

AccuRev Support Jira Database

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Overview:

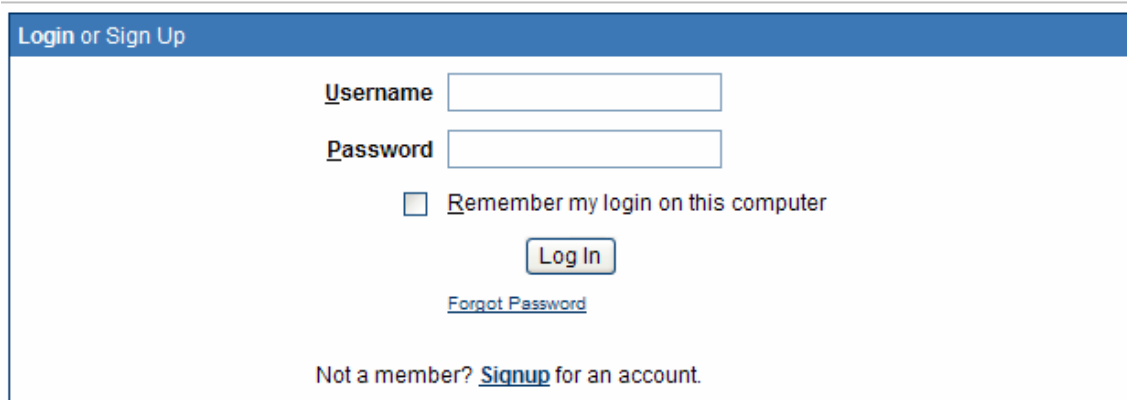
AccuRev has implemented a web based support case tracking system. This system will allow you to submit, modify and view all your issues via the web. You will no longer need to submit an email to support@accurev.com when submitting issues that are not license related. When an issue is submitted, modified or closed, you will receive an email notification of each event. Please do not respond to these emails. All correspondence will be recorded within the tool itself.

Logon Procedure

1. To connect to our database, go to the following URL:

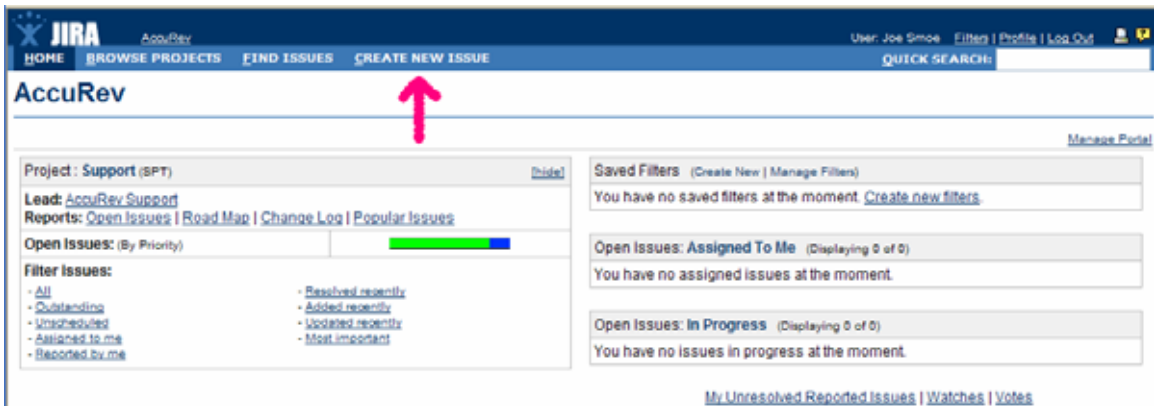
<http://support.accurev.com>

2. Enter the username and password you received via email.



Creating Issues

1. To create a new issue, click on the “Create New Issue” button.



2. Accept the defaults and click on the “Next” button.

JIRA AccuRev User: Joe Smoe Filters Profile Log Out
HOME BROWSE PROJECTS FIND ISSUES **CREATE NEW ISSUE** QUICK SEARCH:

Create Issue

Step 1 of 2: Choose the project and issue type...

* Project:

* Issue Type:

3. Fill out the following fields and then click on “Create”:

Priority – 1 being the highest, 4 being the lowest.

Release – Which version of AccuRev are you using?

Product – Are you having a problem on AccuRev or AccuWork?

Server OS – What operating system is your server running?

Summary – Brief one line description of your problem.

Description – A detailed description of the problem you have encountered.

Security Level – The name of your company.

Attachment – If you need to include an attachment, here is how you will submit with the case.

Create Issue

Step 2 of 2: Enter the details of the issue...

Project: Support

Issue Type:

Priority:

Assignee: [Assign to me](#)

* Release:
You must choose a release to proceed

* Product:

* Server OS:

* Reporter:
Start typing to get a list of possible matches.

* Summary:
Should you encounter a production stopping issue affecting multiple users, please use the word "urgent" in the summary.

* Description:
Full details of the problem.

