



[JEP-90] [\\$outlookDate.formatDMYHMS\(\\$track.getTimePerformed\(\)\) in Excel export of User group history report](#) Created: 20/Dec/12 Updated: 20/Dec/12

Status:	Open
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.2.6
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Sayed Mizan Ali	Assignee:	Tuncay Senturk
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	 User_Group History Report-1.xlsx
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	44 


Description

Hi ,
When i try to view the report in excel , the date time is not shown \$outlookDate.formatDMYHMS(\$track.getTimePerformed()) is shown instead .

[JEP-89] [Invalid date even when dates entered are valid in User or Group history report](#) Created: 30/Nov/12 Updated: 03/Dec/12 Resolved: 30/Nov/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.1.1
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Sayed Mizan Ali	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	Linux		

Attachments:	 enhancer_issue.JPG
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	43 

Description

When I select the dates (start and end date) and click on next i get an error as below
A valid "Start Date" is required to generate this report.

Please refer the screenshot attached.
 I did not find any errors in the log related to this.
 Please can you help me with this issue.

Regards ,
 Mizan

Comments

Comment by [Tuncay Senturk](#) [30/Nov/12 6:09 AM]

Hello Mizan,

Are you using 2.1.1 version. I am afraid I can not give support to such old versions.

There was an ~~JEP-10~~ issue similar to yours, and please check Christine's comment <https://studio.plugins.atlassian.com/browse/JEP-10?focusedCommentId=18844&page=com.atlassian.jira.plugin.system.issuetabpanels:comment-tabpanel#comment-18844>

If that does not help, please try with a newer version.

Thanks

Tuncay Senturk

Comment by [Sayed Mizan Ali](#) [03/Dec/12 2:52 AM]

Hi Tuncay ,

I tried the comment by Christine and also updated the plugin to 2.2.0 but still the same error .
 Can you please help me with this ?

Comment by [Tuncay Senturk](#) [03/Dec/12 3:46 AM]

Hi,

I could not regenerate the problem, after 2.2.0 version, almost two years have passed.
 Don't you have any chance to try it with 3.x version?
 If you are worried for updating JIRA, just download a trial edition and test it.

Regards

Tuncay

[JEP-88] Exception in Stateoscope when anonymous user modifies issue Created: 30/Nov/12 Updated: 30/Nov/12

Status:	Open
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	1 day		
Time Spent:	Not Specified		
Original Estimate:	1 day		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	42

Description

When an anonymous user changes state of the issue, Statescope tab panel gives error and changes the layout of the page.

[JEP-87] LastCommentedUser not working with membersof() function Created: 20/Nov/12 Updated: 30/Nov/12 Resolved: 30/Nov/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.2.5
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Dan Radigan	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	41

Description

We just installed the plugin and are running this query:

```
(type = "Help Ticket") AND project not in ("A", "B", "C") AND resolution = unresolved AND LastUserCommitter not in membersof("mycompany-portal-users") ORDER BY LastCommentedDate DESC, key DESC
```

We have one issue that is returning where the LastUserCommitter is a member of mycompany-portal-users. I'm not sure how we debug the issue further, but it feels like a bug.

Comments

Comment by [Tuncay Senturk](#) [28/Nov/12 12:45 PM]

Hi Dan,

I tested user custom fields and did not find any problem. It works with membersof function.

have you reindexed JIRA after customfield definition?

[JEP-86] Adding "first" custom fields like First Commenter User/Date, etc.. Created: 19/Nov/12 Updated: 26/Nov/12 Resolved: 26/Nov/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	3.2.6

Type:	New Feature	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk

Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	3 days		
Time Spent:	Not Specified		
Original Estimate:	3 days		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

Like Last ... User/Date custom fields, First ... User/Date custom fields should be added to the plugin

Comments

Comment by [Tuncay Senturk](#) [26/Nov/12 2:04 PM]

From 3.2.6 version on, new "first" custom fields have been added.

- First closed date / user
- First commented date / user
- First resolved date / user
- First in progress date / user
- First reopened date / user

[JEP-85] User Configuration Screen for Date Format Created: 18/Oct/12 Updated: 09/Nov/12 Resolved: 09/Nov/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.2.4
Fix Version/s:	3.2.5

Type:	Improvement	Priority:	Major
Reporter:	Michael Garvin	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	1
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

Hi, our team does a lot of exporting from JIRA (the search navigator) to other tools for executive reporting. This all worked good with version 3.1.0 of the plugin, because the date format was always consistent.

With the new JIRA 5.1 versions of the plugin though, the date format isn't always consistent; sometimes day format, sometimes complete format. Which is good for display and readability, but it breaks automated reporting based excel exports.

Getting excel to understand "Yesterday" as a date is not really an option.

So, we'd like have a user configuration screen for the plugin, where we can say:

- X Automatic Date format
- X Always use Complete format
- X Always use formt:

This is really important for us to be able to continue exporting jira reports that include fields from this plugin (such as Last Resolution Date).

Comments

Comment by [Naveen Kalsi](#) [31/Oct/12 5:55 AM]

We're doing the same thing on our side with Issue Navigator (exporting the search results for executive reporting).

User configuration could be nice but I'd prefer if the Enhancer date fields printed dates the same way that JIRA prints standard date fields in Issue Navigator. So to end-user, Enhancer date fields and a standard JIRA date fields look the same.

Comment by [Tuncay Senturk](#) [09/Nov/12 7:28 AM]

Hi all,

This issue has been resolved in 3.2.5 version without a configuration screen.


Thanks for using plugin

Tuncay Senturk

[JEP-84] Day Format inconsistencies Created: 17/Oct/12 Updated: 18/Oct/12 Resolved: 18/Oct/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.2.4
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Michael Garvin	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA 5.1.6 + latest JIRA Enhancer plugin		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	38 

Description

Hi, we're about to purchase a license for the JIRA Enhancer (our PO is working its way through our system to you). We're big fans of the enhancer, so much so that we use it in critical executive reports. (its why we're buying a license).

But, when we upgraded to JIRA 5.1 we got a nasty surprise.

In JIRA 5.0 the Last Resolution date is always shown in the Issue Navigator as:

17/Oct/12 2:00 PM

and we based our **exported excel** reports on that format.

But now in 5.1, the Last Resolution column in the issue navigator shows up like this:

Wednesday 1:00 PM

...for any Last Resolution in the last 7 days.

Is JIRA Enhancer following the Look and Feel format for "Day Format"? If we change the JIRA Admin setting for Day Format to be the same as the other "complete" format, will the Last Resolution column be displayed like this:

17/Oct/12 2:00 PM

If the enhancer is just "Forcing" its own rendering format, how do we control the rendering format?

Comments

Comment by [Michael Garvin](#) [17/Oct/12 1:56 PM]

I did try chaning in our Look and Feel settings, Day Format to be the same as "complete", but the JIRA Enhancer isn't paying any attention, it still shows the most recent 7 days with the weird day format.

Is there some properties in the plugin we could twitch to fix this?

Comment by [Michael Garvin](#) [17/Oct/12 2:06 PM]

I notice in the plugin configuration:

```

<!-- last resolution date -->
<customfield-type key="last-resolution-date" name="Last Resolution Date" class="com.tuncaysenturk.jira.plugins.LastResolvedDateCFType">
    <description>This is a date field that displays the last resolution date of the issue</description>
    <resource type="velocity" name="column-view" location="templates/view-datetime-le.vm"/>
    <resource type="velocity" name="view" location="templates/view-datetime-le.vm"/>
    <resource type="velocity" name="xml" location="templates/plugins/fields/xml/xml-date.vm"/>
</customfield-type>

```

Maybe one of the template fixes could be adjusted or returned to what it was in the pre-5.1 version of JIRA Enhancer?

Comment by [Michael Garvin](#) [17/Oct/12 2:09 PM]

I looked at the view-datetime-le.vm file, but I don't see how to switch it to "complete" instead of Day Format.

I also downloaded the 3.1.0 version of your plugin and looked at its view-datetime-le.vm file, and it looks the same.

It seems like the complete vs Day Format in your plugin is only control inside the actual Java code?

Comment by [Tuncay Senturk](#) [17/Oct/12 4:07 PM]

Hi Michael,

Thanks for using the plugin.

I do not do anything about the date fields just to obey the standards of JIRA. Whatever you see in JIRA about the date fields is same in Enhancer Plugin.

Thanks again

Tuncay Senturk

Comment by [Michael Garvin](#) [17/Oct/12 4:32 PM]

Thanks for the reply Senturk, I'll follow up with Atlassian, because don't see this in 3.1.0 version of your plugin but we do in the latest version, can tell us if you have uses a different version of their plugin framework or something?

When we use 3.1.0 version of your plugin, it always displayed the "complete" date, but when we use the latest version of the plugin it shows sometimes day format and sometimes complete.

And when we use version 3.1.0 of your plugin in JIRA 5.1, we do not see the problem...so if this was a problem with the new JIRA, how come your old plugin doesn't show the problem in the new JIRA?

Comment by [Tuncay Senturk](#) [17/Oct/12 8:46 PM]

Hi again Michael,

You're right, after that version I started using Atlassian's default date formatter "iso8601Formatter" to be standard just to be the same as all fields.

Sorry for the inconvenience

Tuncay Senturk

Comment by [Michael Garvin](#) [17/Oct/12 9:26 PM]

Thanks Tuncay. Do you have an existing open feature for "user control of date format" that we can add ourselves as a watcher to?

For people like us who export to excel, we really need to be able to configure somewhere, what date format (say "complete") to use consistently for the entire column.

Is it possible for us to hack the JAR file, can we just edit one of those .vm file to make the date column switch to "complete" format?

Comment by [Tuncay Senturk](#) [18/Oct/12 2:41 AM]

Hi Michael

Actually JIRA Enhancer plugin does not have any configuration page I wanted it to be simple, but you're right, there may be a config to change the date formats. By the way, you can not simply change format by editing .vm files.

Tuncay Senturk

Comment by [Michael Garvin](#) [18/Oct/12 8:11 AM]

I've created the feature request:

<https://studio.plugins.atlassian.com/browse/JEP-85>

I'll vote on it and ask our users to vote on it.

[JEP-83] The enhancement plugin is not working Created: 08/Oct/12 Updated: 09/Oct/12 Resolved: 09/Oct/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.2.3
Fix Version/s:	None

Type:	Bug	Priority:	Blocker
Reporter:	Alex Carr	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	37

Description

After upgrading from JIRA 4.3.3 to JIRA 5.1.6 we find that the fields provided by the JIRA Enhancer plugin are no longer available.

We successfully tested this plugin version in our test instance with JIRA 5.1.3.

When I look at the JIRA Screen configuration I no longer see the fields listed not are they available to be added to the screen.

Our license is valid and the plugin is enabled:

Plugin key:
plugin.jep

License details:
Unlimited-user commercial license, expires 17/Sep/13 10:00 AM

License status:
Valid

License key:
AAABMQ0ODA..

Manage plugin modules - 40 of 40 modules enabled.

Comments

Comment by [Tuncay Senturk](#) [09/Oct/12 1:00 AM]

Hi Alex,

Have you upgraded Jira Enhancer Plugin? If you were using Jira Enhancer Plugin with JIRA 4.3.3, it must have been a JEP 2.x version. So you have upgrade to 3.x version in order to make it work.

And migrating from 2.x to 3.x is a little bit tricky but all documented in <https://studio.plugins.atlassian.com/wiki/display/JEP/JIRA+Enhancer+Plugin> wiki page under "Migrating to 3.x" section.

If you migrate JIRA with a clean database, you only need to re-define custom fields.

For further details or any question, do not hesitate please

Regards,

Tuncay Senturk

Comment by [Alex Carr](#) [09/Oct/12 9:07 AM]

Thank you Tuncay, we have resolved the issue by reconfiguring the Custom fields in the JIRA screens.

[JEP-82] [Stateoscope not displaying user avatars consistently](#) Created: 01/Oct/12 Updated: 09/Oct/12 Resolved: 09/Oct/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.2.3
Fix Version/s:	3.2.4

Type:	Bug	Priority:	Major
Reporter:	David Sutton	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	All tab from same issue as screenshot-2.jpg Same user - this time with no avatar showing at all.jpg screenshot-1.jpg
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

The Stateoscope sometimes shows a broken avatar and sometimes no avatar. See screen shots. Note that it both cases there is a clickable link where the avatar should be that brings you through to the user's profile page.

