

# More Issue Operations

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A number of issue operations are found under the "More" button on the workflow menu. Not all of these may be available from your account, depending on the permissions you have within a project, whether the issue is assigned to you, and/or whether you are the reporter of the issue.

## Attach Files

See [Attachments in Orange Tracker Issues](#)

## Attach Screenshot

A quick way to add an image from the clipboard into an Orange Tracker issue. The "Attach Screenshot" screen says to use the "PrtScn" key on the keyboard to create the screenshot. Since the "PrtScn" button on Windows will take an image of the entire screen, which is probably not what you want to highlight, just use your favorite screen shot tool (ex: Snipping tool in Windows) to create an image. Make sure you copy the image to place it on the clipboard if your screen shot tool doesn't do so automatically. Select the "Attach Screenshot" window and then use the Ctrl + V key combination (on Windows) or the correct paste key combination in Mac OSX to paste the image into the box on the "Attach Screenshot" screen. Put a descriptive name in the "File Name" field and select upload.

## Attach Screenshot

Take a screenshot:

PrtScn

Paste the image:

Ctrl

+

v

Your image will be pasted here

File name\*

screenshot-1

A file name to be used as attached image name

Upload

Cancel

## Add Vote

Users can vote on issues (if they have view permissions to the issue). Note: you cannot vote an issue for which you are the reporter.

Votes are not used very often in Orange Tracker because votes are more useful for suggested features, etc., where the number of votes can indicate how popular the request is amongst relevant parties. Since Orange Tracker is used more for troubleshooting and individual service requests, voting is not as relevant.

If you have not voted on an issue, the link next to the "Votes" field on the issue will say "vote on this issue." You can select this link to vote on the issue or select "More," and then select "Add Vote." The "Votes" line of the issue will now show that the vote count has increased by one and will have a link to "remove vote for this issue."

## Voters

The Voters section will display the vote history, and the names of people who have voted on the issue. If you have voted on the issue, a "Remove your vote" button will be present. If you haven't voted on the issue, a "Vote" button will be present.

## Watch Issue, Watchers

See [Email notifications for changes - Watches](#)

# Create Sub-Task

Sub-tasks are useful for splitting up issues into smaller tasks that can be assigned to other people and tracked separately. Sub-tasks are linked to the parent task, so you can track all sub-tasks from the parent. Below is a screen shot of the sub-tasks section of an issue that has two sub-tasks. You can use the drop-down arrow on the right of the "Sub-Tasks" line to switch the view of sub-tasks between all sub-tasks and only open sub-tasks. You can also select the plus sign "+" to create additional sub-tasks.



If an issue is a sub-task of another issue, the issue will have a link to the parent issue above the summary line of the sub-task. The parent issue and all sub-tasks must be in the same project. The sub-task will also usually have a type of sub-task -- although there are other types that can be used for sub-tasks, these sub-task types are not generally available from Orange Tracker projects.



When you are searching for issues, sub-tasks will display the parent link listed in the Summary columns before the Summary text.

T	Key	Summary	Assignee	Reporter
	DAWNTEST-8	DAWNTEST-5 / Testing of new functionality	Dawn M Havill	Dawn M Havill
	DAWNTEST-7	DAWNTEST-5 / Edit Documentation Page	Unassigned	Dawn M Havill

# Convert to Sub-Task

If you determine that an issue should really be a sub-task of another issue, you can convert the issue to a sub-task. Select "More" and then "Convert to Sub-Task." You will now be taken through 4 steps :

1. Select the issue that will be the parent of the sub-task (the parent issue must reside in the same project as the sub-task). You can search for the parent issue by words in the summary or by issue key. You can also use the "Select issue" link to see a list of recently viewed issues in the project or select a saved filter to narrow the display of issues. You can also select a type for the sub-task (usually just select sub-task).
2. If the status of the issue is not an allowed status for the sub-task, you will need to change the status. If the current status is allowed, this step will be skipped.
3. If any of the fields are different between the old type and the new type for the issue, you will be prompted to relate the fields. If the fields are the same, you will simply see a message that all fields will be updated automatically. Select Next when ready.
4. Confirm the list of changes to be made by selecting "Finish" if they are correct.