* Security Level:
You must select your company from the drop down menu. This will allow you to view issues submitted by other users in your company.

Attachment:
The maximum file upload size is 10.00 Mb. Please zip files larger than this.

4. You will now have created a new case and will receive an email indicating so.

The screenshot shows the JIRA interface for a new issue. The header includes the JIRA logo, the project name 'AccuRev', and navigation links like 'HOME', 'BROWSE PROJECT', 'FIND ISSUES', and 'CREATE NEW ISSUE'. The user 'Joe Smoe' is logged in. The issue details on the left include: Key: SPT-39, Type: Case, Status: New, Priority: P3, Assignee: AccuRev Support, Reporter: Joe Smoe, Votes: 0, and Watchers: 0. The main content area shows the issue title 'How do I submit a new issue into AccuRevs new tracking database?', creation and update times, and a security level of 'Base Security'. A table lists system properties: Release (4.0.1), Product (AccuRev), Server OS (Linux), and Client OS (Windows 2000). The description field contains the text: 'This is my first time submitting a case into AccuRevs new support database. So I will need some help at first.' Below the description are tabs for 'All', 'Comments', and 'Change History', with a 'Sort Order' dropdown. The bottom of the page indicates 'There are no comments yet on this issue.'

Generated Email:

[JIRA] Created: (SPT-39) How do I submit a new issue into AccuRevs new tracking database?

● Joe Smoe (JIRA) [jstanley@accurev.com]

To: accurevsupport@accurev.com

How do I submit a new issue into AccuRevs new tracking database?

Key: SPT-39
URL: <http://cowboys:8080/browse/SPT-39>
Project: Support
Type: Case
Security: Base Security (Base security)
Reporter: Joe Smoe
Assigned to: AccuRev Support

This is my first time submitting a case into AccuRevs new support database. So I will need some help at first.

--

Note:

Please do not reply to this email. To update this issue, please click on the URL above.

Updating Issues

1. To update an issue, you will click on the “Customer Update” button.

The screenshot shows the JIRA interface for an issue titled "How do I submit a new issue into AccuRevs new tracking database?". The issue is of type "Case", status "New", and priority "P3". The assignee is "AccuRev Support" and the reporter is "Joe Smoe". The "Available Workflow Actions" section on the left has a pink arrow pointing to the "Customer Update" button. Other actions include "Attach file to this issue", "Attach screenshot to this issue", "Clone this issue", and "Comment on this issue". The "Description" field contains the text: "This is my first time submitting a case into AccuRevs new support database. So I will need some help at first." Below the description are tabs for "All", "Comments", and "Change History", and a "Sort Order" dropdown. The "All" tab is selected, showing "There are no comments yet on this issue."

If you need to send an attachment, it is done through this mechanism. If you are just responding with text, please enter in the “Comment” field and click on the “Customer Update” button. Underneath the comment box you will see a field Viewable By with a default value of All Users. Please do not change this value. This will not expose your issue and updates to the entire AccuRev customer base. Updates will only be available to members of your company and AccuRev support. If this field is changed AccuRev support will not be able to see your updates nor will we receive a notification that the status of the issue has changed.