Comments

Comment by [Tuncay Senturk](#) [01/Oct/12 4:21 AM]

Hi David,

To clarify the problem I need some answers :

- In the examples that you have sent, you got broken avatar for "unassigned" users which means that assignee field is null. And you get no avatar for a user Pxxx Kxxx and Scrum Team. Do you have any example that you see right avatar? I mean, you set an avatar to a user, and see the right avatar within stateoscope tab field.

- Do you get no avatar or broken avatar error with a specific user? For instance, you have a user with an avatar set. You should not have any problem for this user in various issues.
- In the example, for "unassigned" you get a broken avatar. Do you get broken avatar for any user other than "unassigned"?

Thanks

Tuncay Senturk

Comment by [David Sutton](#) [01/Oct/12 5:43 AM]

"Do you have any example that you see right avatar?"

I cannot find any examples where I see the correct avatar. It is either blank or broken.

"Do you get no avatar or broken avatar error with a specific user?"

All users are showing a blank avatar in the stateoscope. This does not seem to vary from one user to the next.

"Do you get broken avatar for any user other than "unassigned"?"

You are right that the broken icon seems to be always for the unassigned case only.

Comment by [David Sutton](#) [01/Oct/12 7:08 AM]

By the way, within our JIRA system an issue can never be in an unassigned state. So although the stateoscope is stating that the issue is unassigned it actually is assigned to a JIRA user at all times.

Comment by [Tuncay Senturk](#) [01/Oct/12 7:20 AM]

Thanks for the quick response.

Have you tried assigning a custom avatar to a user (not built-in avatars) and see in stateoscope?

Could you please add issue's "All" tab to clarify the unassigned situation?

Thanks

Tuncay Senturk

Comment by [Tuncay Senturk](#) [01/Oct/12 12:24 PM]

Thanks again,

I got the unassigned problem.

But did you try assigning an avatar to a user and see in stateoscope?

And could you please add image links to the avatars both in broken and empty avatars?

You can get image path by right clicking the image, then clicking the properties or "Inspect"

Your answers are appreciated

Tuncay

Comment by [David Sutton](#) [02/Oct/12 1:10 AM]

When I inspect one of the blank avatars on the Stateoscope I see (for example) this:

```
<a class="user-hover-avatar" rel="ghealy" style="background-image:url(/jira/secure/useravatar?size=large&ownerId=ghealy&avatarId=11600);"
href="/jira/secure/ViewProfile.jspa?name=ghealy">
</a>
```

If I replace "/jira" in the "background-image:url" with this value (but using real hostnames values) then it works fine:

<http://jira.foo.bar.com:8080/>

e.g.

```
<a class="user-hover-avatar" rel="ghealy" style="background-image:url(http://jira.foo.bar.com:8080/secure/useravatar?
size=large&ownerId=ghealy&avatarId=11600);" href="/jira/secure/ViewProfile.jspa?name=ghealy">
</a>
```

Comment by [David Sutton](#) [02/Oct/12 1:15 AM]

For the broken avatar unassigned case this is what I see:

```

```

Comment by [Tuncay Senturk](#) [09/Oct/12 4:42 AM]

Hi David,

Problem is fixed with JIRA Enhancer Plugin version 3.2.4

Thanks for collaboration

Tuncay Senturk

[JEP-81] Adding generic "Last X" custom fields Created: 13/Sep/12 Updated: 13/Sep/12

Status:	Open
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Improvement	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	36 

Description

User may create his own custom fields according to state changes.
 For example if user does not use JIRA's default workflow and create a new one from scratch, the ids of states may change. This prevents working of JEP's custom fields just like in [JEP-80](#)
 So, with built-in custom fields, user may add his own custom fields by giving custom ids.

[JEP-80] Why would the "Last closed user" field work in one project but not in another. Created: 13/Sep/12 Updated: 13/Sep/12 Resolved: 13/Sep/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Micah Figone	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	35

Description

We have a project where when a user closes an issue they do not get added to the last closed user field. I am suspecting that is because the project in question has a completely different workflow than the project that works....

How does the field know that it needs to add a user to that field?

Comments

Comment by [Tuncay Senturk](#) [13/Sep/12 12:13 PM]

When issue is closed, its state changes to "6".
In "All" issue tab field, you see an action as below

Field	Original Value	New Value
Status	Open [1]	Closed [6]
Resolution		Fixed [1]

The number near "Closed" is the key that custom field looks for. If you changed your workflow and do not use the default values for "closed" state, you can not see in "Last Closed User" custom field. It is same for all custom fields except Resolution Date / User.

Tuncay Senturk

Comment by [Micah Figone](#) [13/Sep/12 1:32 PM]

Is there any plans to make it possible to customize what is considered closed?

Comment by [Tuncay Senturk](#) [13/Sep/12 11:06 PM]

Hi Micah,

I created [JEP-81](#) to handle this new feature.

Thanks

Tuncay Senturk

[JEP-79] JIRA 5.1.4 support Created: 06/Sep/12 Updated: 27/Sep/12 Resolved: 27/Sep/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Task	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	34

[JEP-78] [JIRA 5.1.3 support](#) Created: 31/Aug/12 Updated: 05/Sep/12 Resolved: 05/Sep/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	3.2.2

Type:	Story	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

[JEP-77] [Statescope screws up issue view sometimes](#) Created: 28/Aug/12 Updated: 08/Oct/12 Resolved: 01/Oct/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.2.1
Fix Version/s:	3.2.2 , 3.2.3

Type:	Bug	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	Jira 5.0.6		

Attachments:	JEP-77.html log-5.0.6.txt log-5.1.2.txt screenshot-1.jpg screenshot-2.jpg screenshot-3.jpg screenshot-4.jpg
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

see screenshot

this is not happening with every issue, but I havent figured out, whats the difference between the issues.
In one case simply assigning the issue to another user fixed the view screen...

Comments

Comment by [Tuncay Senturk](#) [28/Aug/12 5:04 AM]

Hi Thomas,

Could you please attach related logs please?

Thanks

Tuncay Senturk

Comment by [Thomas H.](#) [28/Aug/12 5:27 AM]

I have attached two exceptions from out logs.

Comment by [Tuncay Senturk](#) [28/Aug/12 8:18 AM]

Hi Thomas,

If the assignee of the user is null, you get this `NullPointerException`.

I could not decide any issue with no assignee, but I'm gonna fix it anyway.

Thanks for your report

Tuncay Senturk

Comment by [Tuncay Senturk](#) [04/Sep/12 3:24 PM]

Fixed the problem with 3.2.2 version

Thanks

Tuncay Senturk

Comment by [Thomas H.](#) [05/Sep/12 12:55 PM]

I don't think that having no assignee is the cause of the problem - screenshot-2 shows the same problem with an assigned issue...

Comment by [Tuncay Senturk](#) [05/Sep/12 1:02 PM]

Hi Thomas,

I see a `NullPointerException` from your log files, and I fixed that.

But we have another design problem here.

And could you please tell me more about this mess?

- It happens sometimes (not all the time). I mean when you get this mess, if you press F5, does browser recover the page view?
- It happens in a specific issue, or in any issue
- Which browser do you use? Does it happen with all browsers?

Thanks

Comment by [Thomas H.](#) [05/Sep/12 1:29 PM]

- It happens with all browser
- It happens not with all issues
- If it happens with an issue F5 does not help

My guess is, that it has something to do with the post actions from our workflow - it seems the plugin cannot handle assignments to other users there.

Here is a exception in the log:

```
2012-09-05 22:22:34,143 http-8080-12 ERROR th 1342x7841x1 1r1z76o 10.13.110.81 /browse/TST-102 tuncaysenturk.jira.plugins.StateoscopeTabPanel exception while getting actions
java.lang.NullPointerException
at com.tuncaysenturk.jira.plugins.StateoscopeTabPanel.getActions(StateoscopeTabPanel.java:91)
at com.tuncaysenturk.jira.plugins.StateoscopeTabPanel.showPanel(StateoscopeTabPanel.java:125)
at com.atlassian.jira.plugin.issuetabpanel.IssueTabPanelInvokerImpl.invokeShowPanel(IssueTabPanelInvokerImpl.java:47)
at sun.reflect.GeneratedMethodAccessor477.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
at java.lang.reflect.Method.invoke(Unknown Source)
at
com.atlassian.multitenant.impl.MultiTenantComponentFactoryImpl$AbstractMultiTenantAwareInvocationHandler.invokeInternal(MultiTenantComponentFactoryImpl.java:18)
at com.atlassian.multitenant.impl.MultiTenantComponentFactoryImpl$MultiTenantAwareInvocationHandler.invoke(MultiTenantComponentFactoryImpl.java:211)
at $Proxy307.invokeShowPanel(Unknown Source)
at sun.reflect.GeneratedMethodAccessor477.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
at java.lang.reflect.Method.invoke(Unknown Source)
```

```

at
com.atlassian.plugin.osgi.hostcomponents.impl.DefaultComponentRegistrar$ContextClassLoaderSettingInvocationHandler.invoke(DefaultComponentRegistrar.java:129)
at $Proxy307.invokeShowPanel(Unknown Source)
at sun.reflect.GeneratedMethodAccessor477.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
at java.lang.reflect.Method.invoke(Unknown Source)
at com.atlassian.plugin.osgi.bridge.external.HostComponentFactoryBean$DynamicServiceInvocationHandler.invoke(HostComponentFactoryBean.java:154)
at $Proxy307.invokeShowPanel(Unknown Source)
at com.atlassian.jira.plugin.viewissue.ActivityBlockViewIssueContextProvider.getTabPanels(ActivityBlockViewIssueContextProvider.java:194)
at com.atlassian.jira.plugin.viewissue.ActivityBlockViewIssueContextProvider.getContextMap(ActivityBlockViewIssueContextProvider.java:74)
at com.atlassian.jira.plugin.webfragment.CacheableContextProviderDecorator.initContextMap(CacheableContextProviderDecorator.java:70)
at com.atlassian.jira.plugin.webfragment.CacheableContextProviderDecorator.getContextMap(CacheableContextProviderDecorator.java:46)
at com.atlassian.jira.plugin.webfragment.contextproviders.MultiContextProvider.getContextMap(MultiContextProvider.java:99)
at com.atlassian.plugin.web.descriptors.DefaultWebPanelModuleDescriptor$ContextAwareWebPanel.getHtml(DefaultWebPanelModuleDescriptor.java:143)
at com.atlassian.jira.web.component.ModuleWebComponentImpl.renderModule(ModuleWebComponentImpl.java:84)
at com.atlassian.jira.web.component.ModuleWebComponentImpl.renderModuleAndLetNoThrowablesEscape(ModuleWebComponentImpl.java:67)
at com.atlassian.jira.web.component.ModuleWebComponentImpl.renderModules(ModuleWebComponentImpl.java:45)
at com.atlassian.jira.issue.util.IssueWebPanelRenderUtil.renderPanels(IssueWebPanelRenderUtil.java:80)
at sun.reflect.GeneratedMethodAccessor964.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
at java.lang.reflect.Method.invoke(Unknown Source)
at webwork.util.InjectionUtils$DefaultInjectionImpl.invoke(InjectionUtils.java:70)
at webwork.util.InjectionUtils.invoke(InjectionUtils.java:56)
at webwork.util.ValueStack.findValue(ValueStack.java:514)
at webwork.util.ValueStack.findValue(ValueStack.java:213)
at webwork.view.taglib.WebWorkBodyTagSupport.findValue(WebWorkBodyTagSupport.java:62)
at webwork.view.taglib.BasicPropertyTag.doStartTag(BasicPropertyTag.java:54)
at org.apache.jsp.secure.views.issue.viewissue_jsp._jspx_meth_ww_005fproperty_005f4(viewissue_jsp.java:546)
at org.apache.jsp.secure.views.issue.viewissue_jsp._jspx_meth_ww_005fproperty_005f3(viewissue_jsp.java:514)
at org.apache.jsp.secure.views.issue.viewissue_jsp._jspService(viewissue_jsp.java:163)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:717)
at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:386)
at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:313)
at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:260)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:717)

```

Comment by [Tuncay Senturk](#) [05/Sep/12 1:37 PM]

I fixed this exception in 3.2.2 version but the stack trace that you added belongs to prior version

Comment by [Tuncay Senturk](#) [07/Sep/12 12:28 PM]

Have you tried with 3.2.2 version?

Comment by [Thomas H.](#) [24/Sep/12 9:08 AM]

I found again an Issue where this happens with 3.2.2

See screenshot - the data is also false, the issue was never unassigned!
(It was assigned as default to the project lead at creation, if that helps)

Comment by [Tuncay Senturk](#) [24/Sep/12 1:48 PM]

Hi Thomas,

If it is OK with you, could you please add "all issue tab" actions so that I can figure out the problem.

If you get any exception, adding log file will be appreciated.

Thanks in advance

Tuncay Senturk

Comment by [Thomas H.](#) [25/Sep/12 1:19 AM]

screenshot is attached, but there is nothing in the logs

Comment by [Tuncay Senturk](#) [25/Sep/12 1:40 AM]

In this screenshot there is a section that I have to see in the first action.

Could you please only give the details about status change

Field	Original Value	New Value
-------	----------------	-----------

Status ?	?
----------	---

Comment by [Thomas H.](#) [25/Sep/12 1:44 AM]

Transition	Time In Source Status	Execution Times	Last Executer	Last Execution Date
10 - New => Scheduled	13h 17m	1	Jxxxxx	Wednesday 09:17

Original Value is: "10 - New"

New Value is: "Scheduled"

Comment by [Tuncay Senturk](#) [25/Sep/12 1:51 AM]

Thanks for all,

I'll try to regenerate the issue.

Comment by [Tuncay Senturk](#) [26/Sep/12 10:50 AM]

I'm still working on it but I haven't reproduced the problem yet.
Tried on several JIRA versions as well as Firefox and Chrome.

Which browser are you using? And have you tried with a different browser?

Comment by [Thomas H.](#) [27/Sep/12 2:04 AM]

I used FireFox, IE8 and IE9 - all with the same result.

I have attached the sourcecode of a page with this error, but to see it rendered you have to replace the "change.this.to.jira.server.for.css.load" to an actual jira server that can provide css.

Hope this helps...

Comment by [Tuncay Senturk](#) [27/Sep/12 4:01 AM]

That's a very good job. Thanks very much.

I'll look at it.

Thanks again

Comment by [David Sutton](#) [27/Sep/12 7:54 AM]

I'm running JIRA v5.1.5 with Enhancer Plugin v3.2.2 and seeing these errors in the log file tab:

```
2012-09-27 12:20:26,887 http-8080-25 ERROR jdoe 740x19087x1 1lgs8a3 172.18.3.115 /browse/SUP-611 tuncaysenturk.jira.plugins.StateoscopeTabPanel exception while actions
```

```
java.lang.NullPointerException
```

```
at com.tuncaysenturk.jira.plugins.StateoscopeTabPanel.getActions(StateoscopeTabPanel.java:106)
```

```
at com.tuncaysenturk.jira.plugins.StateoscopeTabPanel.showPanel(StateoscopeTabPanel.java:173)
```

```
at com.atlassian.jira.plugin.issuetabpanel.IssueTabPanelInvokerImpl.invokeShowPanel(IssueTabPanelInvokerImpl.java:47)
```

```
at sun.reflect.GeneratedMethodAccessor517.invoke(Unknown Source)
```

```
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
```

```
at java.lang.reflect.Method.invoke(Method.java:597)
```

```
at com.atlassian.multitenant.impl.MultiTenantComponentFactoryImpl$AbstractMultiTenantAwareInvocationHandler.invokeInternal(MultiTenantComponentFactoryImpl.java:18)
```

```
at com.atlassian.multitenant.impl.MultiTenantComponentFactoryImpl$MultiTenantAwareInvocationHandler.invoke(MultiTenantComponentFactoryImpl.java:211)
```

```
at $Proxy346.invokeShowPanel(Unknown Source)
```

```
.....
```

```
2012-09-27 12:51:02,763 http-8080-17 ERROR jdoe 770x22045x1 19863l3 172.18.1.75 /browse/SUP-611 tuncaysenturk.jira.plugins.StateoscopeTabPanel exception while actions
```

```
java.lang.NullPointerException
```

Comment by [Thomas H.](#) [27/Sep/12 8:56 AM]

@dsutton:

Why are you writing that in this issue?

Comment by [Tuncay Senturk](#) [27/Sep/12 1:08 PM]

Thanks Thomas,

I got the point now, and fixed the bug.

ASAP I'll be releasing a new version.

@dSutton

The exception you're getting is the same as the exception that you may see in this issue's prior comments. But I fixed that in v3.2.2.

No matter what, all will be fixed in 3.2.3 version

Thanks again for your collaboration

Tuncay Senturk

Comment by [Tuncay Senturk](#) [01/Oct/12 4:22 AM]

Problem fixed with 3.2.3 version

Thanks for your participating

Tuncay Senturk

Comment by [Thomas H.](#) [08/Oct/12 1:46 AM]

Seems to work now!

[JEP-76] Error when updating a field based on Enhancer plugin - flow not completed. Created: 23/Aug/12 Updated: 26/Aug/12 Resolved: 26/Aug/12	
Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.2.1
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	haim Halbfinger	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA 5.1.3		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	33

Description

I was using "old" version 2.3-SNAPSHOT with JIRA 4.4 and upgraded to JIRA 5.1.3 a few days ago. Had problems with the plugin, so I upgraded to the newly released plugin version.

I get the message on the screen
Unable to find field 'customfield_10330'

In the DB customfield table I see the following entry
10330;"com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-user";"com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-user-searcher";"Dev Owner";"Dev Owner based on last resolution";";";"

It seems that the customfield entry is different between these 2 versions of the plugin.

Comments

Comment by [Tuncay Senturk](#) [23/Aug/12 10:24 AM]

In the link below, there is a section of migration guide.

<https://studio.plugins.atlassian.com/wiki/display/JEP/JIRA+Enhancer+Plugin#JIRAEnhancerPlugin-migrate2xto3x>

I also attached the necessary part below. Please follow the guide, and feel free to ask if you have any questions.

Plugin key changed due to marketplace after 3.1 version
If you are a user of JEP's older versions and want to migrate it to 3.1 version, then you need to update your Jira database rows manually as follows.

1. In CUSTOMFIELDS table, locate JEP custom fields starting with `com.tuncaysenturk`.
2. Change `customfieldtypekey` and `customfieldsearcher` fields as seen below

Customfieldtypekey	Customfieldsearcher
plugin.jep:last-closed-date-range	com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-date-range

3. Apply same pattern to all custom fields in JEP (starts with `com.tuncaysenturk`...)

Comment by [haim Halbfinger](#) [26/Aug/12 3:28 AM]

Since I am doing this on my production system, allow me to validate that I understood correctly...

The Customfieldtypekey should be changed

original = "com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-user"
 modified = "plugin.jep:last-closed-date-range:last-resolution-user"

Customfieldsearcher should (no change?)

original = "com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-user-searcher"
 modified = "com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-user-searcher"

(below is customfield row contents...)

10330;"com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-user";"com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-user-searcher";"Dev Owner";"Dev Owner based on last resolution";";";"

Comment by [Tuncay Senturk](#) [26/Aug/12 4:34 AM]

Hi Haim,

You will do the replacement on both `Customfieldtypekey` and `Customfieldsearcher`.

What I mean is, replace all `com.tuncaysenturk.jira.plugins.jira-enhancer-plugin` values to `plugin.jep`, so that your rows look like as below

old	new
com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-user	plugin.jep:last-resolution-user
com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-user-searcher	plugin.jep:last-resolution-user-searcher

and so on ..

Regards

Tuncay Senturk

Comment by [haim Halbfinger](#) [26/Aug/12 5:54 AM]

tx. Works.

Original documentation seems inaccurate as it states the "old" plugin key value. You may want to clarify this documentation.

Comment by [Tuncay Senturk](#) [26/Aug/12 6:01 AM]

You're right, thanks.

I've modified the documentation.

Tuncay Senturk

[JEP-75] [Getting NPE in Statecope tab panel](#) Created: 22/Aug/12 Updated: 22/Aug/12 Resolved: 22/Aug/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.2.0
Fix Version/s:	3.2.1

Type:	Bug	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		

Remaining Estimate:	Not Specified
Time Spent:	Not Specified
Original Estimate:	Not Specified

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

Here is the log
 2012-08-22 11:27:32,160 http-443-2 ERROR /browse/XYZ-??? [tuncaysenturk.jira.plugins.StateoscopeTabPanel](#) exception while getting actions
 java.lang.NullPointerException

Comments

Comment by [Tuncay Senturk](#) [22/Aug/12 1:48 PM]
 Added a nullable control to Avatar

[JEP-74] [Jira 5.1 support](#) Created: 20/Jul/12 Updated: 22/Aug/12 Resolved: 31/Jul/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	3.2.0

Type:	New Feature	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Unassigned
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

Check and give support to Jira 5.1

Comments

Comment by [Tuncay Senturk](#) [22/Aug/12 12:51 PM]
 bulk closing bunch of resolved issues

[JEP-73] [Adding stateoscope issue tab field](#) Created: 20/Jul/12 Updated: 22/Aug/12 Due: 28/Jul/12 Resolved: 31/Jul/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	3.2.0

Type:	New Feature	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Unassigned
Resolution:	Fixed	Votes:	0
Labels:	tabfield		
Remaining Estimate:	1 week		
Time Spent:	Not Specified		
Original Estimate:	1 week		

Rank:	Issue can not be ranked.
--------------	--------------------------

Description

Display all state changes in a clarified view

Comments

Comment by [Tuncay Senturk](#) [22/Aug/12 12:51 PM]

bulk closing bunch of resolved issues

[JEP-72] [Pollution of tab panels in "All" tab](#) Created: 16/Jul/12 Updated: 22/Aug/12 Resolved: 31/Jul/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	3.2.0

Type:	Improvement	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Unassigned
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	10 minutes		
Time Spent:	Not Specified		
Original Estimate:	10 minutes		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

Reopenings tab panel should not pollute "All" tab

Comments

Comment by [Tuncay Senturk](#) [22/Aug/12 12:51 PM]

bulk closing bunch of resolved issues

[JEP-71] **Tab panel of "states history"** Created: 16/Jul/12 Updated: 20/Jul/12 Resolved: 20/Jul/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	3.2.0

Type:	New Feature	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Duplicate	Votes:	0
Labels:	jira, plugin, state, tabpanel		
Remaining Estimate:	1 week		
Time Spent:	Not Specified		
Original Estimate:	1 week		

Internal Complexity:	7
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Comments

Comment by [Tuncay Senturk](#) [20/Jul/12 10:11 AM]

[JEP-73](#)

[JEP-70] **REOPEN COUNTER IN ISSUENAVIGATOR** Created: 06/Jul/12 Updated: 14/Jul/12 Resolved: 12/Jul/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.1.1
Fix Version/s:	None

Type:	Improvement	Priority:	Critical
Reporter:	DSR TOOLS TEAM	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	32 

Description

Hi

In issue navigator the reopening counter does not show the count ≥ 0 or $=0$ in advance search

even though the ticket is shown in normal search.
 project = "XXX" AND "Reopening Counter" >= "0"
 Please find the attachment for your reference.
 Please reply ASAP as USER IS AWAITING

Comments

Comment by [Tuncay Senturk](#) [06/Jul/12 10:51 AM]

Hi,
 Have you reindexed Jira?
 By the way, are you using 2.1.1 version? There was a bug like this and I had fixed it. But I'm not sure in which version it was.
 If the problem occurs after reindexing, then you have to upgrade plugin version to a newer one.
 Thanks
 Tuncay

Comment by [Tuncay Senturk](#) [12/Jul/12 10:20 AM]

Have you deleted attachments?
 Any progress, if ok I'm gonna close the issue.
 Thanks

Comment by [DSR TOOLS TEAM](#) [14/Jul/12 2:49 AM]

Hi Tuncay,
 Thanks you for your solution, it worked after reindexing.
 Please close the issue.

[JEP-69] Last Reopened Date doesn't always give actual results in filters Created: 18/Jun/12 Updated: 22/Aug/12 Resolved: 31/Jul/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	3.0.0
Fix Version/s:	3.2.0

Type:	Bug	Priority:	Major
Reporter:	Itzik Shalem	Assignee:	Unassigned
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

When using Last Reopened Date in filter report, the results are wrong while using minutes values.
 For example, "Last Reopened Date" >= '-15m' / "Last Reopened Date" >= '-0.25h' gives older results then from then 15 minutes.
 It seems that for days, it works OK.

Comments

Comment by Tuncay Senturk [18/Jul/12 6:46 AM]
In 3.2 version I will be fixing this bug with Jira 5.1 support
Thanks
Tuncay Senturk
Comment by Tuncay Senturk [22/Aug/12 12:51 PM]
bulk closing bunch of resolved issues

[JEP-68] I believe there is a typo in the Reopened History table - ReOpened should be Reopened Created: 11/Jun/12 Updated: 29/Jun/12 Resolved: 12/Jun/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	3.0.1

Type:	Bug	Priority:	Trivial
Reporter:	Elizabeth Schaefermann	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	Reopened_History		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	Browsed in Chrome Version 19.0.1084.54, Mac 10.6.8		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

This is in both the User and the Time columns,

Comments

Comment by Tuncay Senturk [12/Jun/12 1:50 AM]
Hi Elizabeth,
I will be correcting the issue.
However if you want to see it in action earlier, you may edit the ".properties" file in the jar file.
Thanks
Tuncay
Comment by Tuncay Senturk [12/Jun/12 1:27 PM]
Hi again,
Sorry for the prior wrong comment.
I fixed the bug with 3.0.1 version.
Tuncay
Comment by Elizabeth Schaefermann [18/Jun/12 12:57 AM]

Thanks for the quick turn-around!

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-67] JIRA Enhancer closed date reporting where Resolution values not used + Created: 24/May/12 Updated: 30/Jun/12 Resolved: 30/Jun/12	
Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	None

Type:	Support Request	Priority:	Minor
Reporter:	Robert Blau	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	plugin		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	Standalone install of JIRA 4.4.3		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	31 

Description

Will the JIRA Enhancer plugin provide an accurate closed date for past issue types where the Resolution field was NOT used during the transition to "Resolved" or "Closed" states?

Comments

Comment by [Tuncay Senturk](#) [29/May/12 12:49 AM]

Hi Robert,

There is already Last Resolution/Closed Date/User custom fields in JEP.
And those fields only deal only with the state changes. So, I think current behaviour fits your issue, doesn't it?

Tuncay Senturk

Comment by [Tuncay Senturk](#) [30/Jun/12 1:25 PM]

Closing the issue

[JEP-66] Unable to download and save JEP 2.4 jar file. Created: 13/Apr/12 Updated: 29/Jun/12 Resolved: 17/Apr/12	
Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.4
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Janaki Kora	Assignee:	Tuncay Senturk
Resolution:	Cannot Reproduce	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	windows server 2008		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	30 

Description

I am trying to download the jar file for v2.4 from the below location.

<https://studio.plugins.atlassian.com/wiki/display/JEP/JIRA+Enhancer+Plugin#JIRAEnhancerPlugin-downloadsection>

When I click on the link under Binary column for v2.4 from the above referenced page,

Download msg box : Do you want to save 'jira-enhancer-plugin-2_4-SNAPSHOT_jar?version=1&modificationDate=1322708227665' is displayed.

When Save is clicked, save as box opens but does not save, or do anything.

Click cancel on the save as box, and cancel on the download box doesn't cancel the download either.

After may be 30 mins, the plug-in can not be saved message is displayed.

Please help!

Comments

Comment by [Tuncay Senturk](#) [17/Apr/12 12:54 AM]

Hi Janaki,

Please check your browser or firewall settings.

The whole plugin related files are kept under Atlassian system and I did not re-implement anything over Atlassian download system.

Thanks

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-65] [Unable to download and save JEP 2.4 jar file](#). Created: 13/Apr/12 Updated: 17/Apr/12 Resolved: 17/Apr/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.4
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Janaki Kora	Assignee:	Tuncay Senturk
Resolution:	Duplicate	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	windows server 2008		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	29 

Description

I am trying to download the jar file for v2.4 from the below location.

<https://studio.plugins.atlassian.com/wiki/display/JEP/JIRA+Enhancer+Plugin#JIRAEnhancerPlugin-downloadsection>

When I click on the link under Binary column for v2.4 from the above referenced page,

Download msg box : Do you want to save 'jira-enhancer-plugin-2_4-SNAPSHOT.jar?version=1&modificationDate=1322708227665' is displayed.

When Save is clicked, save as box opens but does not save, or do anything.

Click cancel on the save as box, and cancel on the download box doesn't cancel the download either.

After may be 30 mins, the plug-in can not be saved message is displayed.

Please help!

Comments


Comment by [Tuncay Senturk](#) [17/Apr/12 12:55 AM]

Same with [JEP-66](#)

[JEP-64] Reopening counter field empty when setting view to XML Created: 29/Mar/12 Updated: 09/Oct/12 Resolved: 09/Oct/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	3.2.4

Type:	Bug	Priority:	Major
Reporter:	Christophe Dupre	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA v4.3.4#620-r152668		

Attachments:	 screenshot-1.jpg  screenshot-2.jpg
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

When displaying an issue that has been re-opened, we get the correct re-open count displayed. When we change the view type to either Word or Printable, the reopening counter field is still populated with the correct reopen count. However, when set to XML the field is empty. Not zero but no value.

This also happens for other ways to extract an XML representation of a ticket, such as the XMLRPC interface.

Comments

Comment by [Christophe Dupre](#) [29/Mar/12 10:22 AM]

standard view of the issue, the reopening counter is set to 2. This is correct.

Comment by [Christophe Dupre](#) [29/Mar/12 10:23 AM]

excerpt from the XML representation of the same issue; this time the field is empty.

Comment by [Tuncay Senturk](#) [09/Oct/12 5:21 AM]

Hi Christophe,

Sorry for very late response. Somehow, I have overlooked the issue.

The problem has been resolved in JIRA Enhancer Plugin 3.2.4 version.

Thanks

Tuncay Senturk

[JEP-63] NullPointerException when running reindex using 2.4 on JIRA 4.4.5 Created: 26/Mar/12 Updated: 09/Oct/12 Resolved: 09/Oct/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.4
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Mark Kwan	Assignee:	Tuncay Senturk
Resolution:	Cannot Reproduce	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	CentOS 5		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	28

Description

We recently upgraded to JIRA 4.4.5 (from JIRA 4.2.2). Using JIRA Enhancer Plugin 2.4-SNAPSHOT, we're seeing the following error when we try to reindex.

```

-----
java.util.concurrent.ExecutionException: java.lang.NullPointerException
Task completed in 7 minutes, 7 seconds with unexpected error.
Started Today 01:21 PM.
Finished Today 01:28 PM.

-----
java.lang.RuntimeException: java.util.concurrent.ExecutionException: java.lang.NullPointerException
    at com.atlassian.jira.index.FutureResult.await(FutureResult.java:35)
    at com.atlassian.jira.index.CompositeResultBuilder$CompositeResult.await(CompositeResultBuilder.java:82)
    at com.atlassian.jira.issue.index.DefaultIndexManager.reIndexAll(DefaultIndexManager.java:243)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
    at java.lang.reflect.Method.invoke(Unknown Source)
    at com.atlassian.util.profiling.object.ObjectProfiler.profiledInvoke(ObjectProfiler.java:81)
    at com.atlassian.jira.config.component.SwitchingInvocationHandler.invoke(SwitchingInvocationHandler.java:28)
    at $Proxy112.reIndexAll(Unknown Source)
    at com.atlassian.jira.util.index.IndexLifecycleManager$Composite.reIndexAll(IndexLifecycleManager.java:112)
    at com.atlassian.jira.web.action.admin.index.ReIndexAsyncIndexerCommand.doReindex(ReIndexAsyncIndexerCommand.java:29)
    at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:54)
    at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:23)
    at com.atlassian.jira.task.TaskManagerImpl$TaskCallableDecorator.call(TaskManagerImpl.java:359)
    at java.util.concurrent.FutureTask$Sync.innerRun(Unknown Source)
    
```

I assume a fix will take awhile, but if I could get a pointer to what data the plugin is choking on, I might be able to just fix up the unexpected data..

Comments

Comment by [Mark Kwan](#) [26/Mar/12 1:17 PM]

Might be related to [JEP-58](#)?

Comment by [Tuncay Senturk](#) [30/Jun/12 1:31 PM]

Hi Mark,
Does this problem still occur?
Or do you have a plan to migrate to Jira 5?

Comment by [Tuncay Senturk](#) [09/Oct/12 5:25 AM]

Can not reproduce in later versions with JIRA 5+

[JEP-62] Jira Enhancer Plugin support for Jira 5.0 Created: 22/Feb/12 Updated: 29/Jun/12 Resolved: 30/Mar/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.4
Fix Version/s:	3.0.0

Type:	Improvement	Priority:	Blocker
Reporter:	Dusty Ketchum	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	5
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	n/a		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

Hi Tuncay,
Have you had a chance to test JEP with Jira 5.0 yet?
Thanks,
Dusty

Comments

Comment by [Micah Figone](#) [27/Feb/12 3:01 PM]

It definitely gives a lot of errors in jira 5 specifically around the reopening counter.

```

2012-02-27 14:57:50,770 http-80-3 ERROR gbs_don 897x33217x10 zquldv 10.7.163.40 /browse/PCI-246 [jira.plugin.viewissue.ActivityBlockView
com.atlassian.util.concurrent.LazyReference$InitializationException: org.springframework.beans.factory.BeanCreationException: Error crea
    at com.atlassian.util.concurrent.LazyReference.getInterruptibly(LazyReference.java:152)
    at com.atlassian.util.concurrent.LazyReference.get(LazyReference.java:115)
    at com.atlassian.util.concurrent.ResettableLazyReference.get(ResettableLazyReference.java:89)
    at com.atlassian.jira.plugin.AbstractJiraModuleDescriptor.getModule(AbstractJiraModuleDescriptor.java:128)
    at sun.reflect.GeneratedMethodAccessor128.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
    at java.lang.reflect.Method.invoke(Method.java:597)
    at com.atlassian.multitenant.plugins.MultiTenantModuleDescriptorFactory$LifecycleInterceptor$TenantInterceptor.intercept(MultiTe
    at com.atlassian.jira.plugin.issuetabpanel.IssueTabPanelModuleDescriptorImpl$$EnhancerByCGLIB$$f80be9f8.getModule(<generated>)
    at com.atlassian.jira.plugin.viewissue.ActivityBlockViewIssueContextProvider.getTabPanels(ActivityBlockViewIssueContextProvider.
    at com.atlassian.jira.plugin.viewissue.ActivityBlockViewIssueContextProvider.getContextMap(ActivityBlockViewIssueContextProvider
    at com.atlassian.jira.plugin.webfragment.CacheableContextProviderDecorator.initContextMap(CacheableContextProviderDecorator.java
    at com.atlassian.jira.plugin.webfragment.CacheableContextProviderDecorator.getContextMap(CacheableContextProviderDecorator.java:
    at com.atlassian.jira.plugin.webfragment.contextproviders.MultiContextProvider.getContextMap(MultiContextProvider.java:99)
    at com.atlassian.plugin.web.descriptors.DefaultWebPanelModuleDescriptor$ContextAwareWebPanel.getHtml(DefaultWebPanelModuleDescri
    at com.atlassian.jira.web.component.ModuleWebComponentImpl.renderModule(ModuleWebComponentImpl.java:84)
    at com.atlassian.jira.web.component.ModuleWebComponentImpl.renderModuleAndLetNoThrowablesEscape(ModuleWebComponentImpl.java:67)
    at com.atlassian.jira.web.component.ModuleWebComponentImpl.renderModules(ModuleWebComponentImpl.java:45)
    at com.atlassian.jira.web.action.issue.ViewIssue.renderPanels(ViewIssue.java:267)
    at sun.reflect.GeneratedMethodAccessor966.invoke(Unknown Source)

```

Comment by [Thomas H.](#) [28/Feb/12 5:13 AM]

For more details see the [Atlassian Plugin Checkup](#)

Comment by [Michelle Weller](#) [19/Mar/12 11:25 AM]

Is there an ETA for this plugin?

Comment by [Matt H.](#) [20/Mar/12 2:49 PM]

It looks like someone forked this and started working on a JIRA 5 version already...

<https://bitbucket.org/appfusions/jira-enhancer-plugin/overview>

Comment by [Micah Figone](#) [20/Mar/12 3:03 PM]

Yeah..... That was at my request.... I have the plugin running on my jira 5 instance now.

Comment by [Tuncay Senturk](#) [20/Mar/12 5:58 PM]

Thanks Micah,

And sorry for inconvenience folks,

I re-installed my environment, and ASAP I will be releasing new Jira 5.0 supported version.

Tuncay Senturk

Comment by [Tuncay Senturk](#) [28/Mar/12 11:50 AM]

Hi again,

I've almost finished Jep to work with Jira 5.0

Sorry for the inconvenience, and thanks for your patience

Tuncay Senturk

Comment by [Michelle Weller](#) [29/Mar/12 11:30 AM]

That's great news. Looking forward to the latest plugin. Thanks Tuncay!

Comment by [Tuncay Senturk](#) [30/Mar/12 12:39 AM]

Hi all,

Eventually I completed work on Jira 5.0 support, after struggling with JIRA 5.0 API changes.

I hope everything will go fine.

Thanks for your patience

Tuncay Senturk

Comment by [Michelle Weller](#) [30/Mar/12 9:02 AM]

Tuncay, thanks for getting this completed. I was able to successfully test it. I ran into one challenge. The gadgets no longer show the custom field (e.g resolved by) values fc

Thanks,
Michelle

Comment by [Tuncay Senturk](#) [30/Mar/12 11:44 AM]

Hi Michelle,

Have you tried reindexing?

Comment by [Michelle Weller](#) [30/Mar/12 12:38 PM]

Thanks Tuncay. That did it! I typically run the reindex but it slipped my mind and there wasn't the usual Administrative reminder.

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-61] Is it possible to re-set the reopen counter for an individual issue? Created: 03/Nov/11 Updated: 04/Nov/11 Resolved: 03/Nov/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	2.2

Type:	Support Request	Priority:	Minor
Reporter:	Adam Wignall	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

Hi we are using the enhancer plugin and think it's very good. 1 question if an issue gets re-opened by mistake is it possible to reset the re-open counter for that issue?
 thanks,
 Adam

Comments

Comment by [Tuncay Senturk](#) [03/Nov/11 9:25 PM]

Hi Adam,

To change or delete the reopening counter is not possible.
 That field calculates and indexes the counter by the history actions of the field.
 So the only way to change is, to change the history of the issue and re-index.

Thanks
 Tuncay.

[JEP-60] [Last Resolved User is not displayed as recipient in notification scheme](#) Created: 22/Sep/11 Updated: 22/Aug/12 Resolved: 30/Jun/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Thomas H.	Assignee:	Unassigned
Resolution:	Won't Fix	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	step-1.jpg step-2.jpg step-3.jpg step-4.jpg
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	27

Description

I asked this on <https://answers.atlassian.com/questions/12278/is-the-a-possibility-to-notify-the-user-that-resolved-an-issue>

and got the reply:

I had a look at this some time ago, the problem is **the cf type doesn't implement some User custom field interface**. Only instances of this type are shown in the custom field drop down.

Comments

Comment by [Thomas H.](#) [28/Nov/11 3:24 AM]

It's been two months without any reaction - is anyone looking into this??

Comment by [Tuncay Senturk](#) [28/Nov/11 12:20 PM]

Hi Thomas,

Sorry about late response, I missed the issue.

I do not know much about notification scheme. If you describe the missing point about the plugin step by step (screenshots appreciated 😊), I will try to add the functionality.

Thanks

Tuncay Senturk

Comment by [Thomas H.](#) [29/Nov/11 2:18 AM]

Hello Tuncay,

I've added step-by-step screenshots to the point where I am missing the Last Resolved User custom field. According to the [last comment of this answer](#) it should be a pretty small change...

Thanks in advance

Thomas

Comment by [Tuncay Senturk](#) [29/Nov/11 10:50 PM]

Hi Thomas,

Thanks for the screenshots. I will have a look at the topic.

Tuncay Senturk

Comment by [Thomas H.](#) [30/Jan/12 6:26 AM]

Hello,

another two months have passed - any news on this?

- Comment by [Tuncay Senturk](#) [28/Mar/12 11:13 PM]

Hi Thomas,

Sorry for the delay, I tried to find a solution but could not find any document on this topic.

Now I created an issue about your request on Atlassian Answers site. I will wait an answer and if any comes, I will add this feature in new version.

<https://answers.atlassian.com/questions/44800/howto-see-custom-fields-in-user-custom-field-value-drop-down-in-adding-a-notification-screen>

Tuncay Senturk
- Comment by [Tuncay Senturk](#) [30/Jun/12 1:35 PM]

I'm really sorry Thomas,

But this issue can not be solved.

Sorry for the inconvenience.

Tuncay
- Comment by [Thomas H.](#) [02/Jul/12 2:51 AM]

Hello Tuncay,

may I ask, what the problem is? The solution presented in <https://answers.atlassian.com/questions/44800/howto-see-custom-fields-in-user-custom-field-value-drop-down-in-adding-a-notification-screen> seemed quite easy to me...

Thanks
Thomas
- Comment by [Tuncay Senturk](#) [02/Jul/12 3:51 AM]

Hi Thomas,

JEP custom fields works just like that. But you can not see it on the notif scheme screen.

So, even though I tried a couple of different ways, I could not figure the right solution out.


Thanks
Tuncay
- Comment by [Tuncay Senturk](#) [22/Aug/12 12:51 PM]

bulk closing bunch of resolved issues

[JEP-59] java.util.Date cannot be cast to java.sql.Timestamp in 2.3.0 with Jira 4.4 Created: 15/Sep/11 Updated: 29/Jun/12 Resolved: 30/Nov/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	2.4

Type:	Bug	Priority:	Major
Reporter:	Scott Darone	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	2
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	 jira-enhancer-plugin-2.3-SNAPSHOT.jar		
Issue Links:	Blocker		
	blocks	JEP-54	Jira 4.4 support? Closed

	Reference			
	is related to	JEP-58	2.3.0 Snapshot not usable with JIRA 4.4	Closed
Internal Complexity:	Unknown			
Internal Value:	Unknown			
Rank:	Issue can not be ranked.			

Description

We're running jira enhancer 2.3-snapshot with JIRA 4.4 and whenever closing a ticket or trying to reindex JIRA, the below error is thrown. This error is not shown when the plugin is uninstalled.

Is this something you can provide insight on?

```
2011-09-15 15:26:48,834 http-8080-7 ERROR Scott_Darone 926x159x1 1h29739 172.20.104.55,127.0.0.1 /secure/CommentAssignIssue.jspa
atlassian.jira.workflow.OSWorkflowManager Caught exception while attempting to perform action 2 from workflow 11800 on issue 'INC-1321'
java.lang.ClassCastException: java.util.Date cannot be cast to java.sql.Timestamp
at com.atlassian.jira.issue.index.indexers.impl.LocalDateIndexer.addDocumentFields(LocalDateIndexer.java:45)
at com.atlassian.jira.issue.index.indexers.impl.LocalDateIndexer.addDocumentFieldsSearchable(LocalDateIndexer.java:31)
at com.atlassian.jira.issue.index.indexers.impl.AbstractCustomFieldIndexer.addIndex(AbstractCustomFieldIndexer.java:44)
at com.atlassian.jira.issue.index.IssueDocument.getDocument(IssueDocument.java:40)
at com.atlassian.jira.issue.index.DefaultIssueDocumentFactory.get(DefaultIssueDocumentFactory.java:15)
at com.atlassian.jira.issue.index.DefaultIssueDocumentFactory.get(DefaultIssueDocumentFactory.java:11)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy$2.get(DefaultIssueIndexer.java:512)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy$2.get(DefaultIssueIndexer.java:509)
at com.atlassian.util.concurrent.ManagedLocks$ManagedLockImpl.withLock(ManagedLocks.java:315)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy.get(DefaultIssueIndexer.java:508)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy.get(DefaultIssueIndexer.java:496)
```

Comments

Comment by [Paulo Sousa](#) [29/Sep/11 3:45 AM]

Hi,
I'm having the same problem, do you have a date to fix this error?

Thanks

Comment by [Scott Darone](#) [18/Oct/11 9:07 AM]

Hey there, just wanted to see if this is something you might be able to look at.

Comment by [Tibor Marchyn](#) [19/Oct/11 1:22 AM]

we had same message and later after upgrade to 4.4.1 without JEP we get message as in [JEP-58](#).

Comment by [Tuncay Senturk](#) [20/Oct/11 8:07 PM]

Hi everyone,

I am trying to fix the problem, but I could not regenerate it.
Did you try plugin with clean Jira 4.4 install, and with no old data?

The old data may cause such an error. Any help on this will be so valuable for me.

Thanks

Tuncay Senturk

Comment by [Tibor Marchyn](#) [24/Oct/11 1:36 AM]

no i tried it only with old data.
first upgrade jira and then enable this plugin. plugin enabled during upgrade with old data cause problems.

Comment by [Scott Darone](#) [24/Oct/11 7:36 AM]

In my case it was with an existing data set that was upgraded from 4.3.2 to 4.4. The old plugin was removed prior to the upgrade and then the new plugin was applied after the migration was complete.

Comment by [Paulo Sousa](#) [24/Nov/11 4:24 AM]

Hi Tuncay,
Send me your mail address, i can send you my test database with the problem.

Comment by [Tuncay Senturk](#) [24/Nov/11 8:18 AM]

tuncay.senturk@gmail.com.

Comment by [Tuncay Senturk](#) [25/Nov/11 12:02 PM]

Can you please try attached [jira-enhancer-plugin-2.3-SNAPSHOT.jar](#) file?

This may solve the problem

Comment by [Paulo Sousa](#) [26/Nov/11 8:16 AM]

The problem continuous....

java.util.concurrent.ExecutionException: java.lang.ClassCastException: java.util.Date cannot be cast to java.sql.Timestamp
Task completed in 17 seconds with unexpected error.

Started Today 16:13.

Finished Today 16:14.

java.lang.RuntimeException: java.util.concurrent.ExecutionException: java.lang.ClassCastException: java.util.Date cannot be cast to java.sql.Timestamp

at com.atlassian.jira.index.FutureResult.await(FutureResult.java:35)
at com.atlassian.jira.index.CompositeResultBuilder\$CompositeResult.await(CompositeResultBuilder.java:82)
at com.atlassian.jira.issue.index.DefaultIndexManager.reIndexAll(DefaultIndexManager.java:243)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
at java.lang.reflect.Method.invoke(Method.java:597)
at com.atlassian.util.profiling.object.ObjectProfiler.profiledInvoke(ObjectProfiler.java:81)
at com.atlassian.jira.config.component.SwitchingInvocationHandler.invoke(SwitchingInvocationHandler.java:28)
at \$Proxy113.reIndexAll(Unknown Source)
at com.atlassian.jira.util.index.IndexLifecycleManager\$Composite.reIndexAll(IndexLifecycleManager.java:112)
at com.atlassian.jira.web.action.admin.index.ReIndexAsyncIndexerCommand.doReindex(ReIndexAsyncIndexerCommand.java:29)
at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:54)
at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:23)
at com.atlassian.jira.task.TaskManagerImpl\$TaskCallableDecorator.call(TaskManagerImpl.java:359)
at java.util.concurrent.FutureTask\$Sync.innerRun(FutureTask.java:303)
at java.util.concurrent.FutureTask.run(FutureTask.java:138)
at java.util.concurrent.Executors\$RunnableAdapter.call(Executors.java:441)
at java.util.concurrent.FutureTask\$Sync.innerRun(FutureTask.java:303)
at java.util.concurrent.FutureTask.run(FutureTask.java:138)
at com.atlassian.multitenant.impl.DefaultMultiTenantManager.runForTenant(DefaultMultiTenantManager.java:61)
at com.atlassian.multitenant.juc.MultiTenantExecutors\$WrappedRunnable.run(MultiTenantExecutors.java:160)
at com.atlassian.jira.task.ForkedThreadExecutor\$ForkedRunnableDecorator.run(ForkedThreadExecutor.java:249)
at java.lang.Thread.run(Thread.java:662)
Caused by: java.util.concurrent.ExecutionException: java.lang.ClassCastException: java.util.Date cannot be cast to java.sql.Timestamp
at java.util.concurrent.FutureTask\$Sync.innerGet(FutureTask.java:222)
at java.util.concurrent.FutureTask.get(FutureTask.java:83)
at com.atlassian.jira.index.FutureResult.await(FutureResult.java:31)
... 23 more

