

Fix Work Logs (Warnings)

When **moving issues** with work logs - created or updated with **icTime** - to a **different project in JIRA**, this will lead to inconsistencies in **icTime** data. This problem needs to be fixed manually.

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Inconsistent Work Logs

icTime relies on JIRA work logs and enhances JIRA work logs with additional information like an activity type, a rounding rule or a relation to a team/price list.

A "broken worklog" is a worklog which is not any longer in a consistent state. A non consistent state of a worklog can be reached when

- a worklog is moved from one project to another project using JIRA move Issue functionality
- the icTime project configuration for a project with existing and not billed worklogs changes
- Jira default worklog functionality is NOT disabled and worklogs are created using default JIRA worklog screens
- icTime is installed / enabled on a JIRA installation with existing Jira worklogs (similar to changing the project configuration)

Checking for broken work logs

Every time you run a report, IcTime checks all **not billed** worklogs from the result set for consistency. In case inconsistent worklogs are found a warning indicator is displayed.

Switch to the "warnings" tab to review the warnings in detail.

At least one or all of the following problems exist on the level of the work logs:

1. Project reference in icTime worklog does not match project of issue (after moving a worklog between projects)
2. Team & price list assignment (see [Fix Work Logs \(Warnings\)](#)) of the work log in **icTime** still point to the team of the old project.
3. The work log might have assigned an activity type (see [Fix Work Logs \(Warnings\)](#)) that does not exist in the new project.
4. The work log might have been created using a rounding rule (see [Fix Work Logs \(Warnings\)](#)) that does not exist in the new project.
5. The work log might have been created using a Work Log Attribute (WLA) (see [Fix Work Logs \(Warnings\)](#)) that either does not exist in the target project or that is related to an activity type that does not exist in the target project.



All work logs with warnings will also be displayed in the list view and structured view of your report, and this also means that these views will show inconsistent data as long as the work logs are not fixed. If an issue with work logs has been moved from project A to project B, when looking at the summary of project B, you will see teams and price lists or activity types that belong to project A.

You can't charge work logs with warnings, but have to fix them before. See [Charge Work Logs - Create Invoice](#).

Warnings

Go to the reporting screen and run a report for all projects (see [Create Reports](#)). If there are work logs with problems, issues and related work logs will automatically be displayed when you click on the "Warning" item in the navigation bar (the item won't be available if no work logs with problems are found):

▼ Work Log Details

List

Structured

Warnings

From this view, you can either delete the work log/work logs, or try to "fix" it.

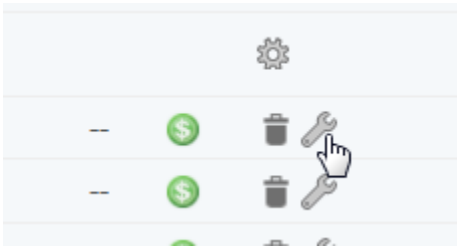
List



Structured

Warnings

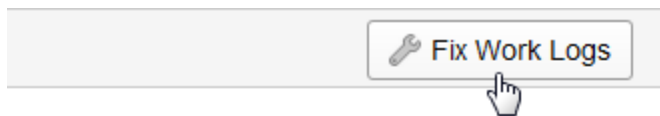
Fix Work Logs

Project / Issue	Description	Components	Activity	User	Begin	End	Result	Rounded	Corrected	Charge	
ABC ABC Phase II							13h 53m				
ABC-61	Setup QA environment						10h 0m				
ABC-59	Changes in Time Setting						0h 21m				
ABC-60	Re: ID field						3h 32m				
05.11.2012	discussions and specs with rl	Extra - New	Specification	Thomas Time	09:30	10:56	1h 26m	1.5	--		
30.10.2012	checked an responded to email from 30.10.	Extra - New	Support	Thomas Time	14:32	16:20	1h 48m	1.75	--		
25.10.2012	checked; feedback	Extra - New	Support	Thomas Time	16:21	16:39	0h 18m	0.25	--		



Field	Description	Remarks
	Delete work log.	
	Repair work log.	

There is also the option to "automatically" fix all work logs, as far as this is possible:



t	Rounded	Corrected	Charge
1			
7			
7			
7			
1	1.5	--	
1	1.75	--	
1	0.25	--	



Usually, JIRA restrictions regarding issue status are applied when editing a work log, you can't modify work logs for closed issues. However, in reports, those restrictions are not applied, and this also applies in case of fixing work logs.

