**Ideapoke Technologies Pvt. Ltd.**



**JIRA**

**TOOL EXPLANATION DOCUMENT**

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11. **INTRODUCTION**

## **1.1. Purpose of the Document:**

The purpose of the document is to explain about Jira tool, how to raise and track the issues in Jira, how to create a bug report and some other additional features which will be helpful for bug tracking

## **ABOUT JIRA?**

Jira is a

* + Project management tool used for Issue/bug tracking for agile software and business teams
  + Planning, tracking, and managing tool used for software development projects
  + The word Jira is inherited from the Japanese word “Gojira” meaning “Godzilla”
  + It is a licensed tool but has few days of trail usage
  + It is developed by Australian company called “Atlassian “
  + Only Jira Admin has full customization access in Jira tool.

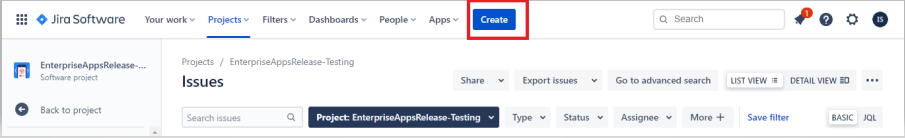
1. **JIRA WORKFLOW**
   * Tester finds the bug
   * Status assigned to bug-TO DO
   * Developer needs to analyze the bug.
   * After proper bug analysis, now developer needs to check whether the bug is in scope. If it is not a part of the current release or requires time to fix it or any other reason, then for such bugs developer needs to change the status-ON HOLD. Mention the reason in comments mandatorily.
   * If bug is in scope, now the developer starts fixing the code. During this stage, change the bug status-IN PROGRESS.
   * Once the code is fixed. Developer needs to change the bug status-IN REVIEW.
   * Next the tester will re-test the bug. In case, the Test Case passes-bug status is changed-DONE. If the test case fails again, the bug is RE-OPENED
   * During the second upgrade release if the same bug is re-surfaced. In such cases, a DONE bug will be RE-OPENED.

## **HOW TO RAISE ISSUE IN JIRA**

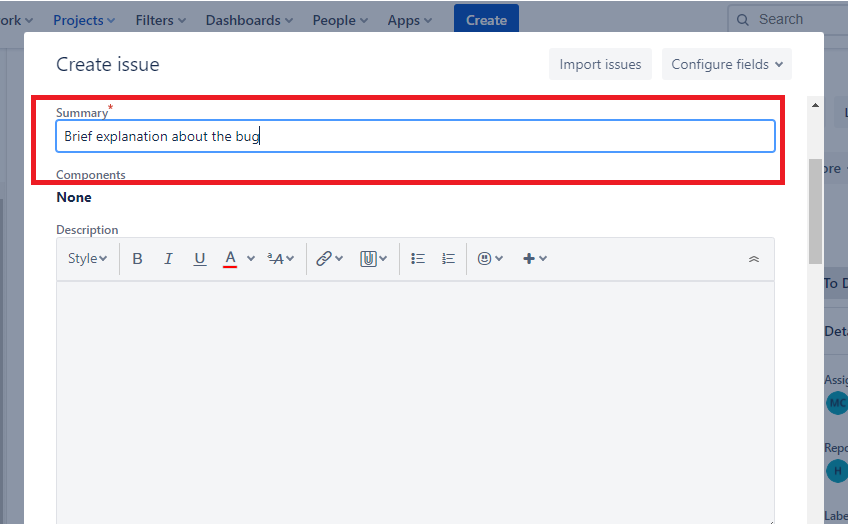
While testing the application if user found any issue the

**Step 1:** Open Jira (link: <https://ideapoke.atlassian.net/jira/software/c/projects/EART/issues>)

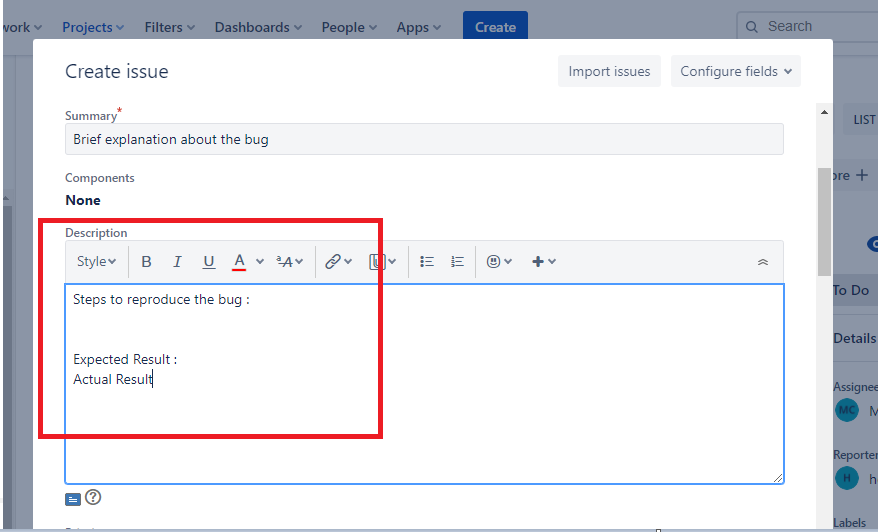
**Step 2:** Click on create



**Step 3:** Enter brief explanation about the bug in summary field



**Step 4:** In Description field enter steps to reproduce the bug, what is the issue you are getting and what is the expectation



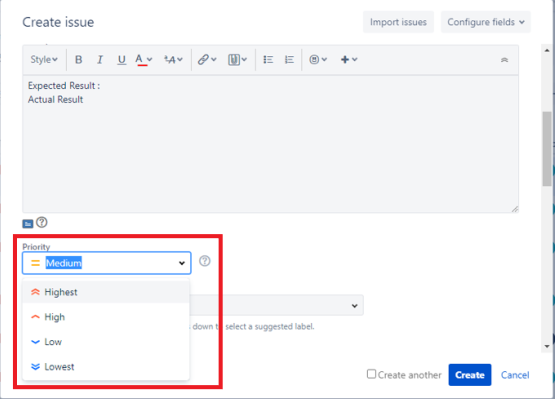
**Step 5:** Need to classify the defect based on priority > defect priority needs to be decided by the tester

If the defect must be fixed on a very urgent basis or it is blocking to test the application, then it must be set to the **Highest**

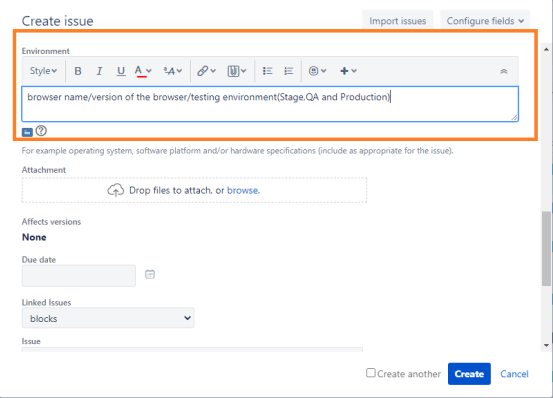
If the defect is not blocking the application but without fixing it, we cannot release to production bcz that will affect to end user, in that case we can set it to **High**

