

FAQ / Known Issues

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Duplicate "Log Work" Options Available

As *ictime* can't override respective JIRA functionality, it adds a separate "Log Work (*ictime*)" dialogue to JIRA. This means that users get two "Log Work" options, one from *ictime*, one from JIRA, e.g. on the issue screen, the issue navigator etc. This is not only confusing but would also mean that specific *ictime* functionality is not available when you use the JIRA dialogue. Atlassian gives instructions on how to disable the JIRA log work functionality here: <https://confluence.atlassian.com/pages/viewpage.action?pageId=715129243>. You can do the same (and/or can prevent the JIRA dialogue from being usable) via *ictime* in a simple way (technically, same thing is done, i.e. some JIRA system plugin modules are disabled). Please refer to [General Configuration](#).

Issue Screen: Time Tracking Panel and "Work Log" Tab Disappear

Installing *ictime* will cause duplicate "Log Work" dialogues appearing in different places, one from *ictime*, one from JIRA. You can avoid this behaviour (see <https://confluence.atlassian.com/pages/viewpage.action?pageId=715129243>) and *ictime* also offers a simple way how to do the same (see [General Configuration](#)). If you use the **third-party add-on "Hide Time Tracking"**, due to a bug in this add-on, in case the "Log Work" operation is disabled in JIRA, the "Time Tracking" web panel and the "Work Log" tab disappear, too. You can enable/use the respective "Time Tracking (*ictime*)" panel instead which offers basically the same functionality, and same for the "Work Log (*ictime*)" tab (see [ictime Permissions](#)).

4.1h is Converted Into 4h 5m (Instead of 4h 6m)

We have seen on different JIRA installations that entering a value of "4.1h" will be converted (by JIRA) into 4h 5m which is wrong, as the correct result would be 4h 6m. This is rather annoying, because it even might happen that you enter 4h 6m and when displaying the value in an edit screen, JIRA will convert it into 4.1h, which on save will cause the problem.

This is not an *ictime* bug, but a bug in JIRA functions *ictime* is using (multiplying a long value by a double value which results in something like 14759.9999~ instead of 14760; and as no rounding is configured, this will get 4h 5m instead of 4h 6m). A bug report has been raised already: <https://jira.atlassian.com/browse/JIRA-41907>. There is no known workaround or solution. We do not want to write our own conversion functions as we usually try to rely on JIRA functionality wherever this is possible. The given example so far is the only one where we have seen this behaviour, we could not reproduce any conversion issues with any other combination (like 2.1h, 7.1h etc.).

Timesheet/Reporting, Search Returns Blank Screen

If you have a higher number of projects, you might run into this problem. In this case, the URL for the request might get very long, and depending on your Web server configuration, the length exceeds the defined settings. Although the specification of the HTTP protocol does not specify any maximum length for the URL, practical limits are imposed by web browser and server software. If this happens, please check with your system administrator the settings for the maximum length of the URL on your server and try to increase the length.

JIRA "Log Work" Operation No Longer Available After Uninstalling/Disabling *ictime* or Trial Expired



If you have disabled the JIRA "Log Work" operation and/or the "Work Log" tab via the respective options offered by *ictime* (see [General Configuration](#)) and **uninstall or disable *ictime* (or trial period expires)**, JIRA "log work" functionality will remain hidden. Reason is that these settings in JIRA can't be changed automatically. To get JIRA options back, please proceed like described in the following (or refer to <https://confluence.atlassian.com/pages/viewpage.action?pageId=715129243> and do the opposite).

If you did not uninstall *ictime* yet, just enable it again and revert the settings using the respective buttons under "General Configuration" (see [General Configuration](#)). If your trial has expired, you could also create a new evaluation key to be able to enable *ictime* temporarily again.

1. Log in as a JIRA administrator, go to Administration / Add-Ons / Manage Add-ons
2. Under "Filter Visible Add-ons", select "System" in the drop down to get all JIRA System Plugins
3. Look for a plugin with the name "Issue Operations Plugin"
4. Open it and click on the link "33 of 34 modules enabled"
5. Look for a **module** called "View Issue Ops Bar Work Link (log-work)"
6. Enable the "View Issue Ops Bar Work Link (log-work)" module again by clicking on the "Disabled" text.

Issue Operations Plugin

System Issue Operations

Disable

No screenshots available

Version: 1.0
Vendor: Atlassian
Add-on key:
com.atlassian.jira.plugin.system.issueoperations

32 of 34 modules enabled

View Issue Ops Bar Work Link (log-work)

Disabled

Just a note to better understand the background: **ictime** is **not executing any proper functionality to hide the respective JIRA operation**, it **just helps you** to do that in JIRA, i.e. to disable one module (the "View Issue Ops Bar Work Link (log-work)" module) of a JIRA system plugin (the "Issue Operations Plugin"). As no plugin can do this automatically but it needs to be done by a user with jira-administrator permissions, for convenience reasons, we offer a button where you can do that instead of having to dive deeply into JIRA system plugin administration.

ictime can't replace JIRA's "Log Work" option, but adds a second "Log Work (ictime)" option. To avoid confusion, we recommend hiding JIRA's default "Log Work" option completely. For more information on this topic, refer to the [documentation](#).