# Move

You may determine after reviewing an issue or doing some discovery that the issue really belongs in another project. You can move the issue to the other project if you have permission to create issues in that project. Since not all projects have the same fields and workflows, the issue may need to be converted during the move process. The conversion has 4 steps:

1. Select the destination project and the issue type for the issue once it is moved
2. If the current issue status is not valid in the destination project, you will be prompted to select a new status. If the current status is valid, the step will be skipped.
3. If required fields in the destination project have not been complete yet, or there are differences in the fields between the two projects, you will be prompted to make any needed field changes. If no changes are needed, you will be prompted that changes will happen automatically.

4. Confirm the list of changes to be made and select "Move" if they are correct.

You will now see the issue details of the issue in the new project. Note that the issue key is now different and should contain the project key of the destination project.

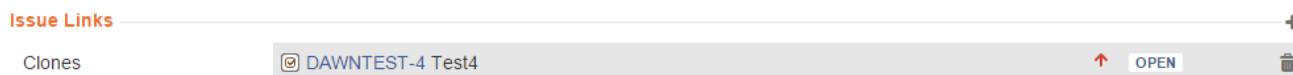
## Link

You can link an issue to:

- another Orange Tracker issue (does not have to be in the same project)
- a web site

For example, you are troubleshooting a web page, you could link the issue to the web page in question. If you are working on an issue that must be completed before work on another issue can be accomplished, you could link the two issues with a link type of "is a dependency of."

When two Orange Tracker issues are linked, an "Issue Links" section appears in the issue details of each issue. You can use the link displayed to navigate to the linked issue. If you hover over the link with your cursor, a trash can icon will appear. You can remove the link between the issues by selecting the trash can and then selecting "Delete" to confirm the deletion.



## Links to Orange Tracker Issues

By default, "Link" screen will be set to link to a JIRA issue (an Orange Tracker issue). Fill out the fields as follows:

- **This Issue:** select the link type that best fits your situation. Choices are:
  - Clones
  - Cloned by
  - Depends On
  - is a dependency of
  - Escalated to
  - Escalated from
  - Child Issue of
  - Parent issue of
  - is related to
  - is a relative of
- **Issue:** select the issue to which you want to link. You can bring up a list of possible matches by issue key or words in the summary. You can use the drop-down arrow to display issues you have visited recently. You can also select the "search for an issue" link to search for a word in the summary, description, or comments. If you are comfortable with JQL format, you can also select "advanced" and put together your own search criteria to find the issue. Once you have selected the issue, the issue-key for that issue should appear in the "Issue" field of the "Link" screen.
- **Comment:** This field is optional.
- Select "Link" to complete the linking process.

## Links to Web Sites

You can add a link to any web site within an Orange Tracker issue. This helps keep track of related information found in other web sources.

1. Select "More" and then "Link" while viewing the issue
2. Select "Web Link" in the left-hand column of the "Link" screen that appears.
3. Complete the information on the "Link" form and then select "Link"
  - a. **URL:** paste in the web address of the web page
  - b. **Link Text:** enter the text you would like to display in the link to that web page
  - c. **Comment:** this field is optional

## Clone

Cloning, or copying, an issue lets you quickly create a duplicate of an issue within the same project. The clone issue is a replica of the original issue, containing the same information stored in the original issue — e.g. Summary, Assignee, Description, Components, etc. Please note that time tracking, and the issue history are not copied to the new issue during the clone process.

A clone issue is a separate entity from the original issue. Operations on the original issue have no effect on the clone issue and vice versa. The only connection is a link between the original and the clone issue.

These clone features are located under the More button within each issue. We have two clone features that are in most projects:

## Clone to Same Project

This option clones the issue within the same project, linking the two issues together. This feature allows you to edit the fields before creating the new issue.

### Clone to Same Project

Project **Jira - Orange Tracker**

Issue Type  **Service Request**

Clone Options

- Copy attachments
- Copy watchers
- Copy comments
- Copy worklogs
- Copy links

Summary\*

Priority  ?

Due Date

Component/s

Start typing to get a list of possible matches or press down to select.