If it is a UI Issue which is not visible to user immediately after opening the application that kind of issue can be set to **Medium** priority

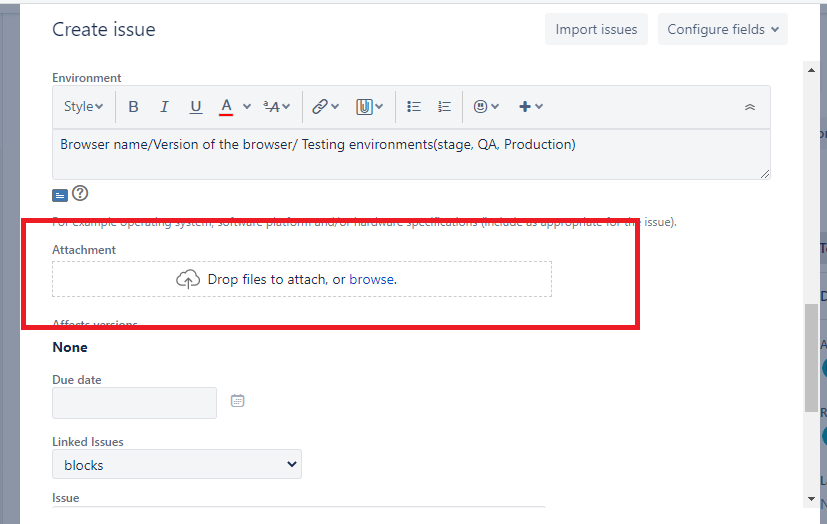
If there are any alignment issues in analyst screen, then we can set it to **Low/Lowest** priority



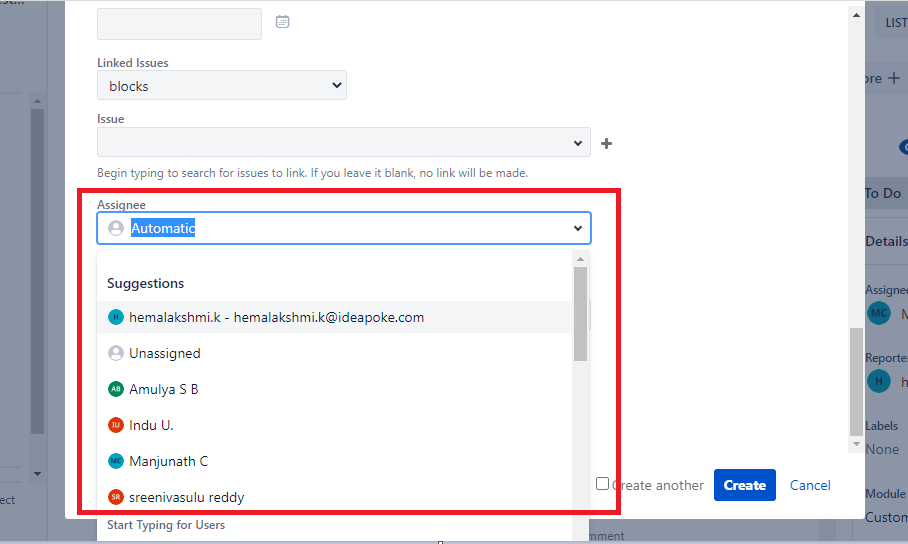
**Step 6:** In Environment field > need to mention in which browser that issue is occurring or in which version of browser issue is occurring or in which environment(stage/QA/production) the issue is occurring > depends on the situation



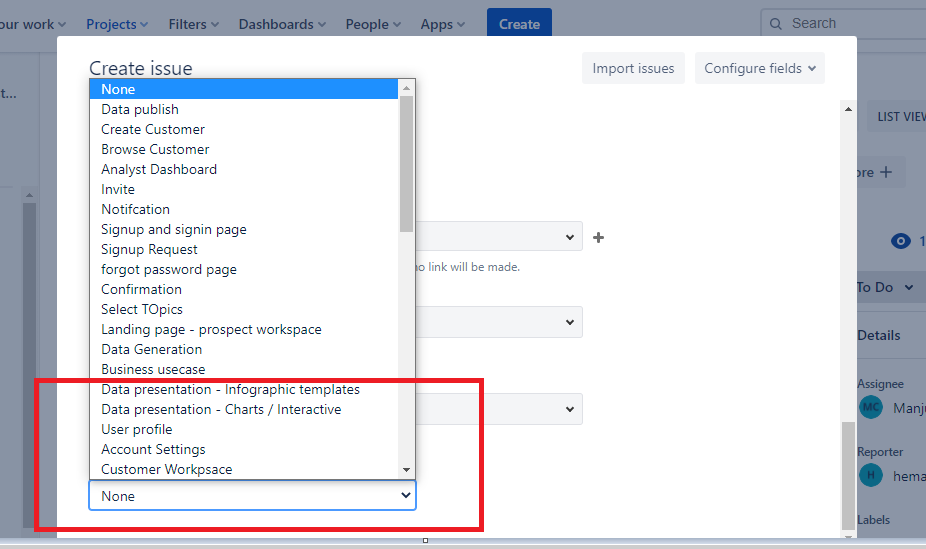
**Step 7:** In attachment field > we can paste the screenshot of the page where the issue exists or if it is a critical scenario where you cannot explain with image in that case you can record a video and can be uploaded here



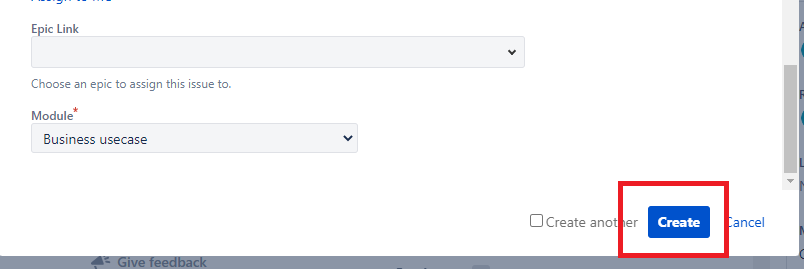
**Step 8:** In the Assignee field you can browse the developer's name to whom you want to raise the issue



