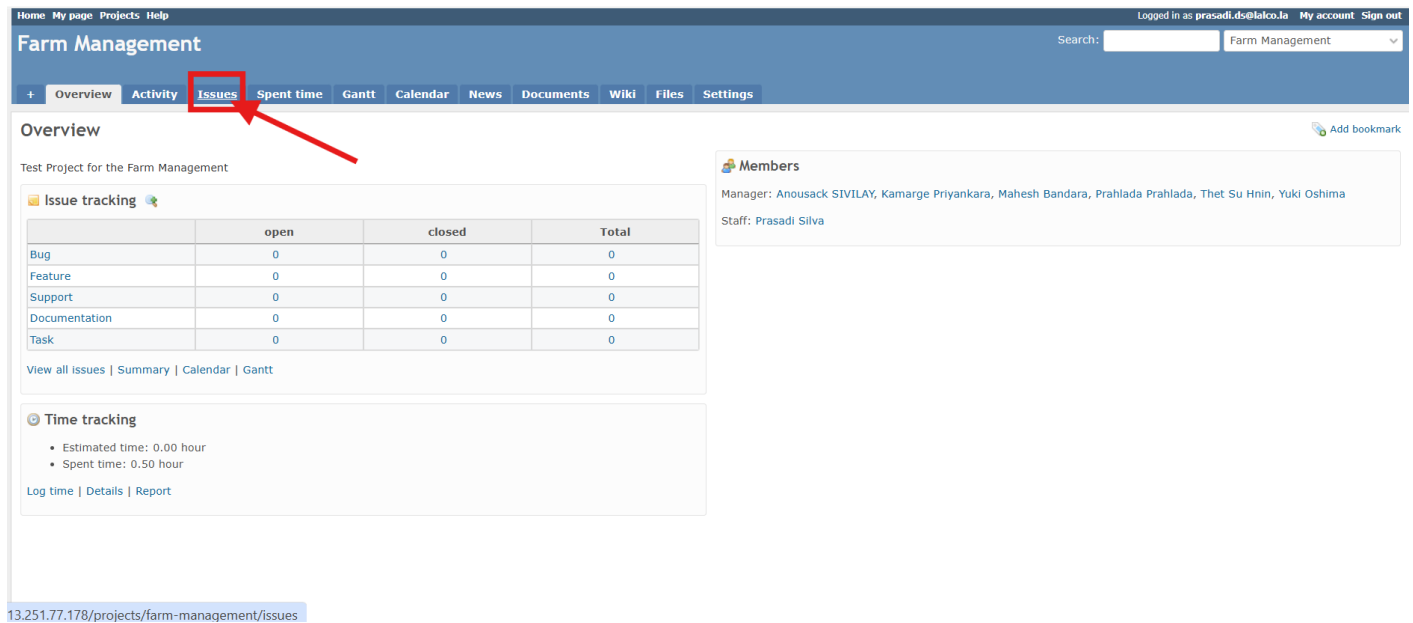


Adding a New Issue

Navigate to the "Issues" Page

If you are not already there, select your desired project (in this case, "Farm Management") from the "Projects" list or the "Jump to a project..." dropdown. Then, click on the **"Issues"** tab in the project level navigation menu.



The screenshot shows the Redmine interface for the 'Farm Management' project. The 'Issues' tab is selected in the navigation menu. The page displays an 'Issue tracking' table with the following data:

	open	closed	Total
Bug	0	0	0
Feature	0	0	0
Support	0	0	0
Documentation	0	0	0
Task	0	0	0

Below the table, there are links for 'View all issues', 'Summary', 'Calendar', and 'Gantt'. The 'Time tracking' section shows 'Estimated time: 0.00 hour' and 'Spent time: 0.50 hour'. The URL at the bottom is 13.251.77.178/projects/farm-management/issues.