Caused by: java.lang.ClassCastException: java.util.Date cannot be cast to java.sql.Timestamp
at com.atlassian.jira.issue.index.indexers.impl.LocalDateIndexer.addDocumentFields(LocalDateIndexer.java:45)
at com.atlassian.jira.issue.index.indexers.impl.LocalDateIndexer.addDocumentFieldsSearchable(LocalDateIndexer.java:31)
at com.atlassian.jira.issue.index.indexers.impl.AbstractCustomFieldIndexer.addIndex(AbstractCustomFieldIndexer.java:44)
at com.atlassian.jira.issue.index.IssueDocument.getDocument(IssueDocument.java:40)
at com.atlassian.jira.issue.index.DefaultIssueDocumentFactory.get(DefaultIssueDocumentFactory.java:15)
at com.atlassian.jira.issue.index.DefaultIssueDocumentFactory.get(DefaultIssueDocumentFactory.java:11)
at com.atlassian.jira.issue.index.DefaultIssueIndexer\$IssueLockDocumentCreationStrategy\$2.get(DefaultIssueIndexer.java:512)
at com.atlassian.jira.issue.index.DefaultIssueIndexer\$IssueLockDocumentCreationStrategy\$2.get(DefaultIssueIndexer.java:509)
at com.atlassian.util.concurrent.ManagedLocks\$ManagedLockImpl.withLock(ManagedLocks.java:315)
at com.atlassian.jira.issue.index.DefaultIssueIndexer\$IssueLockDocumentCreationStrategy.get(DefaultIssueIndexer.java:508)
at com.atlassian.jira.issue.index.DefaultIssueIndexer\$IssueLockDocumentCreationStrategy.get(DefaultIssueIndexer.java:496)
at com.atlassian.jira.issue.index.DefaultIssueIndexer\$IndexIssuesOperation.perform(DefaultIssueIndexer.java:371)
at com.atlassian.jira.issue.index.DefaultIssueIndexer\$4\$1.get(DefaultIssueIndexer.java:255)
at com.atlassian.jira.issue.index.DefaultIssueIndexer\$4\$1.get(DefaultIssueIndexer.java:251)
at com.atlassian.jira.index.SimpleIndexingStrategy.get(SimpleIndexingStrategy.java:9)
at com.atlassian.jira.index.SimpleIndexingStrategy.get(SimpleIndexingStrategy.java:5)
at com.atlassian.jira.index.MultiThreadedIndexingStrategy\$1.call(MultiThreadedIndexingStrategy.java:39)
at com.atlassian.jira.index.MultiThreadedIndexingStrategy\$1.call(MultiThreadedIndexingStrategy.java:36)
at com.atlassian.jira.util.concurrent.BoundedExecutor\$2.call(BoundedExecutor.java:70)
at java.util.concurrent.FutureTask\$Sync.innerRun(FutureTask.java:303)
at java.util.concurrent.FutureTask.run(FutureTask.java:138)
at com.atlassian.multitenant.impl.DefaultMultiTenantManager.runForTenant(DefaultMultiTenantManager.java:61)
at com.atlassian.multitenant.juc.MultiTenantExecutors\$WrappedRunnable.run(MultiTenantExecutors.java:160)
at java.util.concurrent.ThreadPoolExecutor\$Worker.runTask(ThreadPoolExecutor.java:886)
at java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:908)

... 1 more

Comment by [Tuncay Senturk](#) [26/Nov/11 10:06 AM]

Which custom fields are you using?
Can you please delete all and define last resolution date only?.

Comment by [Paulo Sousa](#) [28/Nov/11 1:36 AM]

Result of reindex after deleting all custom values was successful
Result of reindex after adding the value "Last Resolution Date" was successful
Result of reindex after adding the value "Last Closed Date" was successful
Result of reindex after adding the value "Last Closed User" was successful
Result of reindex after adding the value "Last Resolution User" was successful
Result of reindex after adding the value "Last Reopened Date" was successful
Result of reindex after adding the value "Last Reopened User" was successful
Result of reindex after adding the value "Reopening Counter" was successful
Result of reindex after adding the value "Last User Commenter" was successful
Result of reindex after adding the value "Last Commented Date" was error!!!
Result of reindex after deleting the value "Last Commented Date" was successful
Result of reindex after adding the value "Last In Progress Date" was successful
Result of reindex after adding the value "Last In Progress User" was successful

So the problem is with the custom value "Last Commented Date"

Comment by [Tuncay Senturk](#) [28/Nov/11 12:16 PM]

Hi Paula,

Thanks for your interest and brilliant answer. Exactly the point is related with Last Commented Date.

I got that and fixed it with the attached file. Are you sure that you tried the right file?

Thanks

Tuncay Senturk

Comment by [Paulo Sousa](#) [29/Nov/11 3:46 AM]

It's Paulo!!! But ok, no problem

You are right, i didn't try the new plugin file. With the new file it's ok, so, you can close the issue.

The reason why i didn't use the new file was because the plugin file name was the same as old version and Jira didn't update the plugin. I had to uninstall the old plugin file and install the new plugin file.

I recommend you to publish the as new version 2.3.1 or 2.4

Thanks!!!

Comment by [Tuncay Senturk](#) [30/Nov/11 7:13 PM]

Bug fixed with 2.4 version

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-58] 2.3.0 Snapshot not usable with JIRA 4.4 Created: 10/Sep/11 Updated: 29/Jun/12 Resolved: 30/Nov/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.3
Fix Version/s:	2.4

Type:	Bug	Priority:	Major
Reporter:	Michael Garvin	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	4

Labels:	None
Remaining Estimate:	1 day
Time Spent:	Not Specified
Original Estimate:	1 day
Environment:	JIRA 4.4 Linux (64bit)

Issue Links:	Blocker			
	blocks	JEP-54	Jira 4.4 support?	Closed
	Reference			
	relates to	JEP-59	java.util.Date cannot be cast to java...	Closed
Internal Complexity:	Unknown			
Internal Value:	Unknown			
Rank:	Issue can not be ranked.			

Description

Hi, we're big fans of JIRA Enhancer but we had to disable it in JIRA 4.3 because it was braking indexing all the time. We upgraded to JIRA 4.4, and we were hoping that the

Unfortunately we have to leave JIRA Enhancer disabled in 4.4 as well, as it still breaks JIRA indexing.

After we enable JIRA Enhancer in the UPM, JIRA says we need to re-index, when we re-index, it gets about 26% of the way through, and then barfs.

What we see in atlassian-jira.log:

```

...
2011-09-10 17:12:12,704 IssueIndexer:thread-5 INFO mgarvin 1029x2257x1 havidq 135.105.226.37,135.20.112.31 /secure/admin/jira/IndexRe
2011-09-10 17:12:26,248 IssueIndexer:thread-1 INFO mgarvin 1029x2257x1 havidq 135.105.226.37,135.20.112.31 /secure/admin/jira/IndexRe
2011-09-10 17:12:44,820 IssueIndexer:thread-4 INFO mgarvin 1029x2257x1 havidq 135.105.226.37,135.20.112.31 /secure/admin/jira/IndexRe
2011-09-10 17:12:53,341 IssueIndexer:thread-10 INFO mgarvin 1029x2257x1 havidq 135.105.226.37,135.20.112.31 /secure/admin/jira/IndexR
2011-09-10 17:12:58,114 IssueIndexer:thread-9 INFO mgarvin 1029x2257x1 havidq 135.105.226.37,135.20.112.31 /secure/admin/jira/IndexRe
2011-09-10 17:13:01,437 JiraTaskExectionThread-3 INFO mgarvin 1029x2257x1 havidq 135.105.226.37,135.20.112.31 /secure/admin/jira/Inde

```

and on the actual indexing page where you see the Acknowledge button, we see the exception:

```

java.util.concurrent.ExecutionException: java.lang.ClassCastException
Task completed in 3 minutes, 21 seconds with unexpected error.
Started Today 5:09 PM.
Finished Today 5:13 PM.

java.lang.RuntimeException: java.util.concurrent.ExecutionException: java.lang.ClassCastException
    at com.atlassian.jira.index.FutureResult.await(FutureResult.java:35)
    at com.atlassian.jira.index.CompositeResultBuilder$CompositeResult.await(CompositeResultBuilder.java:82)
    at com.atlassian.jira.issue.index.DefaultIndexManager.reIndexAll(DefaultIndexManager.java:243)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
    at java.lang.reflect.Method.invoke(Unknown Source)
    at com.atlassian.util.profiling.object.ObjectProfiler.profiledInvoke(ObjectProfiler.java:81)
    at com.atlassian.jira.config.component.SwitchingInvocationHandler.invoke(SwitchingInvocationHandler.java:28)
    at $Proxy131.reIndexAll(Unknown Source)
    at com.atlassian.jira.util.index.IndexLifecycleManager$Composite.reIndexAll(IndexLifecycleManager.java:112)
    at com.atlassian.jira.web.action.admin.index.ReIndexAsyncIndexerCommand.doReindex(ReIndexAsyncIndexerCommand.java:29)
    at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:54)
    at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:23)
    at com.atlassian.jira.task.TaskManagerImpl$TaskCallableDecorator.call(TaskManagerImpl.java:359)
    at java.util.concurrent.FutureTask$Sync.innerRun(Unknown Source)
    at java.util.concurrent.FutureTask.run(Unknown Source)

```

So for now we've disabled JIRA Enhancer again for JIRA 4.4, but we'd really like to continue using it, how can we get it fixed up to work with JIRA indexing?

Comments

Comment by [Jasen Sparacino](#) [13/Oct/11 5:04 PM]

I am having the same issue. But my instance didn't break until I added the coustom fields that the installed instructed.

Comment by [Tibor Marchyn](#) [16/Oct/11 11:35 PM]

we have same issue. Our workflows didn't work till we disable JEP 2.3.0. Also we cant reindex too.

solution disable JEP and wait till you update it.

Comment by [Tibor Marchyn](#) [18/Oct/11 12:02 AM]

here is our log. same as above but a lot of 'Unknown Source' are changed to something more telling about problem

```

-----
2011-10-18 08:59:41,412 http-81-6 INFO marchyn 539x2637x1 169thfb 192.168.10.210 /rest/plugins/1.0/com.tuncaysenturk.jira.plugins.jira-e
2011-10-18 08:59:43,522 http-81-6 ERROR marchyn 539x2637x1 169thfb 192.168.10.210 /rest/plugins/1.0/com.tuncaysenturk.jira.plugins.jira-e
2011-10-18 08:59:43,537 http-81-6 WARN marchyn 539x2637x1 169thfb 192.168.10.210 /rest/plugins/1.0/com.tuncaysenturk.jira.plugins.jira-e
2011-10-18 08:59:50,553 JiraTaskExectionThread-2 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.
2011-10-18 08:59:50,553 JiraTaskExectionThread-2 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [jira.ut
2011-10-18 08:59:50,553 JiraTaskExectionThread-2 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.
2011-10-18 08:59:50,553 JiraTaskExectionThread-2 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [jira.is
2011-10-18 09:00:01,804 IssueIndexer:thread-9 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:03,632 IssueIndexer:thread-10 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.ad
2011-10-18 09:00:14,148 IssueIndexer:thread-7 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:18,117 IssueIndexer:thread-4 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:20,180 IssueIndexer:thread-4 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:21,102 IssueIndexer:thread-8 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:22,149 IssueIndexer:thread-6 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:22,961 IssueIndexer:thread-5 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:24,367 IssueIndexer:thread-8 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:25,758 IssueIndexer:thread-4 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:26,977 IssueIndexer:thread-7 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:27,727 IssueIndexer:thread-2 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.adm
2011-10-18 09:00:28,539 JiraTaskExectionThread-2 INFO marchyn 539x2640x1 169thfb 192.168.10.210 /secure/admin/IndexReIndex.jspa [action.
-----

```

```

-----
java.util.concurrent.ExecutionException: java.lang.ClassCastException
Task completed in 37 seconds with unexpected error.
Started Today 08:59.
Finished Today 09:00.
-----

```

```

-----
java.lang.RuntimeException: java.util.concurrent.ExecutionException: java.lang.ClassCastException
    at com.atlassian.jira.index.FutureResult.await(FutureResult.java:35)
    at com.atlassian.jira.index.CompositeResultBuilder$CompositeResult.await(CompositeResultBuilder.java:82)
    at com.atlassian.jira.issue.index.DefaultIndexManager.reIndexAll(DefaultIndexManager.java:243)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
    at java.lang.reflect.Method.invoke(Method.java:597)
    at com.atlassian.util.profiling.object.ObjectProfiler.profiledInvoke(ObjectProfiler.java:81)
    at com.atlassian.jira.config.component.SwitchingInvocationHandler.invoke(SwitchingInvocationHandler.java:28)
    at $Proxy137.reIndexAll(Unknown Source)
    at com.atlassian.jira.util.index.IndexLifecycleManager$Composite.reIndexAll(IndexLifecycleManager.java:112)
    at com.atlassian.jira.web.action.admin.index.ReIndexAsyncIndexerCommand.doReindex(ReIndexAsyncIndexerCommand.java:29)
    at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:54)
    at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:23)
    at com.atlassian.jira.task.TaskManagerImpl$TaskCallableDecorator.call(TaskManagerImpl.java:359)
    at java.util.concurrent.FutureTask$Sync.innerRun(FutureTask.java:303)
    at java.util.concurrent.FutureTask.run(FutureTask.java:138)
-----

```

Comment by [Tuncay Senturk](#) [25/Nov/11 12:09 PM]

I attached jira-enhancer-plugin-2.3-SNAPSHOT.jar file to [JEP-59](#). Anyone to try the snapshot?

Thanks

Tuncay Senturk

Comment by [Tuncay Senturk](#) [30/Nov/11 7:14 PM]

Issue fixed with 2.4 version

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-57] [Stack traces when using Last User Commenter field type](#) Created: 06/Sep/11 Updated: 22/Aug/12 Resolved: 01/Jul/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Gregory Brauer	Assignee:	Unassigned
Resolution:	Cannot Reproduce	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA 4.3.3 standalone, RHEL5, Firefox 3.6.17		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	26 

Description

When attempting to use the Last User Commenter field type we're getting two types of stack traces in the logs. The first error appears thousands of times when we re-index:

```

-----
2011-09-06 14:06:54,929 IssueIndexer:thread-5 ERROR gbrauer 835x90421x1 195dqhy 10.65.8.64,192.168.56.128 /secure/admin/IndexReIndex.jsp
java.lang.RuntimeException: com.opensymphony.user.EntityNotFoundException: No user '[system]' found
    at com.atlassian.jira.issue.comments.CommentImpl.getAuthorObject(CommentImpl.java:86)
    at com.tuncaysenturk.jira.plugins.LastCommentedUserCFTYPE.getValueFromIssue(LastCommentedUserCFTYPE.java:38)
    at com.atlassian.jira.issue.fields.CustomFieldImpl.getValue(CustomFieldImpl.java:317)
    at com.atlassian.jira.issue.index.indexers.impl.UserCustomFieldIndexer.addDocumentFields(UserCustomFieldIndexer.java:43)
    at com.atlassian.jira.issue.index.indexers.impl.UserCustomFieldIndexer.addDocumentFieldsSearchable(UserCustomFieldIndexer.java:3)
    at com.atlassian.jira.issue.index.indexers.impl.AbstractCustomFieldIndexer.addIndex(AbstractCustomFieldIndexer.java:44)
    at com.atlassian.jira.issue.index.IssueDocument.getDocument(IssueDocument.java:39)
    at com.atlassian.jira.issue.index.DefaultIssueDocumentFactory.get(DefaultIssueDocumentFactory.java:16)
    at com.atlassian.jira.issue.index.DefaultIssueDocumentFactory.get(DefaultIssueDocumentFactory.java:12)
    at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy$2.get(DefaultIssueIndexer.java:514)
    at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy$2.get(DefaultIssueIndexer.java:511)
    at com.atlassian.util.concurrent.ManagedLocks$ManagedLockImpl.withLock(ManagedLocks.java:315)
    at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy.get(DefaultIssueIndexer.java:510)
    at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy.get(DefaultIssueIndexer.java:498)
    at com.atlassian.jira.issue.index.DefaultIssueIndexer$IndexIssuesOperation.perform(DefaultIssueIndexer.java:373)
    at com.atlassian.jira.issue.index.DefaultIssueIndexer$4$1.get(DefaultIssueIndexer.java:257)
    at com.atlassian.jira.issue.index.DefaultIssueIndexer$4$1.get(DefaultIssueIndexer.java:253)
    at com.atlassian.jira.index.SimpleIndexingStrategy.get(SimpleIndexingStrategy.java:9)
    at com.atlassian.jira.index.SimpleIndexingStrategy.get(SimpleIndexingStrategy.java:5)
    at com.atlassian.jira.index.MultiThreadedIndexingStrategy$1.call(MultiThreadedIndexingStrategy.java:39)
    at com.atlassian.jira.index.MultiThreadedIndexingStrategy$1.call(MultiThreadedIndexingStrategy.java:36)
-----

```

I don't believe we created any user with a userid "system", so I'm assuming this is some Atlassian default that JEP is somehow getting caught on. I was not able to find any

When we try to use the Last User Commenter field type in a search query (JQL) we then get the following stack trace in the logs:

```

2011-09-06 17:10:48,648 http-8080-19 WARN gbrauer 1030x131599x1 195dqhy 10.65.8.64,192.168.56.128 /secure/IssueNavigator!executeAdvanced
  at org.apache.velocity.runtime.parser.node.ASTReference.render (ASTReference.java:277)
  at org.apache.velocity.runtime.parser.node.SimpleNode.render (SimpleNode.java:230)
  at org.apache.velocity.app.VelocityEngine.evaluate (VelocityEngine.java:300)
  at org.apache.velocity.app.VelocityEngine.evaluate (VelocityEngine.java:202)
  at com.atlassian.velocity.DefaultVelocityManager.getEncodedBodyForContent (DefaultVelocityManager.java:143)
  at com.atlassian.jira.plugin.webfragment.JiraWebFragmentHelper.getHtml (JiraWebFragmentHelper.java:118)
  at com.atlassian.jira.plugin.webfragment.JiraWebFragmentHelper.renderVelocityFragment (JiraWebFragmentHelper.java:109)
  at com.atlassian.plugin.web.model.DefaultWebLink.getRenderedUrl (DefaultWebLink.java:35)
  at com.atlassian.jira.plugin.webfragment.model.JiraWebLink.getRenderedUrl (JiraWebLink.java:34)
  at com.atlassian.jira.plugin.webfragment.DefaultSimpleLinkManager.convertWebItemToSimpleLink (DefaultSimpleLinkManager.java:270)
  at com.atlassian.jira.plugin.webfragment.DefaultSimpleLinkManager.getLinks (DefaultSimpleLinkManager.java:192)
  at com.atlassian.jira.plugin.webfragment.DefaultSimpleLinkManager.getLinksForSectionIgnoreConditions (DefaultSimpleLinkManager.java:192)
  at com.atlassian.jira.plugin.webfragment.DefaultSimpleLinkManager.getLinksForSectionIgnoreConditions (DefaultSimpleLinkManager.java:192)
  at com.atlassian.jira.web.action.issue.IssueNavigator.getIssueOperations (IssueNavigator.java:2004)
  at sun.reflect.GeneratedMethodAccessor857.invoke (Unknown Source)
  at sun.reflect.DelegatingMethodAccessorImpl.invoke (DelegatingMethodAccessorImpl.java:25)
  at java.lang.reflect.Method.invoke (Method.java:597)
  at webwork.util.InjectionUtils$DefaultInjectionImpl.invoke (InjectionUtils.java:70)
  at webwork.util.InjectionUtils.invoke (InjectionUtils.java:56)
  at webwork.util.ValueStack.findValue (ValueStack.java:414)
  at webwork.util.ValueStack.findValue (ValueStack.java:213)

```

The query appears to work fine, but the messages clutter up the log quickly.

Comments

Comment by [Tuncay Senturk](#) [01/Jul/12 11:51 AM]

Hi Gregory,

Thanks for your detailed explanation, but I could not reproduce the error although I tried it so many times.

Sorry for the inconvenience, but are you sure that the problem is related with JEP?

And have you tried it with newer Jira and JEP versions?

Thanks

Tuncay Senturk

Comment by [Tuncay Senturk](#) [22/Aug/12 12:51 PM]

bulk closing bunch of resolved issues

[JEP-56] JIRA Enhance Plugin field values do not return via REST Created: 19/Aug/11 Updated: 22/Aug/12 Resolved: 22/Aug/12

Status:	Resolved
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	3.2.1

Type:	Bug	Priority:	Major
Reporter:	Gregory Brauer	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA 4.3, JEP 2.2, RHEL5, JDK 1.6.0_24		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

When querying an issue via the REST API, the JEP fields can be seen, along with their type, but the value of the field is missing.

Visit a JIRA issue "ABC-123" on a server using JEP via <http://server.somewhere.com/rest/api/2.0.alpha1/issue/ABC-123> . In the response you will see:

```

customfield_<some JEP custom field ID>: {
  name: "Last Resolution Date",
  type: "com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-resolution-date"
}

```

Notice that the "value" field is missing entirely.

Comments

Comment by [Bryan Braun](#) [06/Jan/12 3:57 PM]

The same issue is affecting me. I've noticed that even if you query the JIRA database tables directly, the data for these custom fields (the ones created by this plugin) is absent. Here's an example of such a query:

```

select * from customfieldvalue
where customfield = (select id from customfield where cfname = 'Last Closed Date')

```

No data appears, even though the data shows up just fine in the JIRA interface. Is this a bug? Is there any idea as to when this will be addressed?

Comment by [Bryan Braun](#) [12/Jan/12 2:36 PM]

An alternative solution for finding the last closed date data is to query the transition step time. An example SQL query is given on <http://confluence.atlassian.com/display/JIRACOM/Example+SQL+queries+for+JIRA>.

```

Find out the date an issue was Closed for all currnetly closed issues.

SELECT pKey, OS_CURRENTSTEP.STATUS, OS_CURRENTSTEP.START_DATE
FROM jiraissue, OS_CURRENTSTEP
WHERE issuestatus = 6 AND OS_CURRENTSTEP.ENTRY_ID = jiraissue.WORKFLOW_ID;

```

This doesn't help with your REST issue, but maybe there is a way to access this same data via REST. It's worth looking into.

Comment by [Tuncay Senturk](#) [22/Aug/12 1:47 PM]

As seen below, custom fields return value via REST API

```

"customfield_10006":"2012-07-22 07:20:16.079","customfield_10005":"admin:1"

```

[JEP-55] [Last Reopened Date not available with custom workflow](#). Created: 16/Aug/11 Updated: 29/Jun/12 Resolved: 18/Aug/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.6.2
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Seema Sangani	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	 test-custom-workflow.jpg
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	25 

Description

I have installed this Jira enhancer plug-in successfully. We are having problems with Last Reopened date field.

Last Reopened date field does not show up for the projects in which we have custom workflow. It works the way it should for some of the projects where it is using workflow similar to the Jira default workflow.

We use Custom Workflow for most of our projects and unfortunately we could not figure out the work around here.

I have attached screen shot of our workflow here to look at it. I really appreciate your help here.

Thanks!

Comments

Comment by [Tuncay Senturk](#) [17/Aug/11 12:36 AM]

Hi Seema,

In your custom workflow, within reopen transition's post function tab, you have to see "The Resolution of the issue will be cleared."
If you do not see that post function, you can not see "last reopening date".

I think you have the same problem as [JEP-48](#).

Can you please check that issue and notify me?

Tuncay Senturk

Comment by [Seema Sangani](#) [17/Aug/11 8:53 AM]

Thank You for your quick response Tuncay here.

So I looked at the issue [JEP-48](#) but we do not modify Resolution field often and by default it stores "None" value.

Let me explain you little more when I do not see Reopened date history here with my workflow steps.

Example:

Below is the status transition which updates the history and some does not - No change in "resolution" field at all.

Current status = Open >> Move to Verify >> Not Fixed/Reopen >> Reopened - Does Not Update History

Current status = Reopened >> Move to Verify >> Fixed/Resolved >> Reopened - Update the History

Current status = Reopened >> move to verify >> Not Fixed/Reopen >> Reopened - Does Not Update History

Please correct me here if I am missing anything.

Thanks,
Seema

Comment by [Tuncay Senturk](#) [17/Aug/11 10:49 PM]

Hi Seema,

In the second sample within your samples, the resolution field is set to resolved, and then changes to "none".
This is exactly what I look for, for the reopening history.

The other samples do not change the state of resolution field from none to fixed/resolved.

"The only thing that 'reopening counter custom field' looks for is the resolution field, no matter what the status is. If resolution field changes from resolved state to null then the reopening counter increments."