**Step 9:** In the module field you can browse the module which you are testing



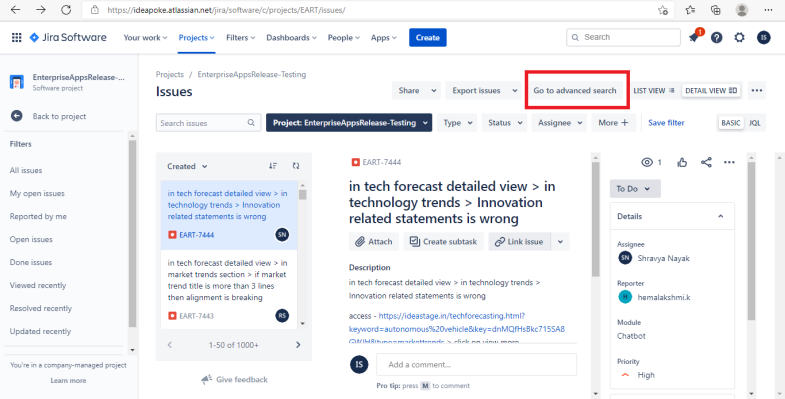
**Step 10:** click on create

]

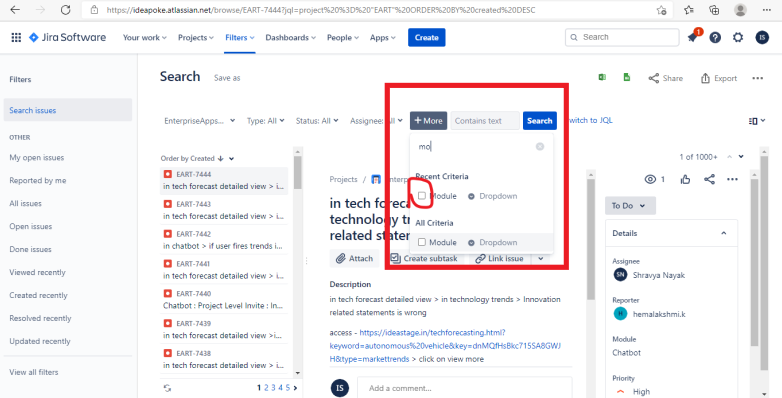
1. **EXPORTING ISSUES TO EXCEL**

**Step 1:** Open [jira](https://ideapoke.atlassian.net/jira/software/c/projects/EART/issues)

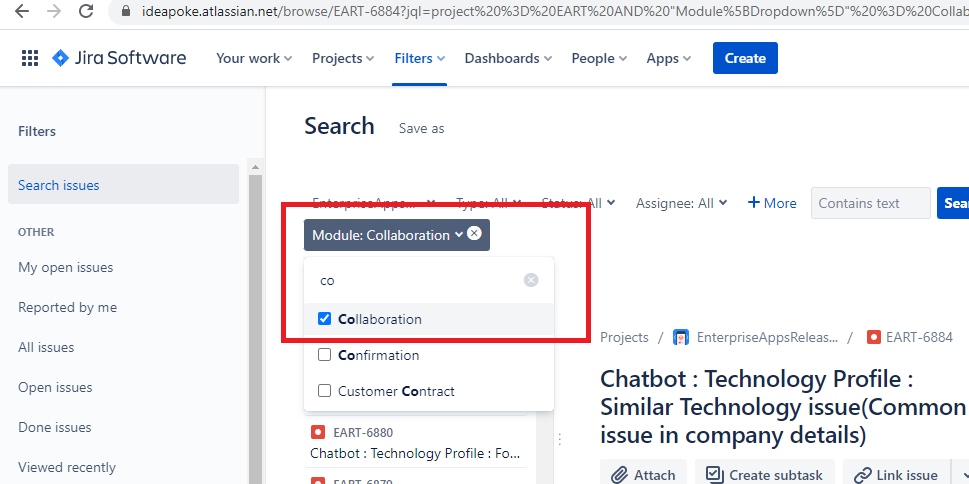
**Step 2:** Click on Go to advanced search



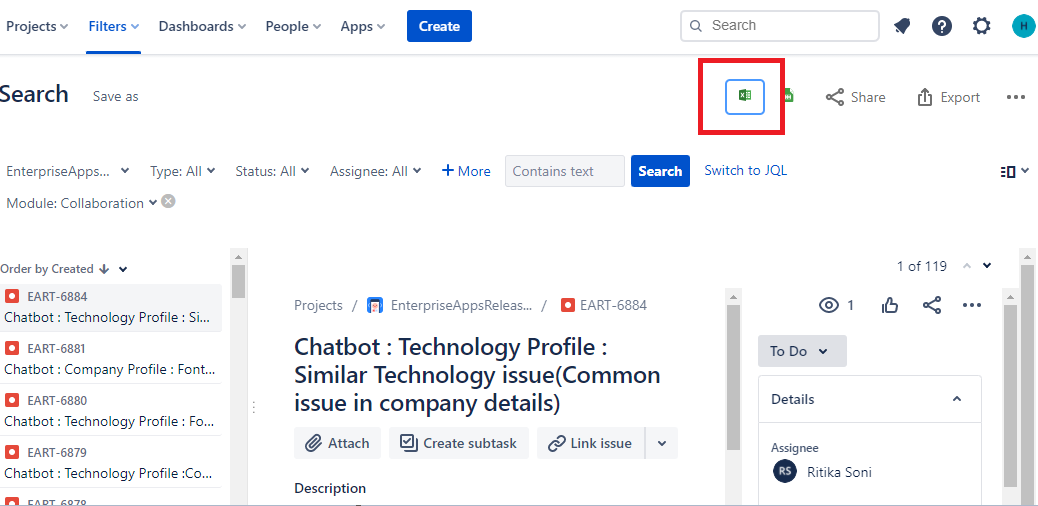
**Step 3:** Click on +More and search by Module and select module check box



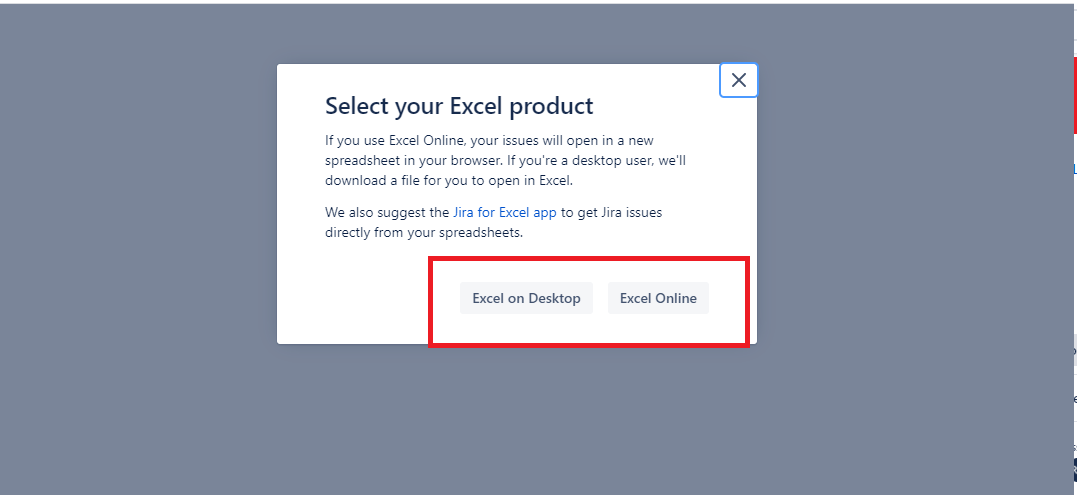
**Step 4:** In module filter > search by module name for which you want to filter the issues and select that module check box



**Step 5:** Click on excel icon

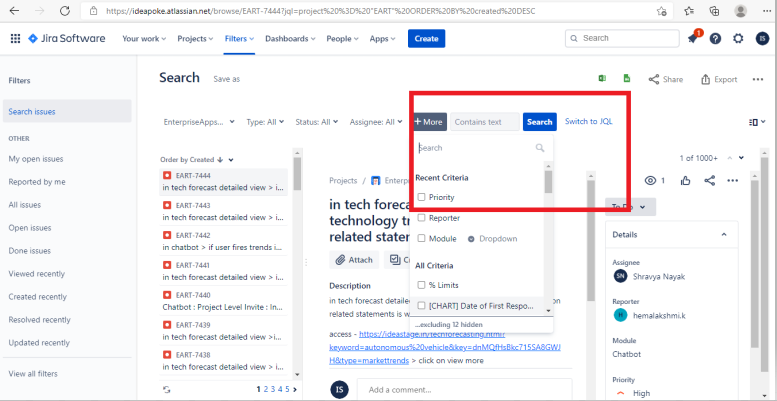


**Step 6:** Click on Excel on desktop to download or click on Excel online to open excel in share point (based on need you can perform the action) and you can share with higher hierarchy

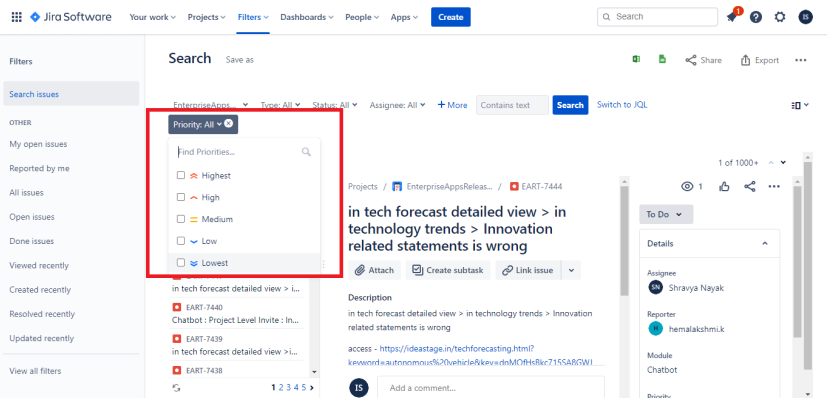


1. **FILTER ISSUES BASED ON PRIORITY**

**Step 1:** Click on +More and browse by Priority and select priority check box

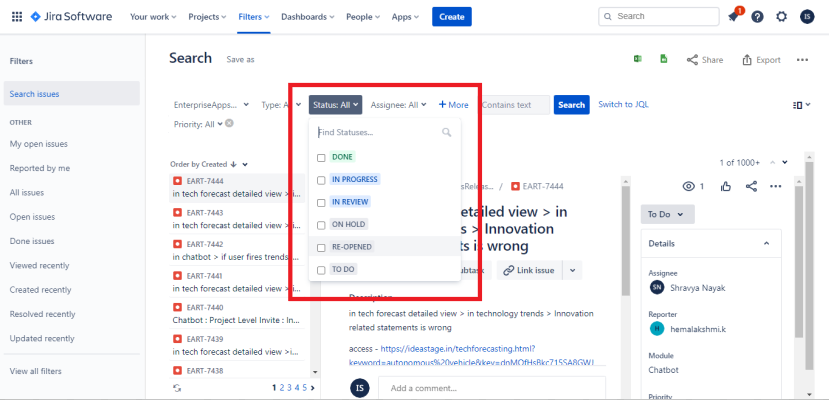


**Step 2:** click on priority -> and select the text boxes based on your need



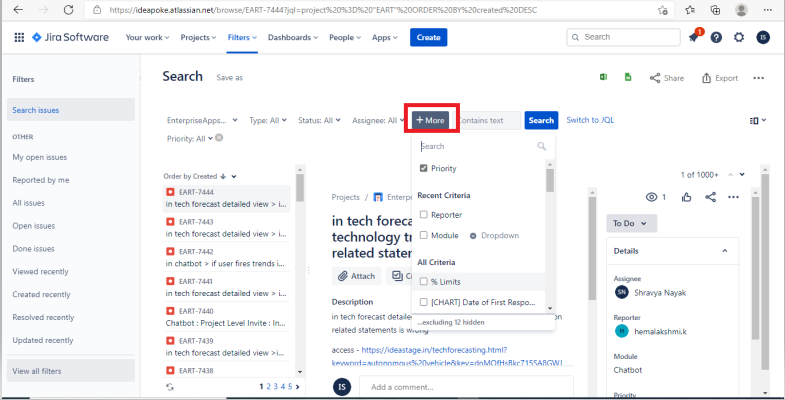
1. **FILTERING ISSUES BASED ON ISSUE STATUS**

