for the mention action. You can simply mention other JIRA users in an issue's Description or Comment field when creating, editing or commenting on an issue. Any JIRA users mentioned on an issue will receive details about the issue in an email message.  To mention a user, enter AT (@) at the beginning of a JIRA user.  Notice that you require the Browse Users global permission to access the Share button or the 'suggested users' feature when 'mentioning' a user. However, if you know the username of a JIRA user, you can still mention them without this permission. |
| 21 | 5. Common Actions – Inline Editing | You can now directly modify an issue's fields when viewing an issue, without the page needing to reload.  When viewing an issue, simply click on a field's content to begin editing it. Once you've finished editing, simply click on the lower-right tick icon (or in a blank area away from the field you're editing) to save your changes – no page reload required.  For keyboard fans, inline editing provides its own keyboard shortcuts, which means you can avoid having to use a mouse when editing issues. When viewing an issue:  Simply type a comma ',' and then start typing the name of the field you want to edit (using the cursor keys to select the specific field if necessary as shown in the middle-left screenshot)  Press 'Enter' to begin editing the field and type away to edit the field's content  Press 'Enter' again to save your modifications! |
| 22 | Dashboard (slide ) | Now we will take time for the JIRA Dashboard.  - **JIRA Dashboard** is the first screen you see when you log in to JIRA. It can be configured to display many different types of information, depending on your areas of interest.  - If you are anywhere else in JIRA, you can access your JIRA Dashboards view by clicking the '**Dashboards**' link in the top left corner of the JIRA interface.  - The information boxes on the dashboard are called **Gadgets**  - You can easily customize your dashboard by adding more gadgets, dragging the gadgets into different positions, [changing the look](https://confluence.atlassian.com/display/JIRA044/Changing+the+Look+and+Behaviour+of+a+Gadget) of individual gadgets and choosing a different layout  - You can also create more pages for your dashboard, share your pages with other people and choose your favorite pages |
| 23 | Create a Dashboard | - The dashboard that you see when you first start using JIRA is the "default" dashboard that has been [configured](https://confluence.atlassian.com/display/JIRA044/Configuring+the+Default+Dashboard) by your JIRA administrator. You cannot edit the default dashboard; but you can easily create your own dashboard, which you can then customize as you wish.  \* There are 2 ways to create your own dashboard:  - The first way is at the top right of the Dashboard, click the 'Tools' menu.  - Select either 'Create Dashboard' to create a blank dashboard, or 'Copy Dashboard' to create a copy of the dashboard you are currently viewing.  - And the 2nd way is on the top navigation bar, click the “Dashboard” tab, then select “Manage Dashboards”. On the top right of the Manage Dashboard page, select “Create new Dashboard”  - Here you click on “Create New Dashboard”. You name the Dashboard “my dashboard”->Start From Blank dashboard -> Select Favorite -> in ‘Shares’ select Not shared. So only you can see and use this dashboard. You can also share your dashboard with others.  Then click Add.  Now select the “blank dashboard” just created.  - Here you can easily customize your dashboard by adding more gadgets, dragging and dropping to reposition the gadgets, changing the look of individual gadgets, or choosing a different layout. You can also create more pages for your dashboard, share your pages with other people, or choose your favorites pages. |
| 24 | Dashboard – Add gadgets | Now you will see how to add gadgets to the dashboard:  - On your dashboard, click on “add a new gadget” or click on “Add Gadget”. A selection of gadgets will be displayed. You can select a category on the left to restrict the list of gadgets on the right to that category. Then click on the “Add it Now” button beneath your chosen gadget. Click the “Close” button to close the Gadget Directory page and return to your Dashboard.  If the gadget you have selected requires configuration, you will be presented with the gadget's configuration page. Configure appropriately and click '**Save**'. |
| 25 | Dashboard – Drag & Drop, Delete & Change Color  View live | When you already have a gadget, you can move it to a different position on your dashboard by clicking the gadget and dragging it to its new position.  To remove a gadget, move your mouse over the top right corner of the gadget, until a down-arrow appears then click on the down-arrow to display this menu, choose the “Delete” button to delete your gadget.  Additionally, choose one of these colors to change your gadget style. |
| 26 | Dashboard – edit dashboard layout | If you want to edit your dashboard layout, just click on “Edit Layout”. Then choose any of the layouts from the given list. You will see the changes here. Click the “Close” button to close the Edit Layout page and return to your Dashboard.  You also can copy a dashboard, edit your dashboard, share your dashboard with others or delete it. Find dashboards or create a new dashboard by clicking on the “tool” dropdown arrow. In this way you can also view your Dashboard as Wallboard and setup Wallboard Settings  - For example, you can search a dashboard with the name “HOS”, shared with anyone. Click on “Search”. You can see the result here with a HOS-Dashboard.  - You can only edit, share and delete a dashboard that you created. To delete a dashboard, choose one from the left hand side, click on the “Tool” dropdown arrow, then choose “Delete Dashboard”, confirm your action in the dialog box. If you don’t want to delete, hit Cancel, otherwise hit Delete. |
