

# CManage Issue Management Guidelines

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## Overview

The CManage Project uses [JIRA](#) for issue tracking.

Although Pull Requests may be opened via GitHub (subject to [Contribution Policies](#)), GitHub Issues are *not* used. Pull Requests should be linked to an open JIRA issue.

## Issue Priorities

JIRA issues are prioritized (ie: the *Priority* field is set) using this guidance:

Label	Bug Reports	Enhancements
<b>Blocker</b>	The issue may cause data loss, or an existing capability is unavailable with no workaround.	<i>In general, Enhancements should not be Blockers.</i>
<b>Critical</b>	A new capability (one that was not included in a previous feature release) is unavailable.	The Enhancement closes a significant functional gap, and there is significant community interest.
<b>Major</b>	A capability is unavailable, but a workaround exists.	The Enhancement closes a significant functional gap, or there is significant community interest.
<b>Minor</b>	A capability is behaving in an unexpected way, but is functional.	The Enhancement does not close a significant functional gap, and there is not significant community interest.
<b>Trivial</b>	The issue is superficial.  Example: A misaligned user interface element.	The Enhancement will have minimal effect.

Note that an issue Priority does not imply any particular funding or development sequence.

## Opening a New Issue

When opening a new JIRA issue, please be sure to include the following fields:

- **Issue Type:** Typically one of the following:
  - **Bug:** A problem with existing functionality or documentation.
  - **Improvement:** A change or addition to existing functionality or documentation, but not to fix a problem. Improvements typically include, for example, a new mode for an existing capability.
  - **New Feature:** A request for completely new functionality.
- **Summary:** A brief (one sentence) description of the problem.
- **Security Level:** Set to *None*, unless the problem represents a Security Vulnerability.
  - For more information about Security Vulnerabilities, see [CManage Registry Security Advisories](#).
- **Priority:** Set the Priority using the guidance above.
- **Component:** Set to *Registry*, *Registry Plugins*, *Match*, *Packaging*, or *Documentation*, as appropriate. Multiple components may be used, but if an issue affects multiple products, a new issue should be opened for each product.
- **Fix Version:** Bugs should be filed in the next available version (hotfix or feature), though following triage the issue may be moved to a later release. Issues should be filed to *Future*, unless the issue has been approved (and funded) for inclusion within the scope of a specific release.
- **Description:** A detailed description of the problem. For Bugs, include as much detail as necessary to reproduce the problem. For Improvements or New Features, a link to a design document may be included in lieu of a detailed description.
- **Affects Version:** For Bugs, include the appropriate version where the Bug has been identified. For Enhancements, use the latest released version.

## Managing an Active Issue

- Make sure the **Assignee** is correct, and the status is *In Progress* (ie: **Start Progress**).
- Adjust the **Fix Version**, if necessary, as well as any other issue fields that may need updating.

## Resolving an Issue

- Follow the [Coding Style](#) guidelines for Git Commit and JIRA Logs.
  - If the code was contributed via a Pull Request, add a link to the PR in the JIRA comments.
- Assign a **Label** representing the [Funding Source](#).
- *Resolve* (but do not *Close*) the issue.