

CrossView Support WIKI for Integrations : Steps to open a Support Request

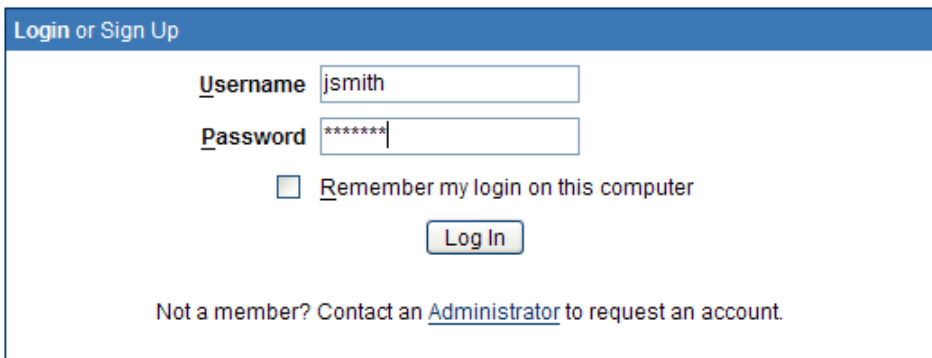
This page last changed on Aug 21, 2009 by vb.

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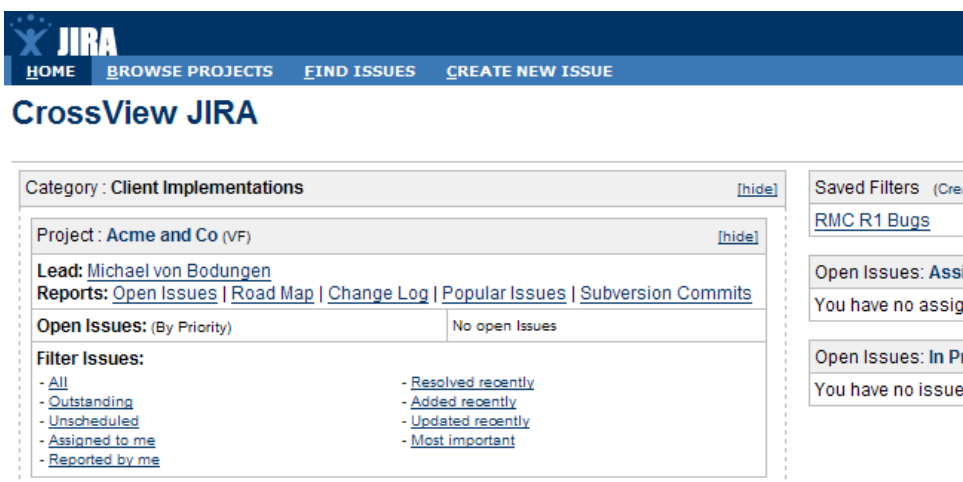
Logon to Jira

Jira is the issuetracking system used by CrossView. To access Jira go to:
<https://jira.crossview.com>



The Jira Dashboard

View the projects you have access to and any outstanding issues you have submitted



Open an Issue

- Click on **Create New Issue** on the menu bar in the header

- You will be directed to the following page:

- Set the type of Issue (bug, enhancement, etc) and press submit.
- On the following page, enter details about the issue you are experiencing. Please be as specific as possible:
 - Version of WebSphere Commerce and fixpacks/APARS applied
 - Version of WebSphere Application server and fixpacks/APARS applied
 - Version of the Operating System you are running
 - Version of the Database and fixpacks/APARS applied
 - Configuration files that are part of the CrossView Integrations (example: PluginDeployment.xml)

- This is the second half of the page
 - You can add additional people to be cc'd on the issue and updates


CyberSource Payment 1.0.0
CyberSource AVS 1.0.0

Assign To: [Assign to me](#)

Environment:
For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).

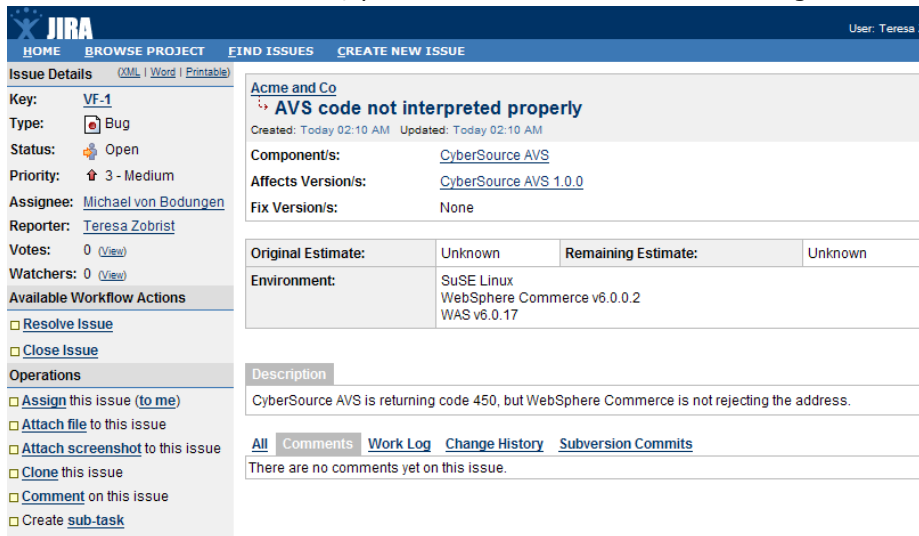
Description:

Original Estimate:
An estimate of how much work remains until this issue will be resolved.
The format of this is "w *d *h *m" (representing weeks, days, hours and minutes - where * can be any number)
Examples: 4d, 5h 30m, 60m and 3w.