From status field you can filter all opened, re-opened, closed, on hold issues

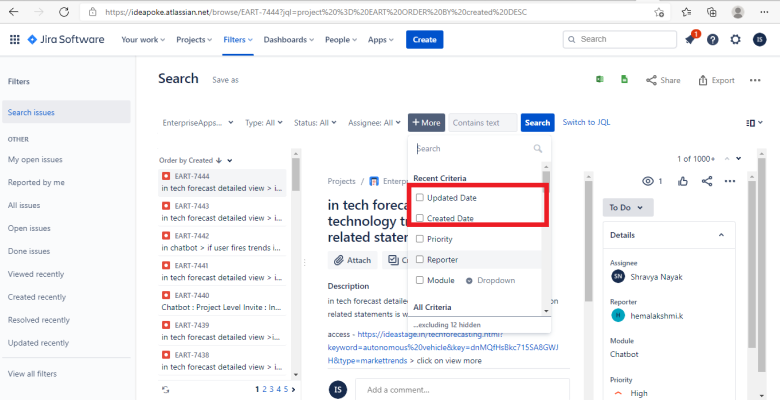


1. **FILTERING ISSUES BASED ON DATES**

**Step 1:** click on +More

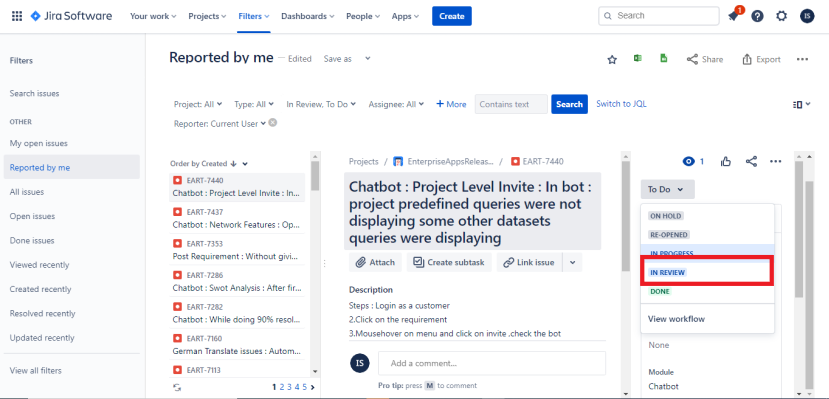


**Step 2:** Select Updated date or created date option > with those option you can filter issues based on dates



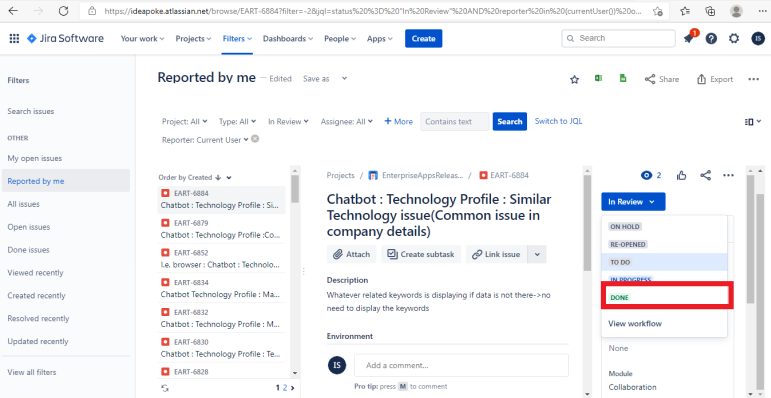
1. **STEPS TO CLOSE OR REOPEN THE ISSUE**

**Step 1:** Assigned Developer need to fix the issue and to change the status to **In Review** in Jira

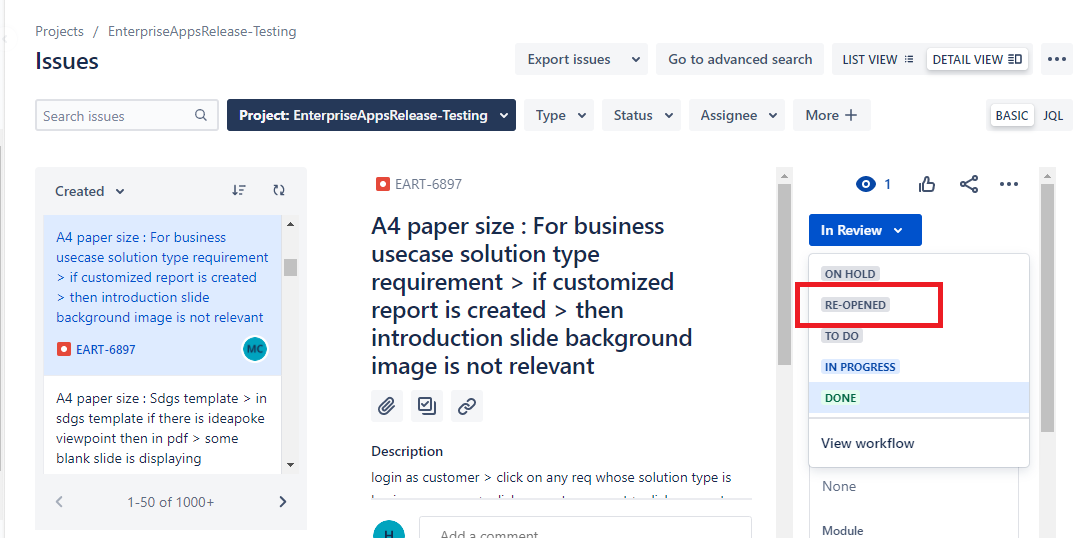


**Step 2:** Tester need to do the regression testing of the issue

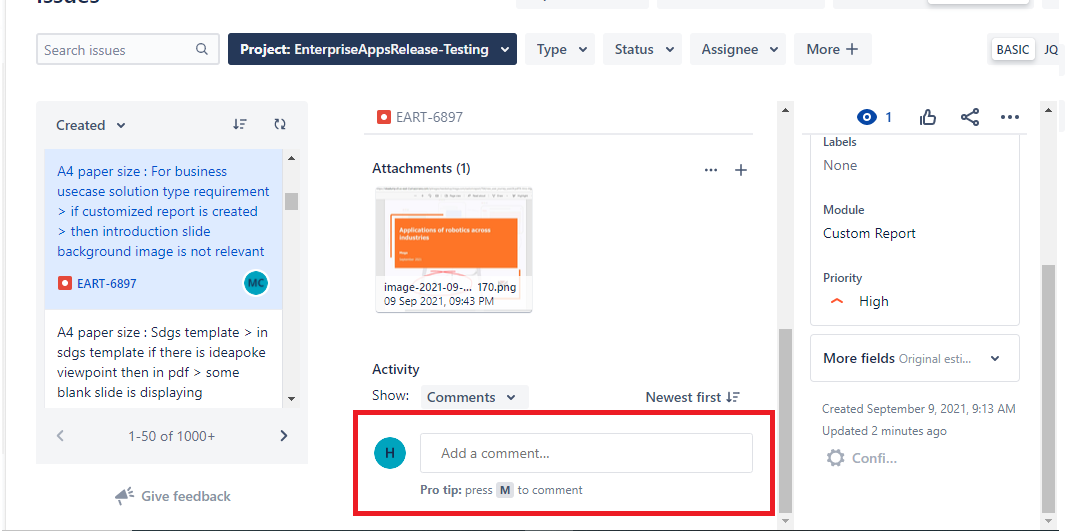
**Step 3:** If issue is fixed, Tester need to change the status to **Done**



**Step 4:** If Issue is not fixed, then tester need to select **Reopened** status



**Step 5:** While reopening the issue tester needs to comment the reason for reopening the issue using add comment feature