Adding a new issue

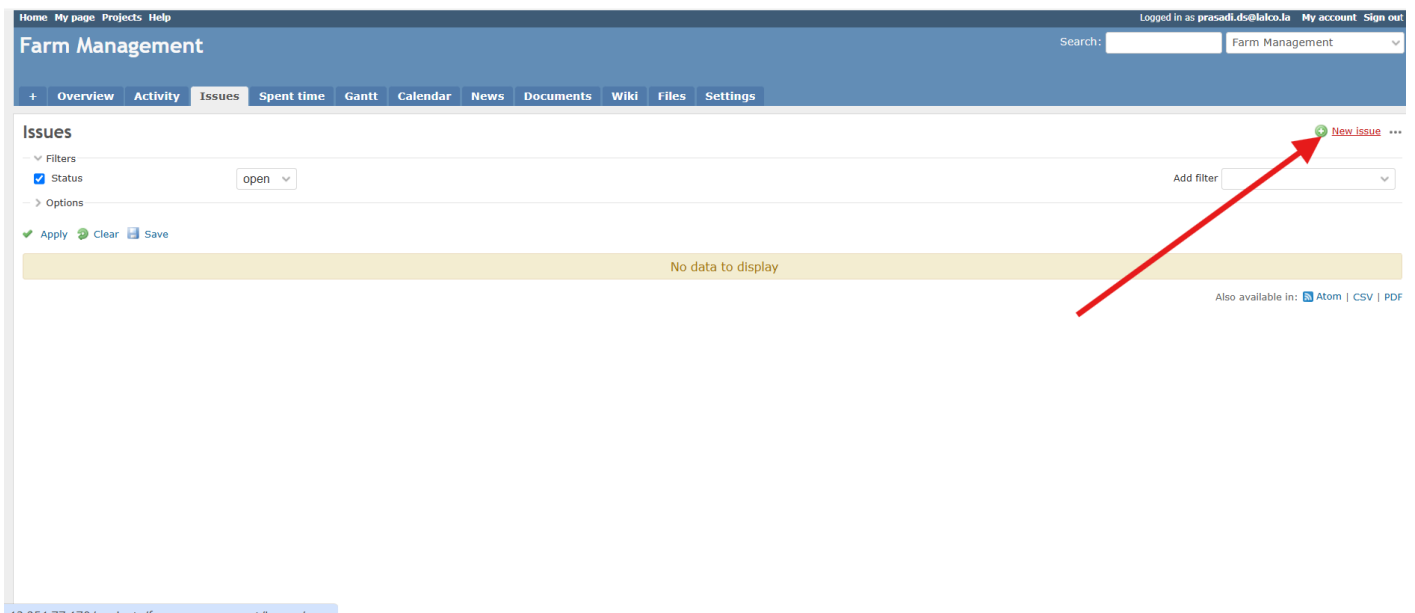
People can create a new issue when they meet the [roles and permissions](#) configured by the Redmine Administrator

([Role: Issue Tracking > Add Issues](#)).

When creating a new issue, one of the most important items is the [tracker field](#), which defines the nature of the issue. By default, Redmine comes with three different trackers: *bug*, *feature*, and *support*.

Click the "New issue" Button

On the "Issues" page, locate the **"New issue"** button. It's typically in the upper right corner of the issue list, as indicated by the red arrow in your image. Click this button.