Fix Work Logs

Correcting a work log requires that configurations regarding teams & price lists of old and new project are compatible, i.e. basically that

- the user who has created the work log is in a team with a valid price list for the date of the work log for both projects
- or the new project is configured not to use teams & price lists.

If this is not the case, configuration of the new project needs to be modified.

Correction Possible

If both project configurations are completely compatible, i.e.

- the user who has created the work log is in a team with a valid price (for the date of the work log) list in the new project
- the activity type exists in old and new project (or activity type s have been deactivated at the time the work log had been generated and still are deactivated)

you can just correct the work log.

Fix Work Log

Here you can fix broken relations of work logs caused by moving issues with existing work logs between different projects in JIRA

Work Log: Nov 9, 2012 | Deploy current Snaps... | 4:30 PM -> 8:00 PM | 3h 30m

Old Project: SUCTO

New Project: CTO

Issue: CTO-61

User: testuser

Old Activity Type: Systemadministration

New Activity Type: Systemadministration

Old Team / Price List: Support All / Default Price List

New Team / Price List: PM / Standard


New rounding rule / Old rounding rule: --- / Default 5/6 auf 15

Save


Cancel

Depending on the activity type configurations of old and new project, you might have to choose a new activity type (if the activity type of the work log does not exist in the new project).

Old Activity Type: QA & Test

New Activity Type: 

Field	Description	Remarks
Work Log	Base information from work log, like date, summary, ...	
Old Project	Project key of the original project (where the work log had been created before the issue was moved in JIRA).	
New Project	Project key of the new project.	
Issue	Issue key.	
User	User who has created this work log.	
Old Activity Type	Activity type used	If the original work log had been created without activity type (historic data or activity types deactivated in itime at the moment you have created this work log), "none" will be displayed here.

New Activity Type	<p>Depending on the activity type configurations of old and new project, you might have to choose a new activity type (if the activity type of the work log does not exist in the new project).</p> <div>  It does not matter if ictime is currently configured not to use activity types (see Activity Types), you always can choose a new activity type according to the activity types available for the new project (see Project Activity Types). This also might be "-" (none). </div>	<p>If the activity type does not exist in the new project, and changing the activity type of the work log is not okay for you, you need to assign the missing activity type to the new project first (see Project Activity Types). If there is no suitable activity type in the new project, but you do not want to create a suitable one, you also might choose the option "-" (none), i.e. there will be no activity type assigned.</p>
Old Team / Price List	Team and price list for the original work log.	Might be empty if the original project had been configured not to use teams & price lists at the moment when the work log was created/updated (see Project Teams).
New Team / Price List	Team and price list the user is assigned to in the new project.	<p>You can't correct the work log if</p> <ul style="list-style-type: none"> the new project uses teams & price lists and the user who has created the work log is not part of a team in the new project or the user is part of a team in the new project, but there is no valid price list for this team for the date of the work log. <p>If the new project is currently configured not to use teams & price lists (see Project Teams), there is no problem, regardless of the configuration for the original work log. In this case, you can always repair the work log. Price information from the original work log will be lost in this case.</p>
Old Rounding Rule	Rounding rule (of the original project) applied to the work log when created/updated.	
New Rounding Rule	Rounding rule (of the new project) that will be applied to the work log when you repair the work log.	There is nothing to configure. The new rule will automatically be applied to the work log.

Correction Not Possible - Further Actions Required

If both project configurations are not compatible regarding teams & price lists, you can't correct the work log but first have to change the configuration of the new project. This is the case if

- the new project uses teams & price lists and
- the user who has created the work log is not part of a team in the new project or
- the user is part of a team in the new project, but there is no valid price list for this team for the date of the work log.

In this case, you will get e.g. the following error message when you try to save:

Old Team / Price List: PA Team 01 / PA Price List Default

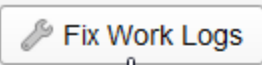
New Team / Price --- / ---
List:

- Work log can't be repaired as the user who has created the work log is not assigned to any team of the new project. Please correct and try again.**

As the user in this case is not assigned to any team of the project (with a valid price list), but the project itself has been configured to use teams & price lists, you can't correct the work log. You need to assign the user to a team in the new project and ensure that there is a valid price list (see [Project Teams](#) and [Project Team Price Lists](#)). Once done this, you can try again and now will be able to correct the work log.

Fix Multiple Work Logs at a Time

Before starting to fix work logs one by one, you should first try to use the respective "batch" functionality that automatically fixes all work logs where this is possible. Click the "Fix Work Logs" button in the navigation:



t	Rounded	Corrected	Charge
1			
7			
7			
7			
1	1.5	--	
1	1.75	--	
1	0.25	--	

If there are work logs that do not require any manual intervention to be fixed (for details on conditions to be covered, see explanations above), they will be displayed in a list and you can fix them with just one click:

Fix Work Logs

Here you can fix broken relations of work logs caused by moving issues with existing work logs between different projects in JIRA. This list only displays work logs that can be corrected without further user action.

There exist work logs that can't be fixed automatically as further user action is required. They dont appear in this list and you need to fix them one by one.

Date	Description	User	New/Old Project	New/Old Activity Type	New/Old Price List	New/Old Team	New/Old Rounding Rule
30.11.2012	reviewd code	Valery Smith	ICA / DEF	Various / Various	-- / Standard	Alle / Programmierer	-- / --
05.11.2012	discussions and spec...	Thomas Time	ABC / SUABC	Specification / Specification	-- / SUABC Default Price List	My test team / ABC Support All (SUABC!)	Default 5/6 auf 15 / Default 5/6 auf 15
30.10.2012	Enabled Mail-Transfe...	John Doe	ABC / SUABC	Systemadministration / Systemadministration	Standard / SUABC Default Price List	PM / ABC Support All (SUABC!)	Default 5/6 auf 15 / Default 5/6 auf 15
30.10.2012	checked an responded...	Thomas Time	ABC / SUABC	Support / Support	-- / SUABC Default Price List	My test team / ABC Support All (SUABC!)	Default 5/6 auf 15 / Default 5/6 auf 15
25.10.2012	checked; feedback	Thomas Time	ABC / SUABC	Support / Support	-- / SUABC Default Price List	My test team / ABC Support All (SUABC!)	Default 5/6 auf 15 / Default 5/6 auf 15
25.10.2012	checked how to confi...	Thomas Time	ABC / SUABC	Support / Support	-- / SUABC Default Price List	My test team / ABC Support All (SUABC!)	Default 5/6 auf 15 / Default 5/6 auf 15
19.10.2012	Setup current ve...	John Doe	ABC / SUABC	Systemadministration / Systemadministration	Standard / SUABC Default Price List	PM / ABC Support All (SUABC!)	Default 5/6 auf 15 / Default 5/6 auf 15
15.10.2012	Check / setup access...	John Doe	ABC / SUABC	Support / Support	Standard / SUABC Default Price List	PM / ABC Support All (SUABC!)	Default 5/6 auf 15 / Default 5/6 auf 15
15.10.2012	Check / setup access...	John Doe	ABC / SUABC	Support / Support	Standard / SUABC Default Price List	PM / ABC Support All (SUABC!)	Default 5/6 auf 15 / Default 5/6 auf 15
10.10.2012	Checking and help to...	John Doe	ABC / SUABC	Support / Support	Standard / SUABC Default Price List	PM / ABC Support All (SUABC!)	Default 5/6 auf 15 / Default 5/6 auf 15

Fix Work Logs

Cancel

The screen will also tell you if there are work logs that can't be fixed automatically. In this case, after running the automatic action, you would need to review the "Warnings" screen again and would need to fix remaining work logs manually.

Specific Issues for Work Logs with Work Log Attributes WLA

If you are working with [Work Log Attributes \(WLA\)](#), moving issues between different projects in JIRA might cause similar problems like the ones described above. There are two scenarios:

WLA Type A (Activity Type)

If you have moved an issue with work logs that have a specific WLA of Type ACTIVITY TYPE between two projects, the following can happen:

1. The target project also has the same activity type assigned. Nothing has to be done and no problem occurs, as the activity type-WLA relation exists in both projects, original project and target project.
2. The target project does not have the same activity type assigned. This will lead to the problem already described above, the user will have to select another activity type (or in case the new project does not use activity types at all, the activity type will be deleted as part of fixing the work log). When **fixing the work log**, the **WLA value will be deleted**, because the original activity type this WLA was related to does not exist any longer after fixing the work log.

WLA Type P (Project)

If you have moved an issue with work logs that have a specific WLA of Type PROJECT between two projects, the following can happen:

1. The target project also has the same WLA assigned. Nothing has to be done and no problem occurs, as the project-WLA relation exists in both projects, original project and target project.
2. The target project does not have the same WLA assigned. When **fixing the work log**, the **WLA value will be deleted**, because this WLA does simply not exist in the target project.