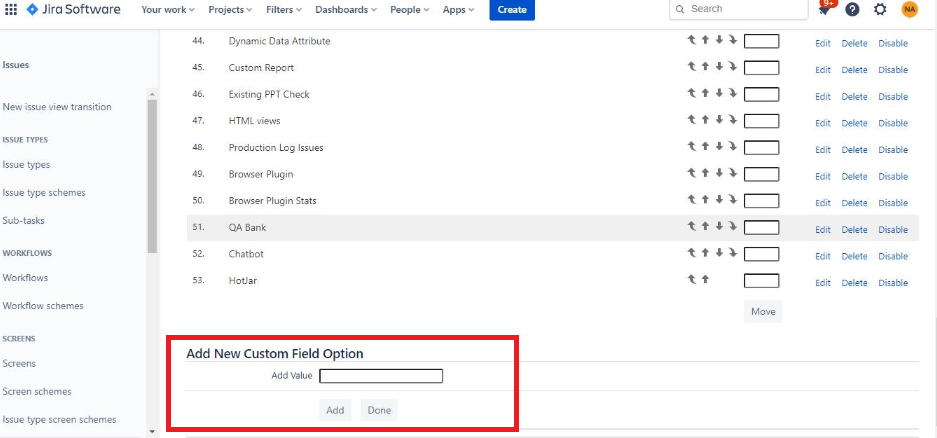


1. **HOW TO CREATE NEW MODULE IN JIRA**

**Step 1:** Login as Jira Admin

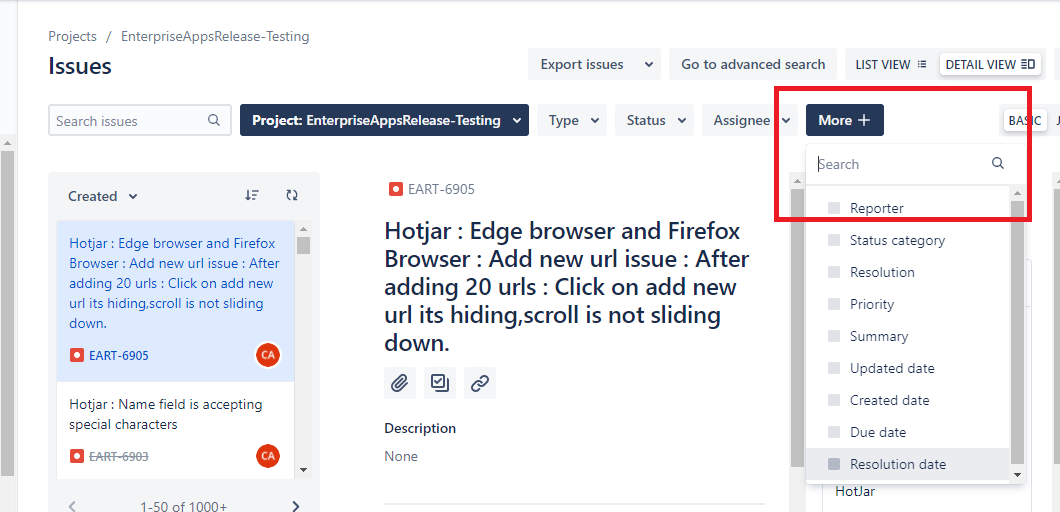
**Step 2:** Access this link -> [Add Module](https://ideapoke.atlassian.net/secure/admin/EditCustomFieldOptions!default.jspa?atl_token=1e0dfb39-fe2b-4d1a-8e40-e0d59d185580_6cfaf86f0c3c440c469aa31bffad6a4592cf6018_lin&fieldConfigSchemeId=10136&fieldConfigId=10136&customFieldId=10031&returnUrl=ConfigureCustomField!default.jspa%3FcustomFieldId%3D10031)

**Step 3:** Enter a module name and click on save

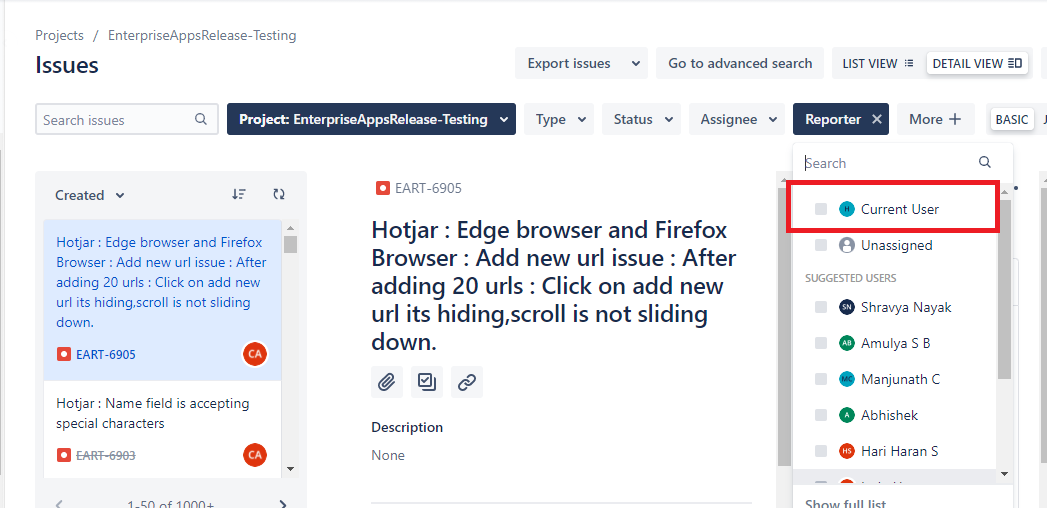


1. **PERFORMING BULK OPERATION OF THE ISSUES TO CHANGE MODULE**

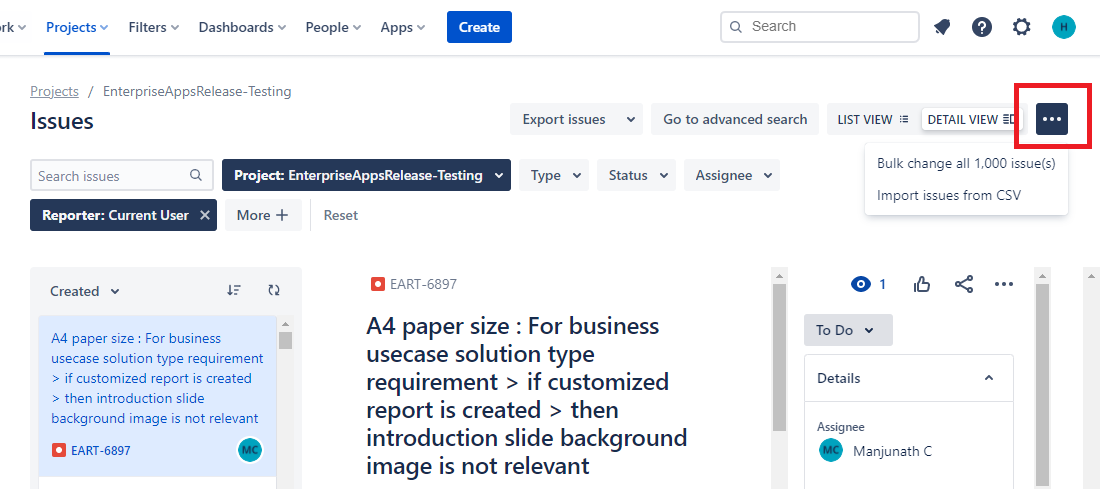
**Step 1:** Click on More option and select Reporter



