Production Libraries - How to Report Bugs

Before reporting a Support ticket in Jira

1. Confirm that the Bug can be recreated in the current release FOLIO environment found on https://wiki.folio.org/
2. Verify that the Bug has not already been submitted to the Support SIG
   a. Open Production Bugs

Creating a Jira ticket:

1. Log into Jira https://issues.folio.org
2. Click Create in the top navigation
   a. A pop-up window will appear
   b. Project = Support (SUP)
   c. Issue Type = Bug
   d. Template = Standard Bug Write-Up Format
   e. Summary = Treat as a Subject line for an email. Sample: “Check-out receipt emails are not sent to library users”
      i. Pro tip: Indicate your level of priority in the summary - Defect Priority Definition for Functional Issues (P1, P2, P3, P4)
      1. EXAMPLE: P2 - Check-out receipt emails are not sent to library users
   f. Description:
      i. create a problem statement
      ii. Indicate steps to reproduce
      iii. what is expected to happen
      iv. what is really happening

A stellar Jira ticket would contain:

- Library Name of who is impacted and what community environment the issue was recreated in
- The perceived impact/priority of the issue in the summary line
- Date/time (please include your time zone) the problem started
- What you expect to happen
- What actually happens
- Steps to replicate the problem
- Details! Screenshots!

Troubleshooting Tips and tricks:

- Which browser am I using? Google Chrome is the only officially supported browser for FOLIO.
- Can I reproduce the issue with another record?
- Does this also happen for my colleagues?
- Do I have sufficient permissions to perform this action?
- Are my app settings configured to support this action?
- Can I reproduce the issue in an incognito window?
- Important: Can I reproduce the issue in a community reference environment on the same FOLIO version?

Looking under the hood

- Open FOLIO in Chrome
- Press F12 to open the browser’s Developer Tools
- Look at the Network and Console panes
- Any error messages?

Video/tutorial:

Here’s a link to a YouTube presentation at WOLFcon 2023 with tips and tricks for both writing up bug tickets and for searching in FOLIO Jira: