

02 Issue Tracking

An issue tracking system (also trouble ticket or request management system) manages and maintains lists of issues, as needed by an organization. Issue tracking systems are commonly used by customer support to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees.



Issue tracking will be switched to Zendesk
(<http://hampel-soft.zendesk.com>).

Introduction

As our code repositories are managed on a [GitLab](#) server, we use GitLab's integrated Issue Tracker. Having a united platform for source code version control and issue tracking lets us connect issues to code revisions in a very easy and natural way.

As we manage our products as well as your projects with GitLab, you can report issues for either of them. There are two ways that you can contribute to issue tracking:

Issue Tracking with Dokwiki

In order to keep things simple for you, we have developed a [Dokuwiki plugin](#) that serves as a simplified front-end to GitLab, displaying a list of issues and allowing to create new issues and comment on issues directly within your Dokuwiki project page.

For our products, you can find the list of issues in the corresponding namespace of the product:

```
/dokuwiki/products/<product>/<namespace>/issues
```

For your project, you will find the list of issues as a subpage of your project page:

```
/dokuwiki/projects/<customer>/<project>/issues
```

List Header

Showing **open** issues for the [appinstruments/appic-framework](#) project.
[Show closed issues](#) or [add new issue](#).

Header and Footer of issue list

The default or list view shows the list of issues for the corresponding GitLab project. Above and below the list of issues, there is a block showing

- the GitLab project name (eg appinstruments/appic-framework)
- the state of the issues displayed (open or closed)
- a link for switching from opened to closed issues or vice versa
- a link for creating a new issue (create new issue)

Issue Details

#18	Building an application from the source distribution fails in LV2014 (error 1003 in SubVI)	
	The error message is: Cannot complete build because following VI loaded broken: ...main VI... Open the VI in LabVIEW and fix the listed errors [...] - APPic_Base_Framework-Init.vi - APPic_NetDX_GetNetworkInfo.vi - APPic_NetDX_UdpServer.vi	
	Add new comment	
	Created: 23.01.2015 16:27	Labels: bug
	Updated: 13.02.2015 11:24	Assignee:

Details of an issue

Details of an issue

For each issue, the default or list view displays

- the issue id
- the title of the issue
- the body or description of the issue
- the comments to the issue (if any)
- a link for adding new comments (add new comment)
- the date and time the issue was created at
- the date and time of the last update
- the labels assigned to the issue (if any)
- the GitLab user assigned to the issue (if any)

Create new issue

Creating a new issue for the `appinstruments/appic-framework` gitlab project.

Title

Meaningful short summary

Description

Detailed description of the bug/feature/suggestion, with as much information as needed for understanding / reproducing it...

Create Issue

Use Markdown Syntax

Want to cancel? [Return to issue list.](#)

Creating a new issue

You can create a new issue by following the `add new issue` link in the header or footer of the list. The create-issue view shows

- a header stating the GitLab project for which to create a new issue
- a form field for entering the title of the issue
- a form field for entering the description of the issue (you can use markdown syntax)
- a button for submitting the issue
- a link to `Return to issue list`

Create new comment

Creating a new comment for issue #18 of the `appinstruments/appic-framework` gitlab project.

Comment

Enter your comment here...

Create Comment

Use Markdown Syntax

Want to cancel? [Return to issue list.](#)

Creating a new comment

You can create a new comment to an issue by following the `add new comment` link in the details of an issue. The create-comment view shows

- a header stating the GitLab project and issue id for which to create a new comment
- a form field for entering the comment text (you can use markdown syntax)
- a button for submitting the comment
- a link to `Return to issue list`

Issue Tracking with GitLab

If you have a valid GitLab user and we granted you access to the GitLab repository, you can also manage issues directly from the [GitLab web interface](#).

From:

<https://dokuwiki.hampel-soft.com/> - **HAMPEL SOFTWARE ENGINEERING**

Permanent link:

<https://dokuwiki.hampel-soft.com/processes/issue-tracking?rev=1454454198>

Last update: **2016/02/02 23:03**