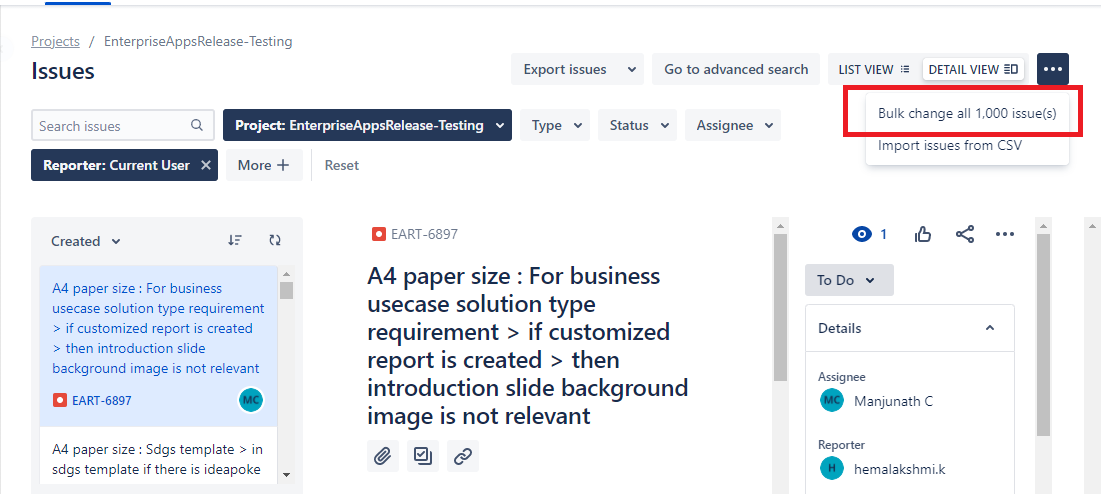
**Step 2:** In Reporter, select Current user check box



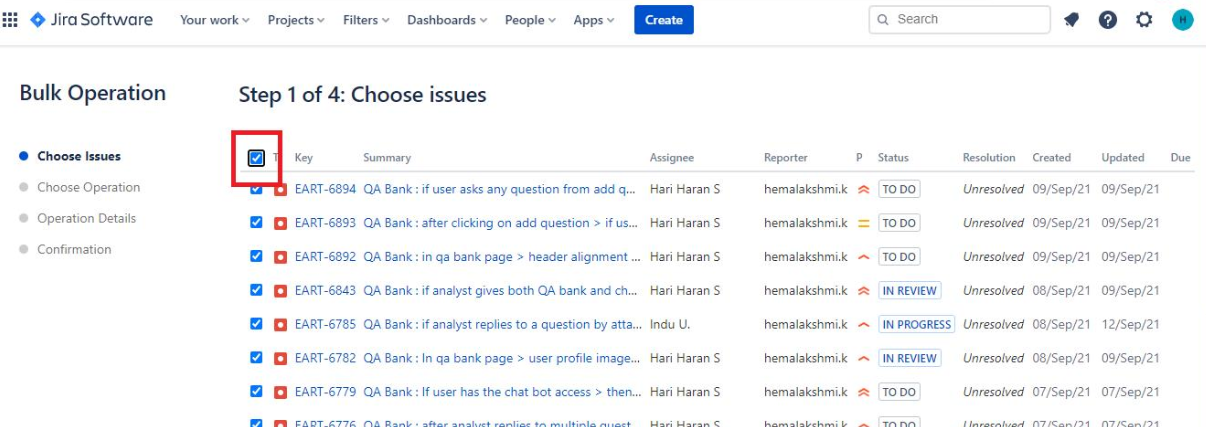
**Step 3:** Click 3 dots at top right corner



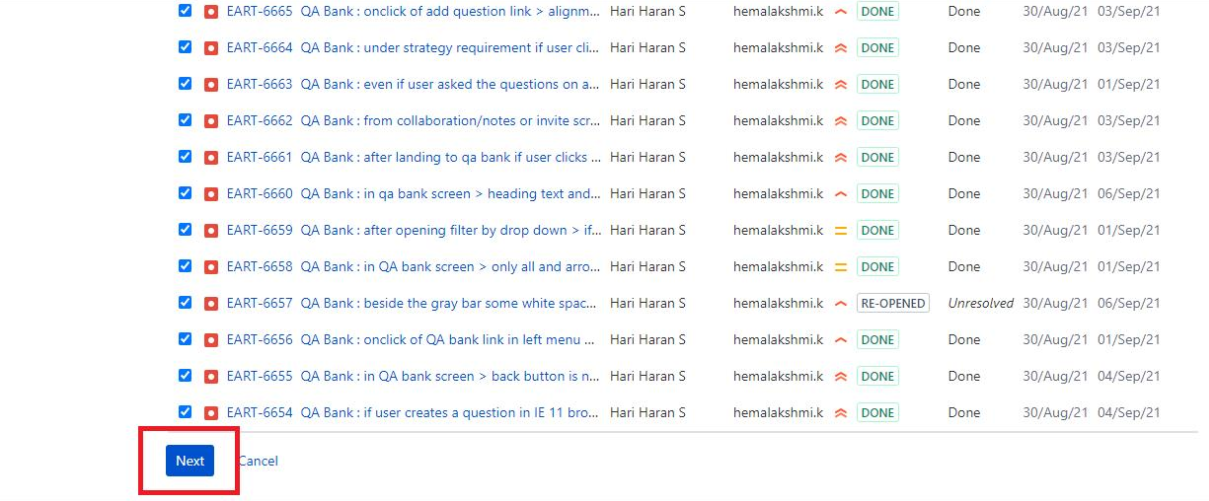
**Step 4:** Click on Bulk change link



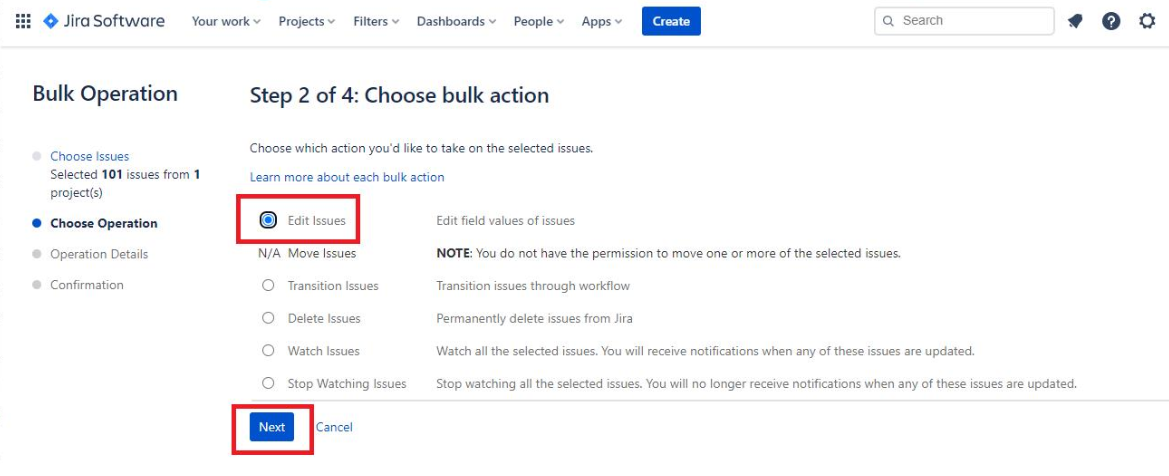
**Step 5:** Select the check box which selects all the issues