Fill out the "New issue" Form

1. **Tracker (Pre-selected):** The "Tracker" field is likely already selected as "Bug" based on your previous action or the default setting. If you need to change it, use the dropdown menu to choose a different issue type (e.g., Feature, Support, Task).
2. **Subject (Required):*** In the "**Subject**" field, type a concise and descriptive title for this issue. This should briefly summarize the problem, request, or task.
For example, "Login button not working," or "Implement new report feature."
3. **Description:** In the large "**Description**" text area, provide a detailed explanation of the issue. Include:
 - **Steps to reproduce:** If it's a bug, clearly outline the steps someone can take to see the problem.
 - **Expected behavior:** Describe what should happen.
 - **Actual behavior:** Describe what is actually happening.
 - **Context:** Any other relevant information that might help in understanding or resolving the issue.
4. **Status (Pre-selected):** The "**Status**" field is likely set to "New" by default. You usually don't need to change this when creating a new issue.
5. **Priority (Required):*** Use the "**Priority**" dropdown menu to select the level of urgency or importance for this issue (e.g., Low, Normal, High, Urgent).
6. **Assignee:** If you know who should be responsible for this issue, select their name from the "**Assignee**" dropdown menu. If you're unsure, you can leave it blank.
7. **Parent task:** If this issue is a subtask of another existing issue, you can enter the ID number of the parent task here.
8. **Start date:** You can optionally set a "**Start date**" for when work on this issue should begin. The current date (05/16/2025 in your image) is pre-filled. You can change it using the calendar icon.
9. **Due date:** If this issue has a deadline, set the "**Due date**" using the calendar icon or by manually entering the date.

10. **Estimated time:** You can optionally enter an estimate of how many "**Hours**" you think it will take to resolve this issue.
11. **% Done:** This field is usually left at "**0%**" when creating a new issue. It will be updated as progress is made.
12. **Additional Assignees:** This section allows you to add other project members who are also working on or responsible for this issue. You can select names from the list and click the ">>" button to add them.
13. **Files:** If you have any relevant files (screenshots, documents, log files, etc.), click the "**Choose Files**" button to select them from your computer. Once selected, the file name will appear next to the button. Note the maximum file size limit mentioned.
14. **Choose an Action:** At the bottom of the form, you have two main options
 - Create:** Click this button to save the new issue and be redirected to the detailed view of the issue.
 - Create and add another:** Click this button to save the current issue and immediately open a new, blank "New issue" form, pre-filled with the same project. This is useful if you have multiple related issues to create.

New issue

Tracker * Bug Private

Subject *

Description

Status * New

Priority * Normal

Assignee

Start date 2014-06-10

Due date

Estimated time Hours

% Done 0 %

Files Choose Files No file chosen (Maximum size: 20 MB)

Watchers

- ☐ Amanda Kowalski
- ☐ Hongkai Cao
- ☐ Jingtao Yu
- ☐ Jonathan Stallone
- ☐ Qun Liu
- ☐ Xiaoshuai Luo
- ☐ Ziwen Ye
- ☐ Amin Salighehdar
- ☐ Honglei Zhao
- ☐ Jinyu Zeng
- ☐ Lalita Gajbe
- ☐ Rasika Thakare
- ☐ Yang Liu
- ☐ Dragos Bozdog
- ☐ Ionut Florescu
- ☐ John Robson
- ☐ Qiming Shan
- ☐ Xiaodi Zhu
- ☐ Zheng Xing

Search for watchers to add

Files – attaching files here with maximum size.

Watchers – the people you select will receive email about every update of this issue.

Status – showing the status of the issue. (new issue, in progress or already resolved)

Priority – showing how important the issue is. If this issue needs to be done in a very short time, it could be put “urgent” or “immediate”.

Assignee – selecting a person you want to assign the issue to, or it could be also assign to the whole group. It could be only one person or group instead of multi assignee.

Due date – specifying a due for the issue.

Estimated time – how many hours do you think

Once you have entered all the necessary details into the form, proceed by clicking the "Create" button to submit the new issue.

+ Overview Activity Issues Spent time Gantt Calendar News Documents Wiki Files Settings

New issue

Tracker * Bug

Subject * Farm Management - Login - Unable to Login to the system

Description

Steps

1. Navigate to the login page.
2. Enter the correct username in the username field.
3. Enter the user's password in the password field.
4. Click the "Login" or "Submit" button.

Actual Result
Unable to log in to the system. The system displays an "Incorrect Password" error message even when the user believes they are entering the correct password.