Affects Version/s

Start typing to get a list of possible matches or press down to select.

Fix Version/s

Start typing to get a list of possible matches or press down to select.

Assignee

Reporter\*

Start typing to get a list of possible matches.

Description

Clone another

Options to copy attachments, watchers, or comments are available, but de-selected by default. Review the issue and edit any fields before selecting the Create button.

## Clone to Any Project

This option allows you to clone the issue in any project, linking the two issues together. This feature allows you to edit the fields before creating the new issue.

The first screen will ask the user what project you would like the new issue to be created in.

## Clone to Any Project

Projects\*

Issue Type\*  **Service Request** ?

The second screen will allow the user to edit any fields before creating the issue.

## Clone to Any Project

Project  **AASC Systems**

Issue Type  **Service Request**

Clone Options  Copy attachments  
 Copy watchers  
 Copy comments  
 Copy worklogs  
 Copy links

Summary\*

Priority  Normal  

Due Date  

Component/s\*  

Start typing to get a list of possible matches or press down to select.

Affects Version/s  

Start typing to get a list of possible matches or press down to select.

Fix Version/s  

Start typing to get a list of possible matches or press down to select.

Assignee  **Brian D Chabot** 

Reporter\*  **Brian D Chabot**

Start typing to get a list of possible matches.

Description

Clone another  

Options to copy attachments, watchers, or comments are available, but de-selected by default. The Summary field also has "LINKED - " placed before the original summary. Review the issue and edit any fields before selecting the Create button.

We also have a unique cloning feature under the ITS Change Management project. This clone feature is still under the More button for each issue under the ITSCM project. The feature is named Clone ITSCM Request.

## Clone ITSCM Request

Project **ITS Change Management**

Issue Type **Work Order**

Clone Options  Copy watchers  
 Copy comments  
 Copy worklogs

Summary\* LINKED - Enable auto-patching of ITS managed Windo

Reporter\* Brian D Chabot  
Start typing to get a list of possible matches.  
This is the person requesting the change.

Assignee\* Tim Jorgensen  
Assign to me  
This is the person who is implementing the change.

Requesting Unit\* ITS  
Core Infrastructure Services  
The unit requesting or initiating the change.

Change Impact\* A  
Grade  
Use the chart below to determine an impact grade for the change. See [Scope and User Interruption definitions](#)

User Scope	User Interruption	
	Low (Few users)	High (Many users)
Medium (A building or Department)		
High (Multiple buildings, Depts, or Many users)		
		High (Many users)

Clone another **Create** Cancel

This custom clone feature will also clear the Start Date/Time, End Date/Time, Change Date/Time fields, and the Due Date fields.

## Labels

Labels let you organize your tickets into categories of similar issues. You can see other issues with the same label by clicking on the label in the details view of the issue. You can also search by label or use labels in some gadgets to filter issues.

If the issue doesn't have any issues currently, you can browse to the issue and select the pencil icon next to the "Labels" field to add a label.

Labels:

None 

If the issue already has one or more labels, the pencil icon will not be displayed on the issue. To add a label, select "More" and the "Labels." The "Labels" screen will appear. Begin typing a word and select it from the list of possible matches that appears. If the word isn't a current label, the word will appear in the list of matches with the tag "(New Label)." You can also use the drop-down arrow to see possible existing labels (the list will not be complete).

## Labels

Labels

Begin typing to find and create labels or press down to select a suggested label.

Send Notification

Shortcut tip: Pressing  also opens this dialog box

You can remove a label by selecting the "X" box next to the label on the "Labels" screen.

## Email this Issue

See [Email This Issue Plugin](#)

## Delete

In most cases, you should not delete an issue. Deleting an issue loses all record of the work accomplished and can impact reports and statistics. Only project managers can delete issues in Orange Tracker. If an issue was created in error or there is another reason it needs to be deleted, you need to contact a project manager if you do not have permission to delete the issue (you will not see the delete option if you do not have permission).

If the issue is spam that was emailed into your project, you can remove the issue by using the "Mark as Spam" button in the workflow. For more information, see the "Mark as Spam" page.