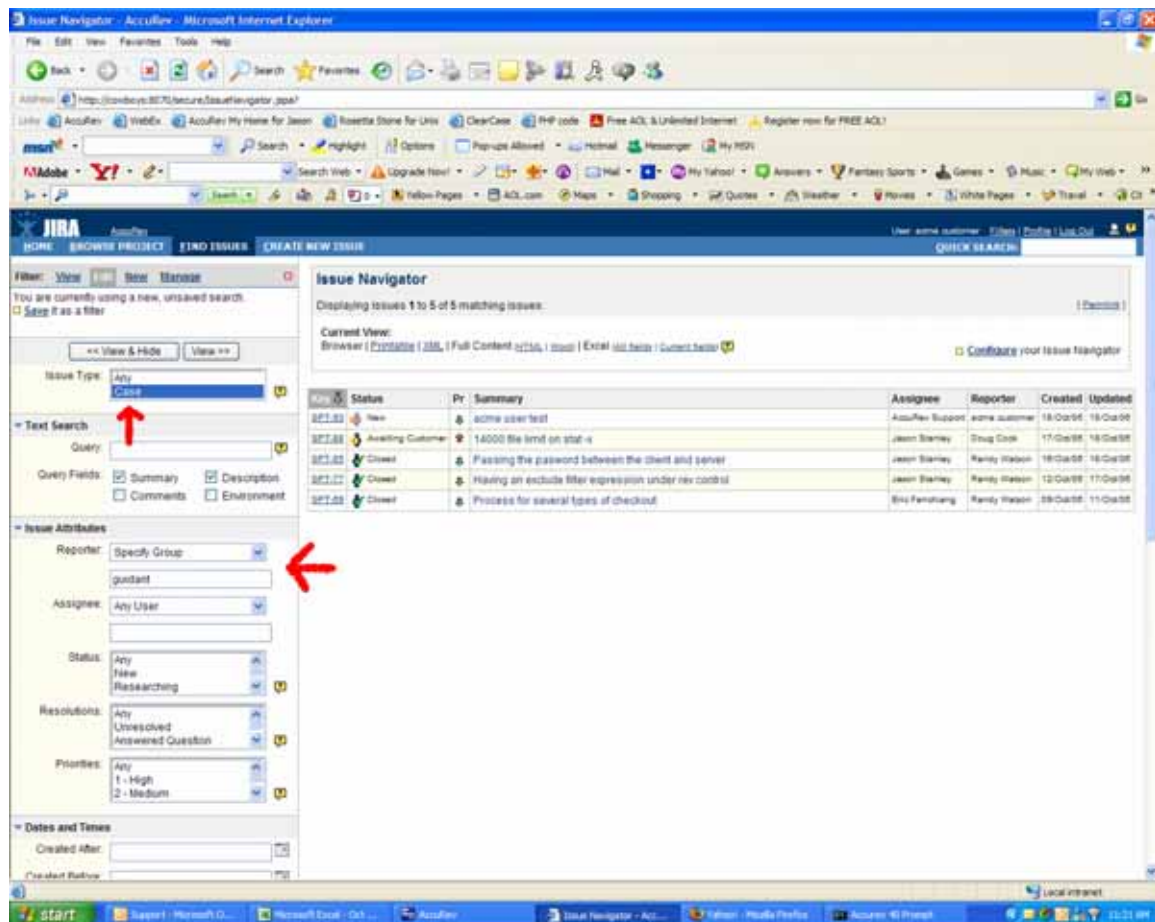
The screenshot shows the "Customer Update" dialog box in JIRA. It features an "Attachment" field with a "Browse" button and a note: "The maximum file upload size is 10.00 Mb. Please zip files larger than this." Below this is a "Comment" field with the placeholder text "Any update to this issue?". At the bottom left, there is a "Viewable By" dropdown menu currently set to "All Users". At the bottom right, there are two buttons: "Customer Update" and "Cancel".

Viewing all issues submitted by your company

If you have multiple users from the same company that submit cases through our Jira tool and you wish to view all issues, you can perform the following.

Please see the screenshot below for reference.

1. Click on Find Issues
2. Select "Case" in the Issue Type field.
3. Select "Specify Group" in the Reporter field.
4. Enter the name of your company in the space below.
5. Click on the View>> button



The screenshot shows the Jira Issue Navigator interface. The left sidebar contains search filters, and the main area displays a list of issues. Two red arrows point to the 'Issue Type' dropdown (set to 'Case') and the 'Reporter' dropdown (set to 'Specify Group').

Issue Navigator

Displaying issues 1 to 5 of 5 matching issues. [Expand]

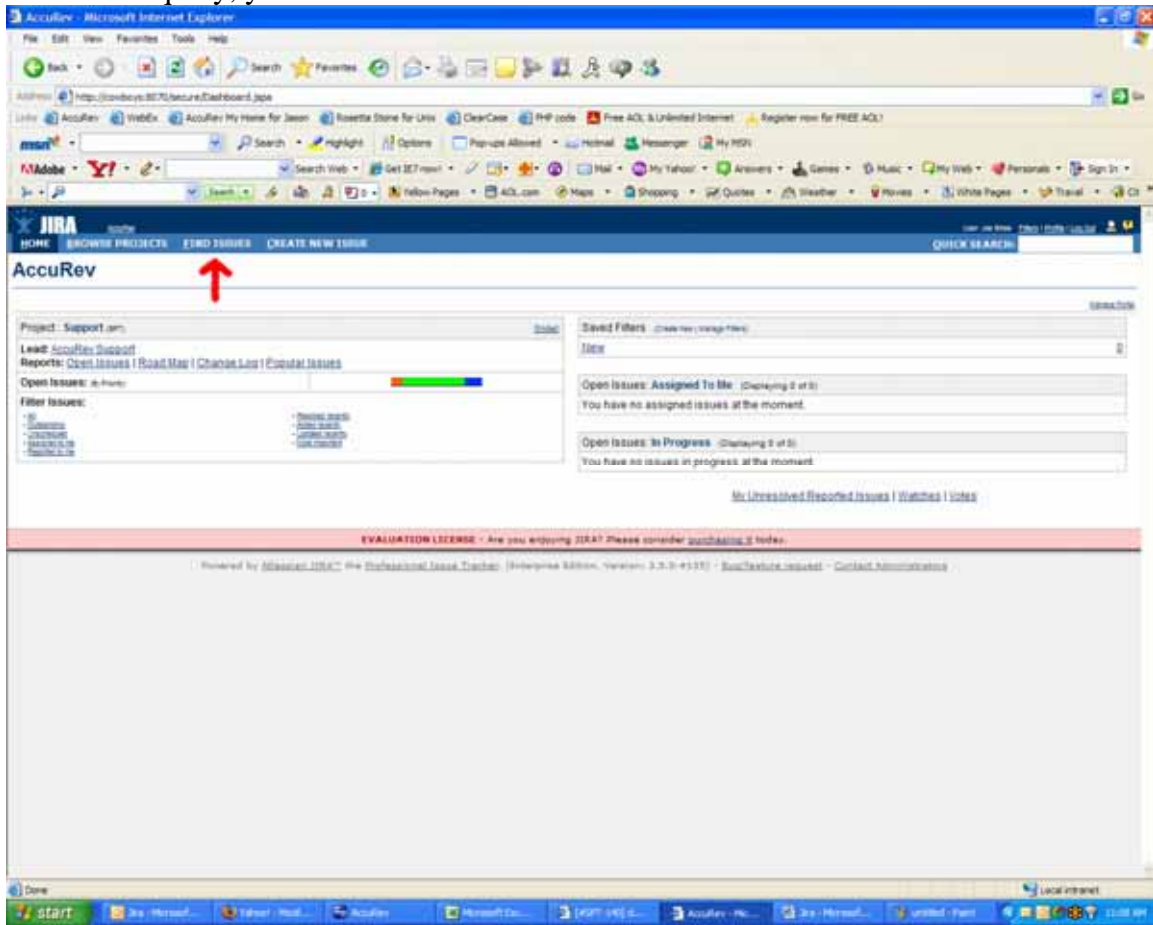
Current View: Browser | [Expand] | [Full Content] | [Issue] | [External] | [Current Issue]