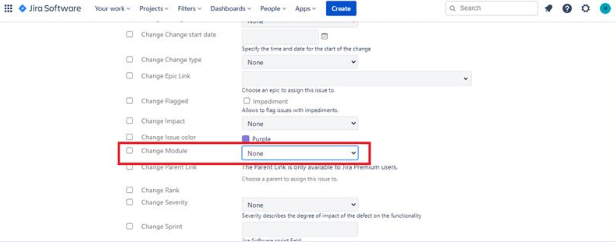
**Step 6:** Click on Next button



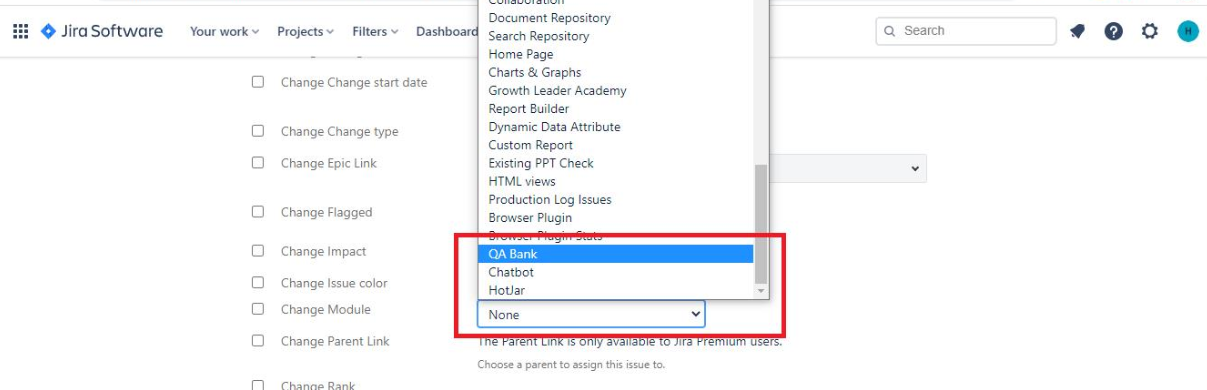
**Step 7:** Select edit issue radio button and click Next



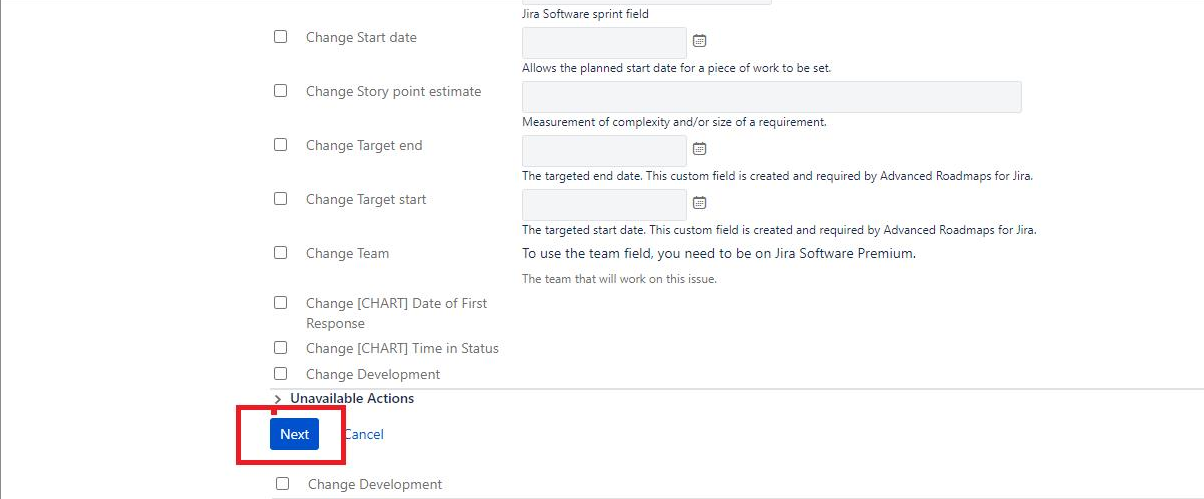
**Step 8:** Click on Change Module



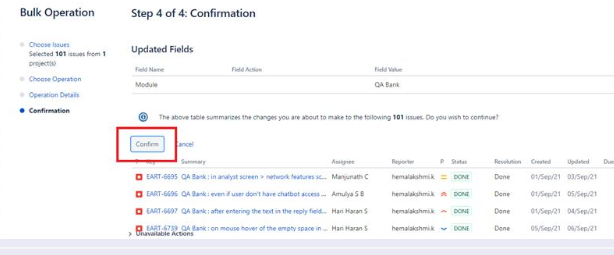
**Step 9:** Select the module name to which you wanted to move all the issues



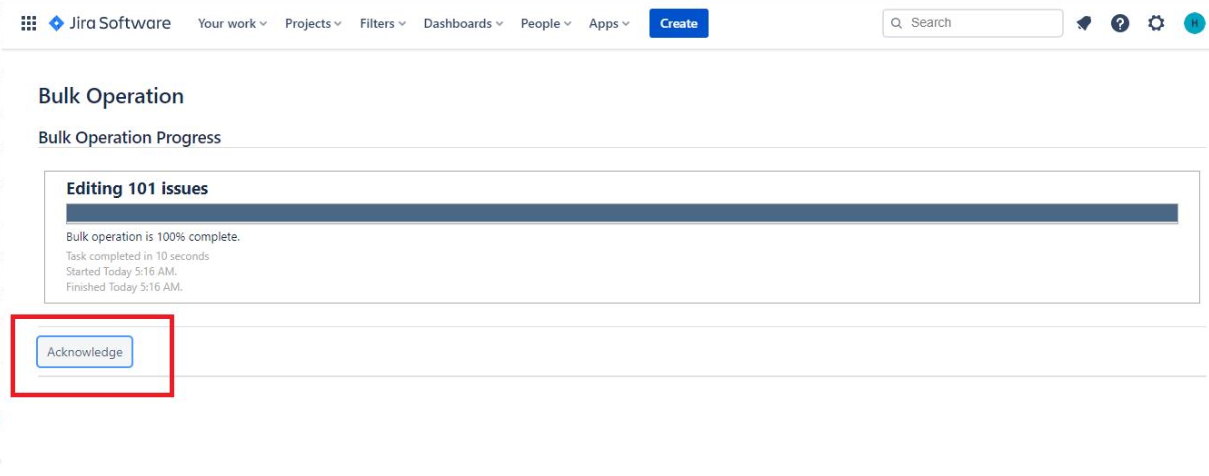
**Step 10:** Click on Next



**Step 11:** Click on confirm



**Step 12:** Click on Acknowledge



Now all the selected issues will be moved from one module to another module