| 27 | Dashboard – Favorite Dashboard | There is also a place for you to manage your favorite dashboards.  On the Dashboards home page, click on the dashboards dropdown arrow and choose manage dashboards.  - You can see your favorites by choosing the “Favorites” tab.  - Add more dashboards to your favorites list. For example you can search for the dashboard HOS. Drag your mouse to the star near the name, click on it to access your favorites list to see the HOS-Dashboard is already added.  - My tab will show all the dashboards that were created by the current logged-in user.  - Popular tab will show all the dashboards that are shared with everyone. |
| 28 | View as Wallboard | If you are tired of viewing the dashboard by scrolling manually, you can view your dashboard as a slideshow by clicking Tools then select View as wallboard.  You can also modify your wallboard settings by selecting Tools -> Setup Wallboard Slideshow.  Select options you want then click Done. Now you can view dashboard in a more interesting way. |
| 29 | Browsing a Project  (Show the picture or the Browsing Project screen) | **The project browser screen:** provides a general overview of your project, with a variety of easily accessible reports for your project's issues, builds and source code reviews, from which you can 'dig down' into further **detail.**  - Here is an example for Project Browsing, on this page you can see the follow information:  + Summary, the summary shows recent activity in your project.  + Issue area shows you a summary of all issues in your project grouped by Status.  + Road Map area shows you all unresolved issues for upcoming versions of your project.  + Change log Shows resolved issues for previous versions of your project.  + Report shows a list of templates for users to easily create a report of a project.  + Versions will showa summary of recent versions  + And Components is the place to summarize all components  + |
| 30 | DAMS Viewer  Detail of a release | One more thing that you need to know about using JIRA is the DAMS Viewer.  - The DAMS Viewer provides users with some useful facilities to learn about projects such as their releases and fixes, comparing the fixes between releases, attaching logs to an issue, the RP list, the Plug-in Manager, etc.  - To open the DAMS Viewer, on the top navigator bar, click the “BETA DAMS Viewer” tab. The DAMS Viewer opens with the current project’s releases listed on the left panel.  - To change the project, click on the “Projects” drop down list arrow, then select the project that you want. Now, look at the information on the left panel: the releases list is updated according to the new project.  - To view the information of a release, double click on it. You will see the fixes in detail of the release displayed on the right panel. |
| 31 | DAMS Viewer – View tags of a release | To manage the tags of a Build Release ticket, right click on a platform of a build, select Tag Info, select Build Tags tab, and click on “Get Tag List”. You now see the list of all tags belonging to the Build that is displayed.  - If the tags of the release have been updated, select “Force Recompute of Tag List” |
| 32 | DAMS Viewer – Fixes between two releases | To compare the fixes between two releases: select 2 releases then right-click on one of them and then select “Accumulate Info”. The comparison results are displayed on the right hand side of the screen, here it is. |
| 33 | DAMS Viewer – RP List | JIRA also provides a list of shared filters or queries for users to utilize.  - On the navigator bar, click the “RP List”. You will see the RP list screen with lots of shared filters/ queries displayed.  - Select a filter you want to execute then click the “Go” button. This action will display the filter results with the issues’ keys and descriptions. |
| 34 | DAMS View – Get Logs (slide 67) | We can attach logs from the STB to an issue by using the “Get Logs” facility.  - To attach logs, click on “Get Logs” then enter the “Log key” that was created when getting logs from the STB, and enter the “Issue To Attach” (the issue ID), then click on the “OK” button. The logs will be attached to the issue in a while. |
| 35 | Attaching logs (slide 68) | When creating an issue, usually a Bug, the reporter must provide the log from the STB. There are several ways to provide the logs:  - Getter utility that was discussed before captures the logs and stores them on the ftp server, then emails the link to the logs to the tester.  - User with internet connection can use SENDREPORT search and users without internet connection can use WRITEREPORT to capture the STB logs on an USB key. These keywords can be searched using Menu/Search & Browse/ Smart Search on your STB. |
| 36 | Attaching logs with SENDREPOT (Slide 69) | - When an user with an internet connection performs the “SENDREPORT” keyword search, the logs stored in the STB will be sent to the DIRECTV server. A “Log Key” will also be generated  - To attach the log to JIRA, you can use “Get Logs” in the JIRA DAMS Viewer. |
| 37 | Attaching logs with WRITEREPOT (Slide 70) | The SENDREPORT in a keyword search requires an internet connection from the STB to the DIRECTV server. What if we have problems with the connection? (wait 3 seconds) We can download the log from the STB to an USB by performing WRITEREPORT in a keyword search, then attach the log file to JIRA |
| 38 | End (Slide 71) | All of the above are basic workflow for a developer in JIRA.  Thanks for joining the course and hope you’re happy working with JIRA. |

Created by ThanhD