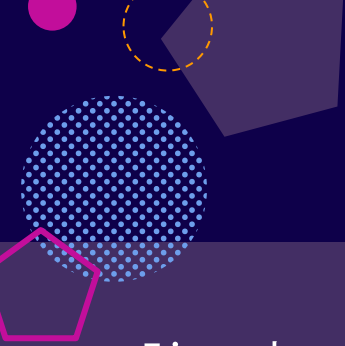


The background is a dark purple gradient. It features a large, solid dark blue circle in the center. Surrounding this central circle are various geometric shapes and patterns: a pink circle with diagonal stripes on the left, a blue circle with diagonal stripes on the right, a pink circle with a dot pattern at the bottom left, a yellow zigzag line on the far left, a yellow triangle at the bottom center, a pink pentagon at the bottom right, a yellow triangle with vertical stripes on the right, a pink triangle with dashed lines on the right, a yellow triangle with dashed lines at the top left, a blue circle with dashed lines at the top right, and a pink circle with dashed lines at the bottom center. The word "Jira" is written in a white, serif font, centered within the large dark blue circle.

Jira

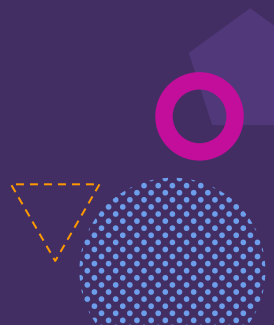
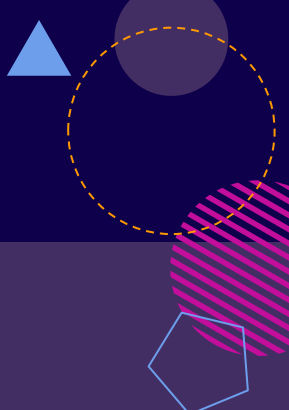
When to attach vs reference



Why is it important to know the different
status and projects in Jira?



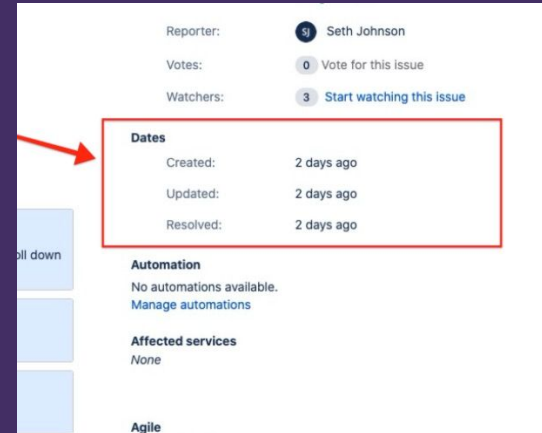
Jira has statuses and projects to help us find what we need. As well we can attach or reference to help our next level of support resolve the issue and resolving the issue in general faster for the user.





Projects and Creation date


 CNVS-52301

Old



Reporter:  Seth Johnson

Votes:  0 Vote for this issue

Watchers:  3 Start watching this issue

Dates

Created: 2 days ago

Updated: 2 days ago

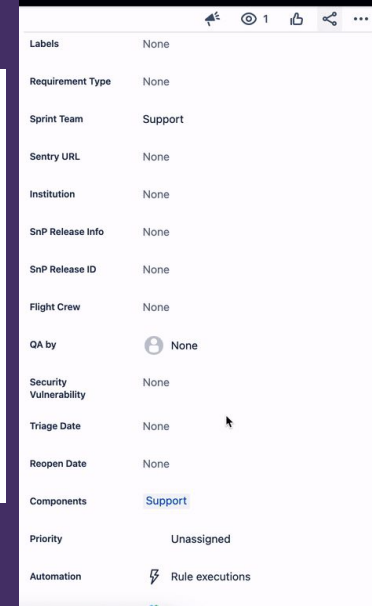
Resolved: 2 days ago

Automation
No automations available.
[Manage automations](#)

Affected services
None

Agile

New



Labels: None

Requirement Type: None

Sprint Team: Support


Sentry URL: None

Institution: None

SnP Release Info: None

SnP Release ID: None

Flight Crew: None

QA by:  None


Security Vulnerability: None

Triage Date: None

Reopen Date: None

Components: [Support](#)

Priority: Unassigned

Automation:  Rule executions

Projects are the type of Jira it is, it will show before the number of the Jira. Some common project types you will see are Canvas (CNVS), Quizzes.Next(QUIZ), Mobile(MBL) and Quizzes.Old (QO)

Depending your view of Jira will depend on where you see the creation date. If it is the new version of Jira it will show at the bottom right of everything and be called “created”

If it is the old version it will show at the right side and show on the top right.

If it's a Support Week...



Do NOT link cases to Support Week JIRAs, unless otherwise specified. Read through the JIRA - if it says it's happening for Karen Smith at Weber State, do not link your case for Billy Jones at UMD. If it says it's happening for multiple institutions, and you see multiple cases linked to it, then you can link your case to it.

Check to make sure the parameters fit what you're seeing (user, institution, etc); if not, ask an L2 if it's ok to attach your ticket. In most cases, you'll need to escalate your ticket with a reference to this JIRA.



If it's a Bug....



Status -

Projects /  Canvas /  CNVS-40280

If it's Open, go ahead and attach your ticket.

If it's Closed, if was resolved as "Shelved", but the issue is still happening, escalate to L2. If it's "Won't Fix", "Declined" or "Canceled", read the JIRA comments for more info on why. If there is no explanation and it still seems like a bug, you can escalate your ticket with a reference to that JIRA.

Open ▾

Closed ▾

✓ Shelved

Closed ▾

✓ Won't Do

Closed ▾

✓ Declined

If it's a Bug....(continued)



If it's closed as "Done"

Labels - Watch for the "deployed" tags; if there are none, attach your ticket. If it is deployed-beta but not deployed_production, attach your ticket. If it has both and you're seeing the issue again, escalate your ticket with a reference to this JIRA.

Labels

deployed-beta

Labels

cases_closed deployed-beta
deployed-production hotfix_queued
hotfix_requested warmfix_queued

Activity



When was this JIRA created? -

<https://instructure.atlassian.net/browse/LS-1636>

Who created this JIRA? -

<https://instructure.atlassian.net/browse/LS-2049>

What is the workaround for this JIRA? -

<https://instructure.atlassian.net/browse/QUIZ-7526>

In which version of the app was this JIRA deployed? -

<https://instructure.atlassian.net/browse/MBL-15253>

When was this JIRA shelved and why? -

<https://instructure.atlassian.net/browse/Q0-92>

Conclusion



- if it's deployed-beta, you can let the user know that
- DO NOT ATTACH CASES TO “EPIC” TYPE JIRAS - they will never be updated/closed
- It's okay to still use Quizzes.old Jiras
- If you are ever in doubt, talk to an L2, or hop in #ask-a-canvas-expert

“

Questions?