Contribute your Issue Navigator

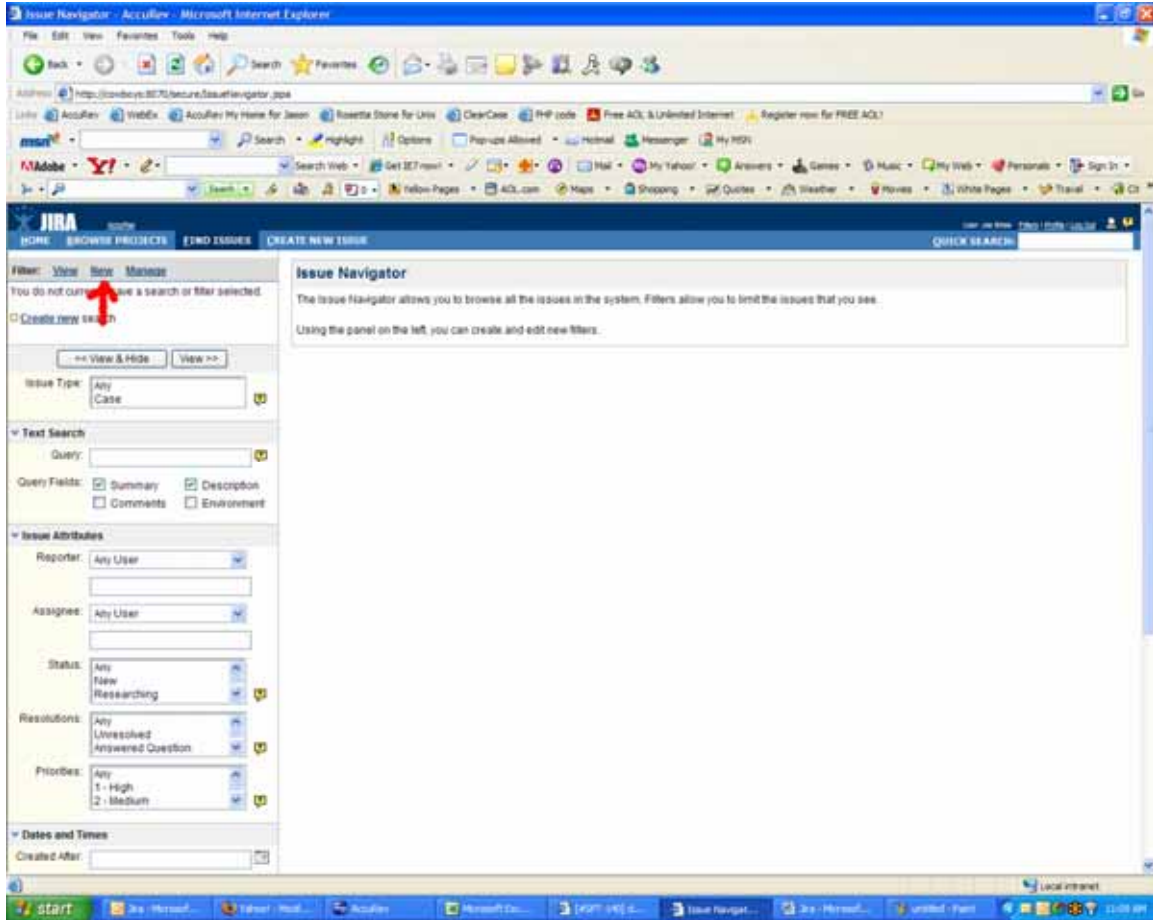
| Key | Status | Pr | Summary | Assignee | Reporter | Created | Updated |
|--------|-------------------|----|---|-----------------|---------------|-----------|-----------|
| SP1.03 | New | 6 | some user test | AccuRev Support | some customer | 18-Oct-09 | 18-Oct-09 |
| SP1.04 | Awaiting Customer | 9 | 14000 file limit on stat-s | Jason Stanley | Shug Cook | 17-Oct-09 | 18-Oct-09 |
| SP1.05 | Closed | 6 | Passing the password between the client and server | Jason Stanley | Randy Watson | 18-Oct-09 | 18-Oct-09 |
| SP1.07 | Closed | 6 | Having an exclude filter expression under rex card(s) | Jason Stanley | Randy Watson | 12-Oct-09 | 17-Oct-09 |
| SP1.08 | Closed | 6 | Process for several types of checkout | Eric Fenchang | Randy Watson | 29-Oct-09 | 11-Oct-09 |