Current status: **Enabled**

Hide JIRA's "Log Work" action

ictime can't replace JIRA's "Log Work" option, but adds a second "Log Work (ictime)" option. To avoid confusion, we recommend hiding JIRA's default "Log Work" option completely. For more information on this topic, refer to the [documentation](#).

Current status: **Disabled**

Show JIRA's "Log Work" action

However, as it is so easy now to disable the JIRA operation via **ictime**, users are not aware of the fact that - once **ictime** is no longer available - the operation can only be enabled again by doing it the complex way described above. **ictime** can't do it without a user action because a plugin does not have the permission for this action, and there is no way to modify JIRA's processes when uninstalling or disabling a plugin.

JIRA "Work Log" Tab No Longer Available After Uninstalling/Disabling ictime or Trial Expired

If you have disabled the JIRA "Log Work" operation and/or the "Work Log" tab via the respective options offered by **ictime** (see [General Configuration](#)) and **uninstall or disable ictime** (or **trial period expires**), JIRA "log work" functionality will remain hidden. Reason is that these settings in JIRA can't be changed automatically. To get JIRA options back, please proceed like described in the following (or refer to <https://confluence.atlassian.com/pages/viewpage.action?pageId=715129243> and do the opposite).

If you did not uninstall **ictime** yet, just enable it again and revert the settings using the respective buttons under "General Configuration" (see [General Configuration](#)). If your trail has expired, you could also create a new evaluation key to be able to enable **ictime** temporarily again.

1. Log in as a JIRA administrator, go to Administration / Add-Ons / Manage Add-ons
2. Under "Filter Visible Add-ons", select "System" in the drop down to get all JIRA System Plugins
3. Look for a plugin with the name **"Issue Tab Panels Plugin"**

4. Open it and click on the link "3 of 4 modules enabled"
5. Look for a module called "**Work Log Tab Panel (worklog-tab panel)**"
6. Enable the "Work Log Tab Panel (worklog-tab panel)" module again by clicking on the "Disabled" text.

Issue Tab Panels Plugin

System Issue Tab Panels

Disable

No screenshots available

Version: 1.0
Vendor: Atlassian
Add-on key:
com.atlassian.jira.plugin.system.issuetabpanels

3 of 4 modules enabled

Work Log Tab Panel (worklog-tabpanel)
Disabled

Display issue work logs



Just a note to better understand the background: **ictime** is **not executing any proper functionality to hide the respective JIRA tab**, it **just helps you** to do that in JIRA, i.e. to disable one module (the "Work Log Tab Panel (worklog-tab panel)" module) of a JIRA system plugin (the "Issue Tab Panels Plugin"). As no plugin can do this automatically but it needs to be done by a user with jira-administrator permissions, for convenience reasons, we offer a button where you can do that instead of having to dive deeply into JIRA system plugin administration.

ictime adds a "Work Log (ictime)" tab to the issue screen. To avoid confusion, you can hide JIRA's original "Work Log" tab here. For more information on this topic, refer to the [documentation](#).

Current status: **Enabled**

Hide JIRA's "Work Log" tab panel

ictime adds a "Work Log (ictime)" tab to the issue screen. To avoid confusion, you can hide JIRA's original "Work Log" tab here. For more information on this topic, refer to the [documentation](#).

Current status: **Disabled**

Show JIRA's "Work Log" tab panel

However, as it is so easy now to disable the JIRA "Work Log" tab via **ictime**, users are not aware of the fact that - once **ictime** is no longer available - the tab can only be enabled again by doing it the complex way described above. **ictime** can't do it without a user action because a plugin does not have the permission for this action, and there is no way to modify JIRA's processes when uninstalling or disabling a plugin.

ictime Stops Working After Maintenance Expiry

ictime is licensed under a perpetual license and can still be used after paid maintenance has ended. However, there are cases where **ictime** stops working after maintenance has ended. Reason is a JIRA bug, details can be found here:

- <https://ecosystem.atlassian.net/browse/PLUG-1101>
- <https://ecosystem.atlassian.net/browse/UPM-4565>

Explanation: If a license of a plugin is valid or not is not determined by the plugin itself, but by JIRA. In case of the bug, Atlassian's Universal Plugin Manager (UPM) returns an invalid license to **ictime**, and so **ictime** stops working. Reason why the UPM returns the invalid license is that on installation or update of **ictime**, the UPM did/does not store the build/release date of the plugin correctly, and this date is essential once your maintenance expires (for JIRA UPM to check if the version you have installed is valid in terms of having been released still within your maintenance period). As a result of the bug, after maintenance expiration, the UPM will always return that your license does not match the **ictime** version because the UPM thinks that this **ictime** version has been released after maintenance expiry, which is not the case.

There is no way to resolve this problem with reasonable effort from our side, as the suggested solution from Atlassian is not feasible in the specific case of **ictime** due to dependencies to another plugin (icbiz). Atlassian should have applied a fix to JIRA version 6.4 (released 17.03.2015). You would need to update to JIRA 6.4, and after this uninstall and re-install **ictime** (the last version still released within your maintenance period). After this, everything should work like expected again. If you can't update to JIRA 6.4 - or if the last version of **ictime** you are entitled to use is not compatible with JIRA 6.4 -, please contact our support to find an alternative solution.