CC to: 
Field used to CC another user upon issue creation

Order:
Order of Priority

- Once the issue is submitted, you have other choices like attaching files or a screen shot



The screenshot shows a Jira issue page for 'Acme and Co' with the title 'AVS code not interpreted properly'. The issue is created today at 02:10 AM and updated at the same time. The component is 'CyberSource AVS' and it affects version 'CyberSource AVS 1.0.0'. The environment is 'SuSE Linux WebSphere Commerce v6.0.0.2 WAS v6.0.17'. The description matches the one in the form above: 'CyberSource AVS is returning code 450, but WebSphere Commerce is not rejecting the address.' The page includes a sidebar with 'Available Workflow Actions' such as 'Resolve Issue', 'Close Issue', 'Assign this issue (to me)', 'Attach file to this issue', 'Attach screenshot to this issue', 'Clone this issue', 'Comment on this issue', and 'Create sub-task'. There are also tabs for 'All', 'Comments', 'Work Log', 'Change History', and 'Subversion Commits'. The 'Comments' tab is active, showing 'There are no comments yet on this issue.'

Attaching Files or Screenshots

- Files such as SystemOut.log, SystemErr.log, trace.log and the crossview log4j logs should be zipped and uploaded to the issue. Please do not attach unzipped log files to the Jira issue. There is a 20 MB limit to the size of files that can be uploaded.

Attach File

Use this form to attach a file to this issue. You can also explain what the file is for using a comment.

[Attach multiple files](#)

Attachment:

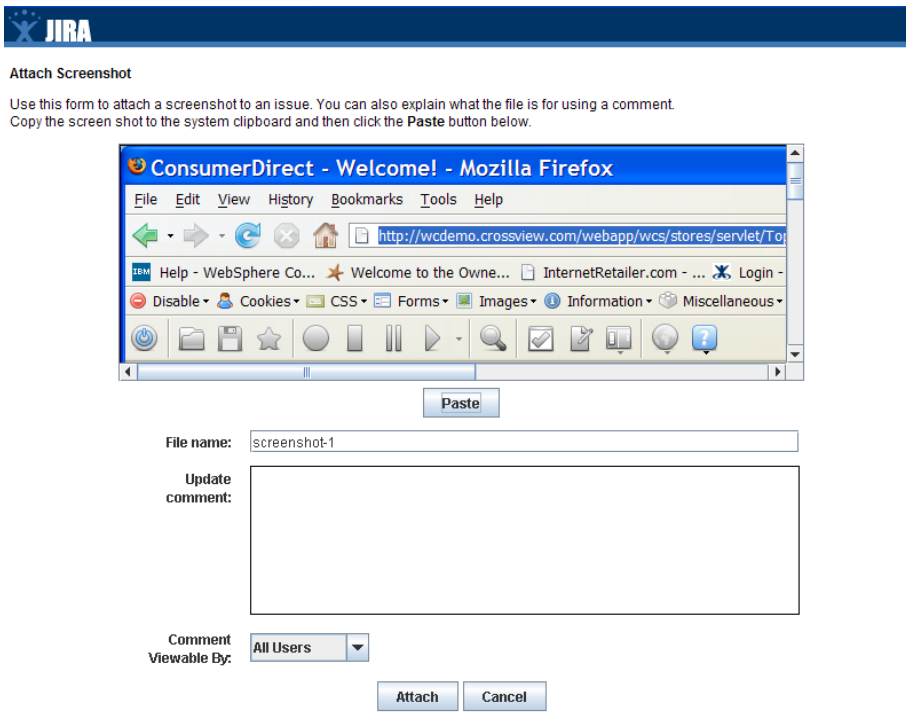
The maximum file upload size is 25.00 Mb. Please zip files larger than this.

Comment: (an optional comment describing this update)

Comment:

Viewable By:

- Screenshots can also be attached directly to the Jira issue. **ALT+PrintScreen** will capture the screen. Click the **Paste** button on Attach Screen shot window will copy the screenshot from the buffer to Jira.



JIRA

Attach Screenshot

Use this form to attach a screenshot to an issue. You can also explain what the file is for using a comment. Copy the screen shot to the system clipboard and then click the **Paste** button below.

File name:

Update comment:

Comment Viewable By:

Email notifications

Jira will notify you of changes to your issue as updates are made available. Should your email address change, please contact your CrossView account manager so your profile can be updated.