How to query your issues?

To create a query, you will need to click on the “Find Issues” button.

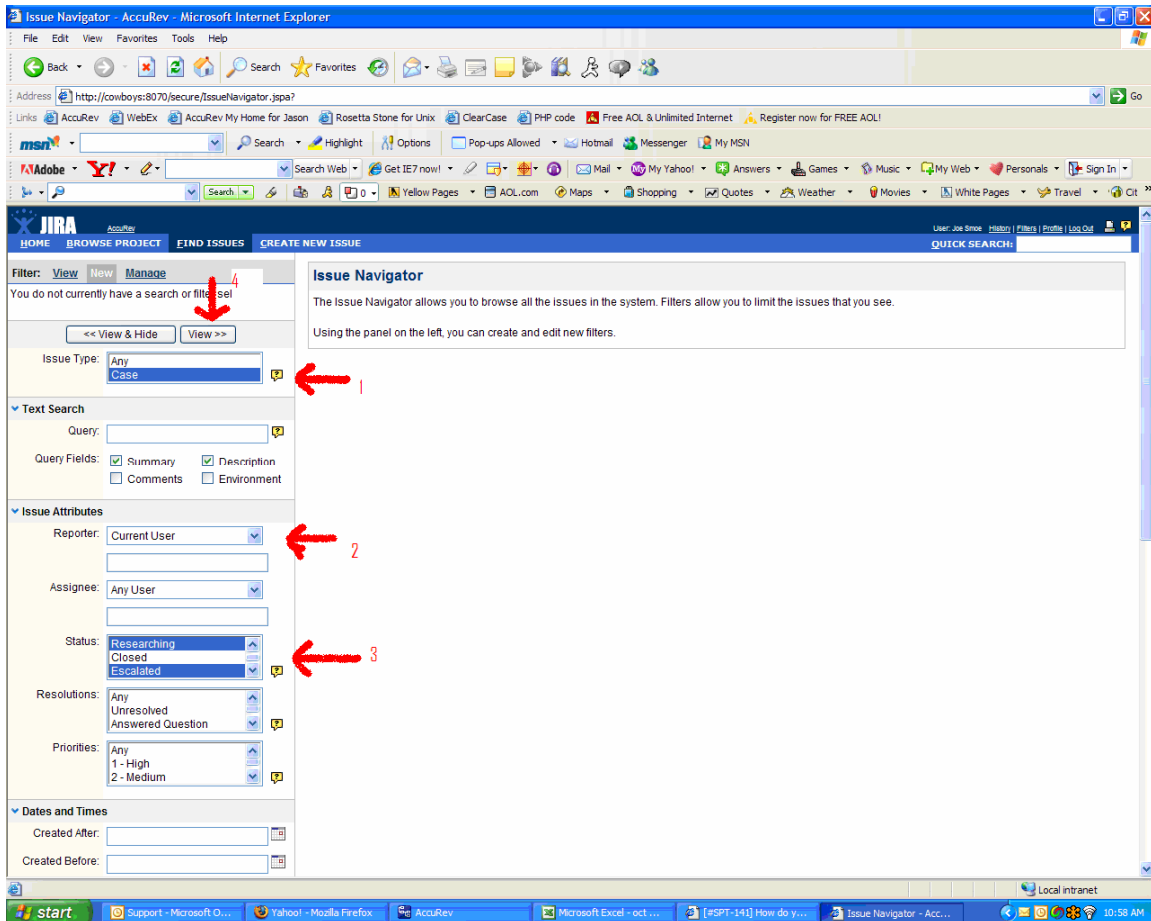


Click on the “New” button.



In this example, we will create an “All Open Issue” query. You will need to:

1. Select “Case” from the “Issue Type” field.
2. Select “Current User” from the “Reporter” field.
3. Select every option from the “Status” field except “Closed”.
4. Click on “View”.



