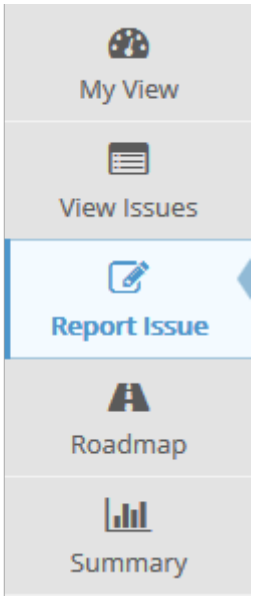
How to create a ticket

In the menu on the left side click on “Report Issue.”



For creating a ticket there are a couple of fields to fill. Some of them are mandatory (marked with *), while the most of them are not. Although most of the fields are not mandatory it is recommended to fill them because the more information a developer has the better base he has for fixing the bug. This pertains especially to the field “Product Version.”

- Category: The category the ticket belongs to.
- Reproducibility: If a bug is reproducible or not.
- Severity: How hard is the impact of the bug not being fixed.
- Priority: How urgent a bug should be fixed
- Select Profile: The target hardware and operating system on which the bug occurs.
- Product Version: The product version in which the bug occurs. Although it’s not mandatory it is recommended to fill especially this field.
- Assign to: The developer that will get this ticket assigned.
- Target version: The version in which this bug should be fixed.
- Summary: A short summary of the issue.
- Description: A more detailed description of the issue.
- Steps to reproduce: Which steps are necessary to reproduce the issue.
- Additional Information: Can contain information about attached files, i.e.
- Attach Tags: Tags can be attached which allow an easier search for this ticket.
- Upload files: Attached files like screenshots, logs or e-mail-threads.
- Complexity: after estimating the ticket by Candera it is set to status Analyzed and the Complexity gives an estimate about the time needed for solving
  - Low - up to 2 md and work absolutely clear

- Medium - up to one week, clear what to do
- High - more than one week or not yet clear in detail how to solve

Once all the necessary fields are filled please click on “Submit Issue” to submit the ticket.

Revision #3
Created 2023-03-07 08:14:48 UTC by Tsuyoshi.Kato
Updated 2025-01-15 04:30:33 UTC by Tsuyoshi.Kato