Expected Result

Status * New

Priority * Normal

Assignee Kamarge Priyankara

Parent task

Start date 05/16/2025

Due date 05/20/2025

Estimated time Hours

% Done 0 %

Additional Assignees

- << me >>
- Anousack SIVILAY
- Kamarge Priyankara
- Mahesh Bandara

Files Screenshot 2022-08-02 at 18.00.52.p

Optional description

Choose Files No file chosen (Maximum size: 5 MB)

Create Create and add another

Created Bug

That you've created the bug report display as below

Home My page Projects Help

Logged in as [prasadi.jst@lakso.in](#) My account Sign out

Farm Management

Search: Farm Management

+ Overview Activity **Issues** Spent time Gantt Calendar News Documents Wiki Files Settings

✓ Issue #5 created.

Bug #5

[Edit](#) [Log time](#) [Watch](#)

Farm Management - Login - Unable to Login to the system
Added by [Prasadi Silva](#) less than a minute ago.

Status:	New	Start date:	05/16/2025
Priority:	Normal	Due date:	05/20/2025 (Due in 4 days)
Assignee:	Kamarge Priyankara	% Done:	<div><div></div></div> 0%
Additional Assignees:		Estimated time:	

Description [Quote](#)

Steps
1. Navigate to the login page.
2. Enter the correct username in the username field.
3. Enter the user's password in the password field.
4. Click the "Login" or "Submit" button.

Actual Result
Unable to log in to the system. The system displays an "Incorrect Password" error message even when the user believes they are entering the correct password.

Expected Result
The user should be able to successfully log in to the system when providing the correct username and password.

Files

[Screenshot 2022-08-02 at 18.00.52.png \(55.5 KB\)](#) [Download](#) [Prasadi Silva, 05/16/2025 06:25 AM](#) [Add](#)

Subtasks [Add](#)

- At the top, you see a green banner confirming "Issue #5 created." This indicates that your bug report has been successfully saved.
- If you assigned the bug to someone, they will typically receive an email notification (depending on the project's notification settings). You might also want to verbally inform them of the new issue, especially if it's urgent.
- Use the comment box at the bottom of the page to provide updates, ask questions, or share new information related to the bug. Click "Add" to save your comment.
- After clicking "Issues", a list of open issues will show up. In the list, there will be updated time, author & assignee, priority, status, and subject of each issue. By clicking the subject of the issue, you are able to enter the issue and see the description & update details.

Update Bug

Showing details about the issue and the process.

Update – adding updates to the issue.
Watch/Unwatch – showing whether you are a watcher of this issue, and it can be modified by clicking it.

Watchers who can receive email notification.

The screenshot shows a Jira issue page for Bug #456. The issue title is "Owncloud and Pydio account". The issue is in the "In Progress" status, assigned to "Xiaodi Zhu", and has a due date of "06/09/2014". The description mentions creating accounts for "2014Summer" on both owncloud and pydio. The history section shows updates from John Robson, Qiming Shan, Jonathan Stallone, and Xiaodi Zhu. The watchers list on the right includes 19 users, including Amanda Kowalski, Amin Saligehdar, Dragos Bozdog, Hongkai Cao, Honglei Zhao, Ionut Florescu, Jingtao Yun, Jinyu Zeng, John Robson, Jonathan Stallone, Lalita Gajbe, Qiming Shan, Qun Liu, Rasika Thakare, Xiaodi Zhu, Xiaoshuai Luo, Yang Liu, Zheng Xing, and Zhen Ye.

- In an issue, after clicking “Update”, a section will show up which allows the user to enter details.
- In this section, you are able to change the properties of the issue (e.g., how many percentage has been done, assignee changing, etc.).
- The “Log time” section lets users record how many hours have been spent on this issue. Uploading an attachment is also allowed.
- After you finish the update and submit it, watchers will receive an email about the updates, and people can always check the update history under this issue

Revision #2

Created 16 May 2025 05:56:31 by Prasadi De Silva

Updated 16 May 2025 09:23:56 by Prasadi De Silva