You will now see the results of all the issues you have reported that are not closed.

The screenshot shows the JIRA Issue Navigator interface in a Microsoft Internet Explorer browser window. The browser's address bar shows the URL <http://zowboys827@secure.issue navigator.jspa?>. The page title is "Issue Navigator - Acculive - Microsoft Internet Explorer".

The JIRA interface includes a navigation bar with "HOME", "BROWSE PROJECT", "END ISSUES", and "CREATE NEW ISSUE". A "QUICK SEARCH" field is also present. Below the navigation bar, there are filter options for "View" (New, Status) and a message: "You are currently using a new, unsaved search. Save it as a filter." There are also "View & Hide" and "View >>" buttons.

The "Issue Navigator" section displays "Displaying issues 1 to 2 of 2 matching issues." and "Current View: Browser | Expandable | HTML | Full Content | HTML | Group | External Issues | Compact Issues". A "Configure your Issue Navigator" link is available.

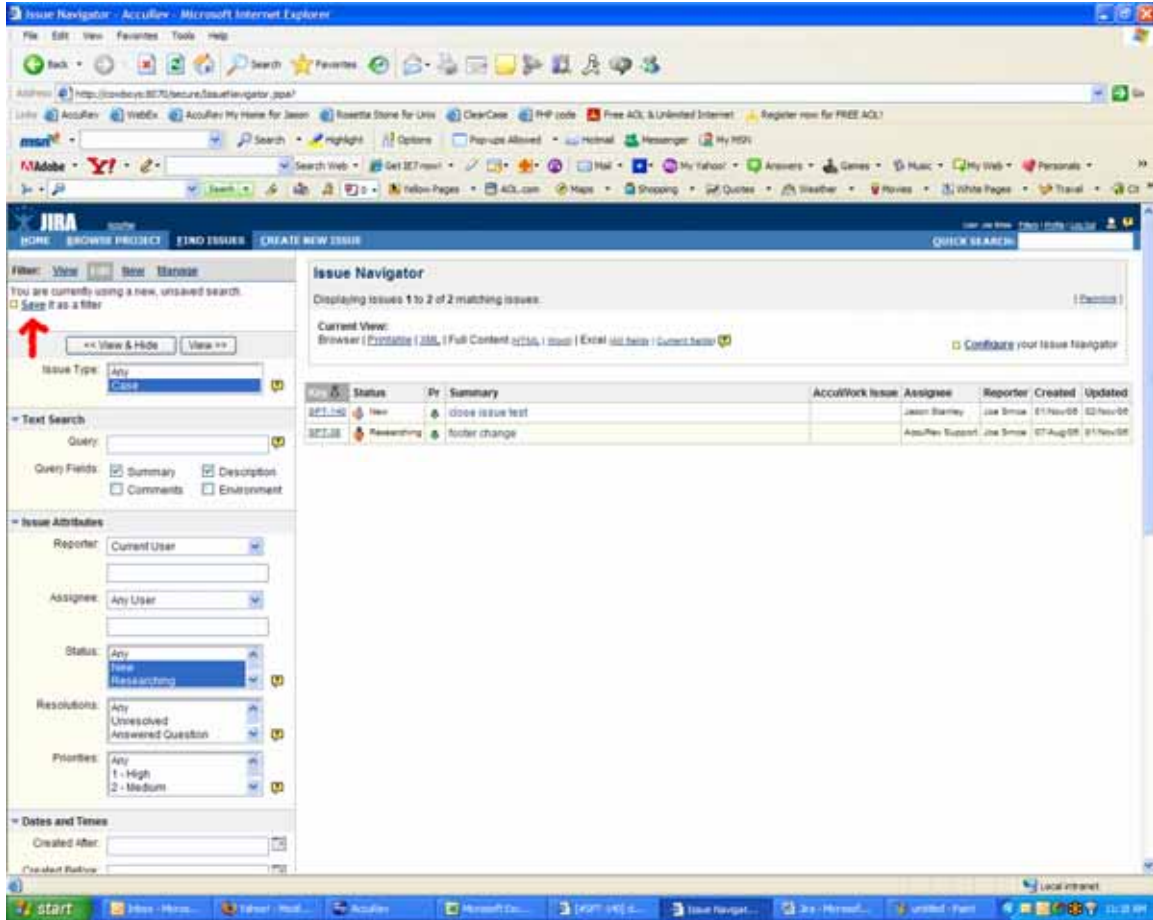
The main content area shows a table of issues:

| Issue ID | Status | Priority | Summary | Acculive Issue | Assignee | Reporter | Created | Updated |
|-----------|-------------|----------|------------------|----------------|------------------|-----------|-----------|-----------|
| ISSUE-123 | New | 3 | Close issue test | | Jason Starnay | Joe Brock | 11 Nov 08 | 12 Nov 08 |
| ISSUE-456 | Researching | 3 | Footer change | | Acculive Support | Joe Brock | 17 Aug 08 | 11 Nov 08 |

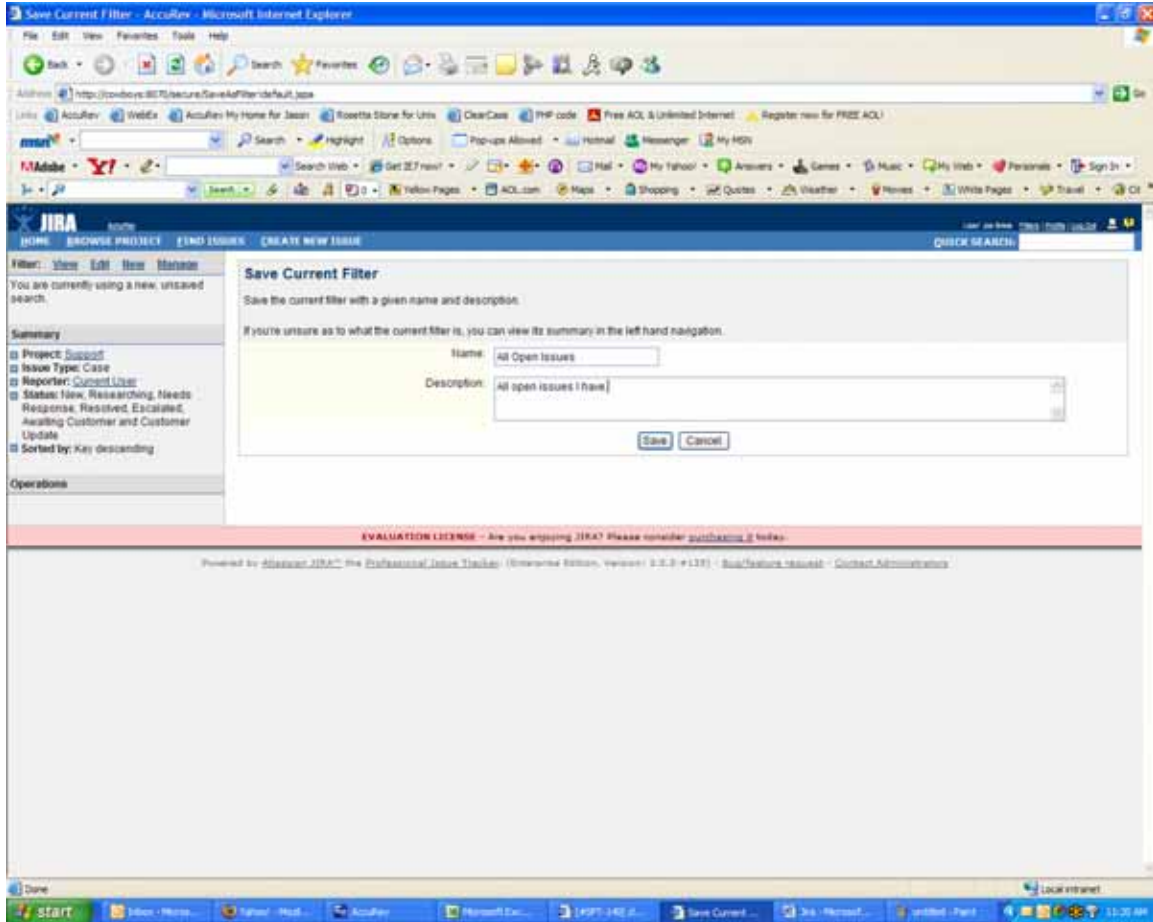
The left sidebar contains various search and filter options, including "Text Search" with a query field and checkboxes for "Summary", "Description", "Comments", and "Environment". "Issue Attributes" include "Reporter" (Current User), "Assignee" (Any User), "Status" (Any, New, Researching), "Resolutions" (Any, Unresolved, Answered Question), and "Priorities" (Any, 1 - High, 2 - Medium). "Dates and Times" includes "Created After" and "Created Before" fields.

The Windows taskbar at the bottom shows the Start button and several open applications, including "Acculive", "Microsoft Excel", "Microsoft Word", and "Microsoft Paint". The system clock shows "11:15 AM".

You will then click on the “Save” button.

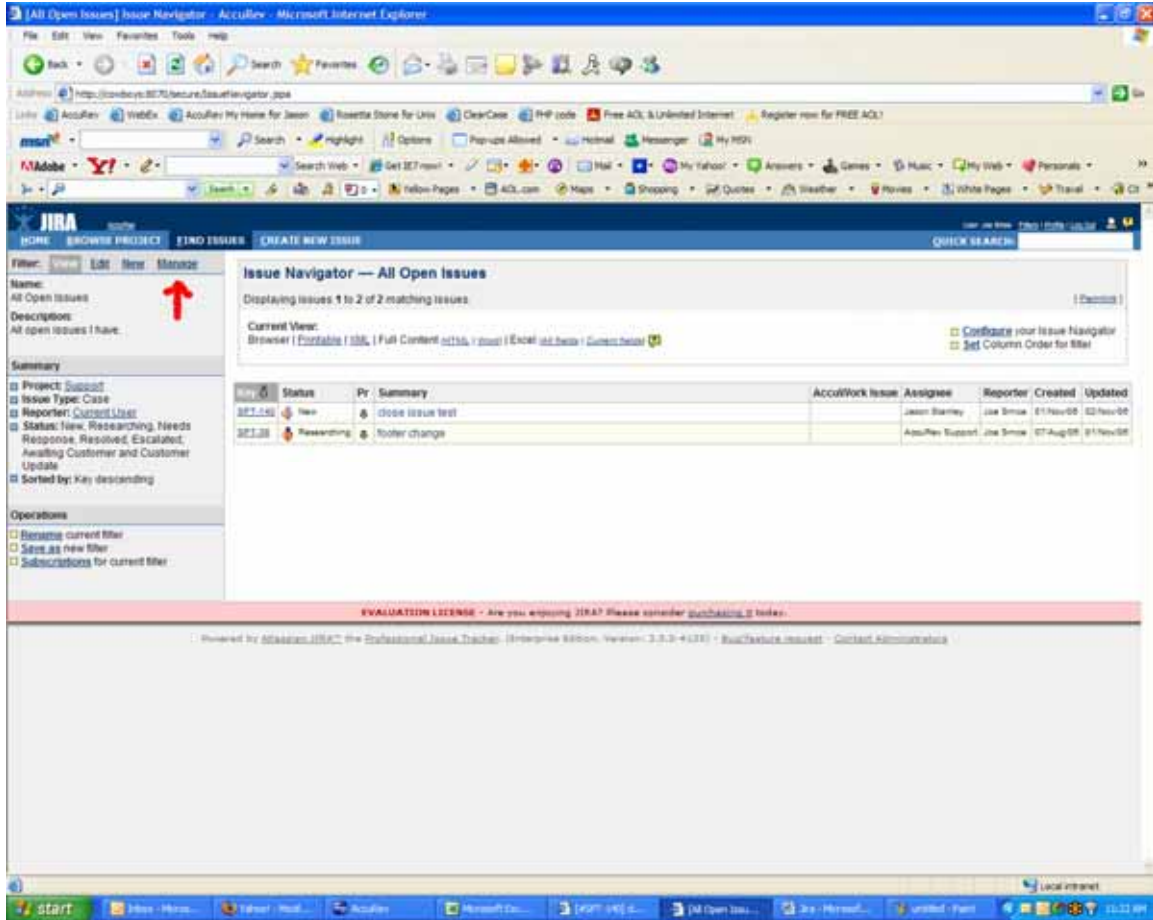


You will enter a name for your filter and description if desired and click “Save”



You will now have an “All Open Issues” filter you can use to query against all your open issues.

If you click on “Manage”, you will see a list of your filters that you have created.



Manage Filters - Acculvev - Microsoft Internet Explorer

Address: http://localhost:8070/secure/ManageFilters.jspa

Links: Acculvev, WebEx, Acculvev My Home for Jason, Eureka Store for Uris, ClearCase, PHP code, Free AOL & Unlimited Internet, Register now for FREE AOL

Search, Highlight, Options, Popups Allowed, Internal, Messenger, My MSN

Search Web, Get 24/7 help, AOL.com, Maps, Shopping, Quotes, Weather, News, Write Pager, Travel, CI

JIRA Tools User: jststanley | Help | Logout | Profile

HOME | SHOW PROJECT | FIND ISSUES | CREATE NEW ISSUE | QUICK SEARCH

Filter: [View](#) | [Edit](#) | [New](#) | [Message](#)

Name:
All Open Issues

Description:
All open issues I have.

Summary

- Project: Support
- Issue Type: Case
- Reporter: Current User
- Status: New, Researching, Needs Response, Resolved, Escalated, Awaiting Customer and Customer Update
- Sorted by: Key descending

Operations

- Rename current filter
- Save as new filter
- Subscriptions for current filter

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 Open Issues <small>Assign Issues: 1000</small> | 2 | Private | None - Subscribe | View Edit Delete Add Columns Order |

| Viewable Filters | Issues | Sharing | Subscription | Author |
|---------------------------------|--------|---------|----------------------------------|---------------|
| None <small>See more</small> | 0 | Global | None - Subscribe | Jason Stanley |

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

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Powered by Atlassian JIRA™, the Professional Issue Tracker | OpenSource Edition, Version: 3.0.0-4131 | Bug/Feature requests - Contact Administrator

Local intranet

start | File Explorer | Yahoo! Mail | Acculvev | Microsoft Excel | JSPIT 348 2... | Manage Filter... | JIRA - Microsoft... | Jitted - Paint | 11:21 AM