Just to make sure, can you attach the whole history of the issue ("All" tab panel) that reopening history does not work?

Regards,
Tuncay

Comment by [Seema Sangani](#) [18/Aug/11 7:50 AM]

Please find the attached history. Note: In below history - I have reopened that issue 2 times but it only stores values of one occurrence for this case : Current status = Reopened >> Move to Verify >> Fixed/Resolved >> Reopened - Update the History

Reopening Histories : issue is reopened (1) times

Resolved User Resolved Time Reopened User Reopened Time
 Seema Sangani 18/Aug/11 9:39 AM Seema Sangani 18/Aug/11 9:45 AM

Seema Sangani made changes - 18/Aug/11 9:39 AM
 Field Original Value New Value
 Status Open [1] Verify [10010]
 Resolution None [10]

Seema Sangani made changes - 18/Aug/11 9:39 AM
 Status Verify [10010] Reopened [4]

Seema Sangani made changes - 18/Aug/11 9:45 AM
 Status Reopened [4] Resolved [5]

Seema Sangani made changes - 18/Aug/11 9:45 AM
 Resolution None [10]
 Status Resolved [5] Reopened [4]

Comment by [Seema Sangani](#) [18/Aug/11 12:31 PM]

Thank you Tuncay - We have figured out the solution here based on your earlier comment about "In your custom workflow, within reopen transition's post function tab, you have to see "The Resolution of the issue will be cleared."
 If you do not see that post function, you cannot see "last reopening date". "

We added this post function on our custom workflow step to clear Resolution field and that helped us resolved our problem.

P.S. - It would be nice to provide information about Post Function (about clearing Resolution field which is available in Jira default workflow but not in custom workflow if you have built it from scratch) on Jira Enhancer Plug in. This would help them to eliminate the basic problem in case if someone is missing that transition function.

Thank you for your help.

-Seema

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-54] Jira 4.4 support? Created: 03/Aug/11 Updated: 29/Jun/12 Resolved: 30/Nov/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	2.4

Type:	Support Request	Priority:	Major
Reporter:	Dusty Ketchum	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	4
Labels:	schedulable		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	closed.gif		
Issue Links:	Blocker is blocked by JEP-59 java.util.Date cannot be cast to java... Closed is blocked by JEP-58 2.3.0 Snapshot not usable with JIRA 4.4 Closed		
Internal Complexity:	Unknown		
Internal Value:	Unknown		
Rank:	Issue can not be ranked.		

Description

Hi Tuncay,

Have you had a chance to test JEP with Jira 4.4 yet?

Thanks,
Dusty

Comments

Comment by [Jaan Raamets](#) [18/Aug/11 4:53 AM]

JIRA 4.4 JEP 2.2 snapshot. Looks like at the issue view right panel the JEP last closed date field don't show values. In log files I see warnings:

```
-----
org.apache.velocity.runtime.exception.ReferenceException: reference : template = templates/plugins/fields/view/view-datetime.vm [line 5,
...
org.apache.velocity.runtime.exception.ReferenceException: reference : template = templates/plugins/fields/view/view-datetime.vm [line 5,
...
org.apache.velocity.runtime.exception.ReferenceException: reference : template = templates/plugins/fields/view/view-datetime.vm [line 5,
-----
```

Maybe its related to in [JIRA 4.4 developer notes](#) mentioned date formatting changes.

Edit: Looks similar to <https://studio.plugins.atlassian.com/browse/JCHART-395>

Comment by [Tuncay Senturk](#) [18/Aug/11 5:32 AM]

Hi all,

Sorry that I could not have any time to test Jira 4.4 support.

In a couple of weeks, I will ve releasing a new version for Jira 4.4

Thanks

Tuncay Senturk

Comment by [Tuncay Senturk](#) [04/Sep/11 6:08 AM]

JEP is now Jira 4.4 compatible,

can you please check the new plugin's binary.

Tuncay Senturk

Comment by [Jaan Raamets](#) [05/Sep/11 1:26 AM]

Did try the new snapshot. Issue view looks nice, but if I add the closed date custom field, then I still get warnings to logs. Would be nice to get rid of that spam too.

```
-----
2011-09-05 11:19:27,968 http-8080-2 WARN jraamets 679x1217x1 1iy0qxq 1.1.1.1 /browse/JIRA-246 [velocity] org.apache.velocity.runtime.exc
eException: reference : template = templates/plugins/fields/view/view-datetime.vm [line 5,column 22] : $titleFormatter.format($value) is
ce.
.....
2011-09-05 11:19:27,973 http-8080-2 WARN jraamets 679x1217x1 1iy0qxq 1.1.1.1 /browse/JIRA-246 [velocity] org.apache.velocity.runtime.exc
-----
```

Comment by [Tuncay Senturk](#) [05/Sep/11 10:49 AM]

Hi Jaan,

You're right, I see logs and patched a new snapshot.

Can you kindly download and try new snapshot?

Thanks

Tuncay Senturk

Comment by [Jaan Raamets](#) [06/Sep/11 4:09 AM]

Spam is now gone too. Thank you 😊

Comment by [Tibor Marchyn](#) [17/Oct/11 11:58 PM]

[JEP-58](#) blocks support for 4.4

Comment by [Tuncay Senturk](#) [25/Nov/11 12:08 PM]

I attached jira-enhancer-plugin-2.3-SNAPSHOT.jar file to [JEP-59](#).

Anyone to try the snapshot?

Thanks

Tuncay Senturk

Comment by [Tuncay Senturk](#) [30/Nov/11 7:15 PM]

Issue fixed with 2.4 version

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-53] JIRA Enhancer significantly slows re-indexing time Created: 18/Jul/11 Updated: 22/Nov/12

Status:	Open
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Gregory Brauer	Assignee:	Tuncay Senturk
Resolution:	Unresolved	Votes:	1
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA 4.3.3 standalone, RHEL 5		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	24

Description

After adding a single instance of each of the 10 user and date fields that are provided by the JIRA Enhancer plugin to our JIRA instance, the re-index time doubles compared to when not using any of the field types provided by the plugin. We already have hundreds of custom fields, so we would generally not expect that adding a few percent more fields would increase the re-index time by nearly 100%.

I suspect that the time is spent running database queries on the ticket history for each ticket. Is there any way that these queries could be made more efficient or to take advantage of chunking or caching somehow?

Comments

Comment by [Micah Figone](#) [27/Feb/12 3:05 PM]

Would love to see this fixed. My reindex time is now over an hour.

Comment by [Dan Radigan](#) [20/Nov/12 12:57 PM]

We see the same thing on our instance. Indexing is now 2x what it used to be.

Comment by [Tuncay Senturk](#) [20/Nov/12 1:13 PM]

Indexing "Last ..." custom fields slows reindexing time because plugin parses the issue's all actions and cache them not to hit database often. This makes search results come faster.

But I'll deal with this issue not to double reindexing time.

Tuncay Senturk

Comment by [Tuncay Senturk](#) [22/Nov/12 12:08 PM]

indexing each custom field only gets 3 to 5 milliseconds. If you use several custom fields and if you have many issues, then reindexing time will dramatically increase.

I tried to lower parsing (through issue actions) time but the total time has not been affected as I expected.

Reindexing is not an everyday operation, so to get search results (by custom fields) faster, it needs to get a little more time to cache them all.

After a while (I'll be concentrating on this issue again, for a couple days) I will close the issue.

[JEP-52] [Query on Last Resolved User or Last User Commenter does not return complete list of results](#) Created: 01/Jun/11 Updated: 22/Aug/12 Resolved: 18/Jul/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.1.1
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Cindy Kobayashi	Assignee:	Unassigned
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	Jira v4.2.2-b589#589		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	23 

Description

When users create a query on a specific project and the last resolved user (or last user commenter) custom field, the query results that are returned are not complete.

To reproduce:

Run a query for a specific project (and nothing else) and observe the users in the last resolved user field

Modify the query to select someone from the last resolved user field in the original query

Observe

Sometimes, no results are returned at all even though you saw the user in the original query. In other cases, only 1 issue / result is returned or a subset of results are returned.

The query on the last resolution user / last user commenter custom field seems to work ok on small Jira projects with <200 issues.

I tested this on projects that were 600 issues, 1800 issues, and 24000 issues and all had issues with returning the complete list of results. We have reindexed Jira a few days back.

Comments

Comment by [Tuncay Senturk](#) [01/Jul/12 12:08 PM]

Hi Cindy,

Sorry for late response,

Are you facing the same problem? I tried your cases many times (with 23.000 issues), but I had not regenerated your issue.

Thanks

Tuncay Senturk

Comment by [Tuncay Senturk](#) [22/Aug/12 12:51 PM]

bulk closing bunch of resolved issues

[JEP-51] Errors after installing JIRA Enhancer Plugin. Created: 26/May/11 Updated: 29/Jun/12 Resolved: 26/May/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	None

Type:	Bug	Priority:	Critical
Reporter:	CSIT JIRA SUPPORT TEAM	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	Jira Enhancer Plugin.jpg
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	22

Description

Hi Team,

We are using JIRA Version 4.2.3.

We have installed JIRA Enhancer Plugin.

Plugin Version: 2.2-SNAPSHOT
 Installation Mode: Managed
 Installation path: jira-home/plugins/installed-plugins

Attached is error message we are getting.
 Please advice ASAP.

Thanks!!

Comments

- Comment by [Tuncay Senturk](#) [26/May/11 10:45 PM]
 Hi,
 JEP 2.2 is applicable with Jira 4.3
 Tuncay Senturk
- Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]
 bulk closing resolved issues

[JEP-50] Install: Missing class: com/atlassian/crowd/embedded/api/User Created: 24/May/11 Updated: 29/Jun/12 Resolved: 24/May/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Richard Navarrete	Assignee:	Tuncay Senturk
Resolution:	Support Request	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA (v4.2.2-b589#589) Plugin Version: 2.2-SNAPSHOT		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	21 

Description

I downloaded the plugin (2.2-SNAPSHOT), and put in place as directed:
/data/jira-4.2.2/plugins/installed-plugins

All previous modules are loaded fine before this one.

There were errors loading this plugin:

There was a problem loading the descriptor for module 'Last User Commenter' in plugin 'Jira Enhancer Plugin'. Error retrieving dependency of class: com.tuncaysenturk.jira.plugins.LastCommentedUserCFTType. Missing class: com/atlassian/crowd/embedded/api/User

Can you please help me resolve what the issue is here? We are NOT using Crowd and there is no crowd plugin that appears to be loaded (looking at the plugins list in JIRA Admin), although there is a 'crowd-integration-client-2.0.7.jar' in WEB-INF/lib. Thanks.

Comments

Comment by [Tuncay Senturk](#) [24/May/11 10:58 PM]

Hi Richard,

Sorry, this plugin version (2.2) is applicable with Jira 4.3 version.

Tuncay Senturk


Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-49] Upgrade process from Jira 4.0 to 4.3.2 has broken our custom fields Created: 17/May/11 Updated: 29/Jun/12 Resolved: 30/Nov/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.2
Fix Version/s:	None

Type:	Support Request	Priority:	Blocker
Reporter:	David Kano	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0

Labels:	None
Remaining Estimate:	Not Specified
Time Spent:	Not Specified
Original Estimate:	Not Specified
Environment:	>uname -a Linux jira 2.6.34.7-0.5-desktop #1 SMP PREEMPT 2010-10-25 08:40:12 +0200 x86_64x86_64 x86_64 GNU/Linux
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	20 

Description

We are using the Jira Enhancer plug-in for the following custom field types:

last-closed-date
last-closed-user
last-resolution-date
last-resolution-user

We used the database manipulation techniques described in the plug-in page:

<https://studio.plugins.atlassian.com/wiki/display/JEP/JIRA+Enhancer+Plugin#JIRAEnhancerPlugin-Description%2FFeatures>

after our new Jira instance running 4.3.2 had been started and converted our database. Was this the wrong order of business? The page is not clear.

Now the fields seem to all contain null data. While this plug-in is installed, creating a new issue is throwing an exception. By reading the stack dump, I could see it was related to these fields so I removed the plug-in for now as a work-around. So of course those fields are not currently usable at all.

When I tried to create a new custom field of type last-resolution-user and search on that field (when the plug-in was installed and enabled of course) searching on that field gave no results. So the field was not being initialized from the history of the issue. Is that normal? The doc does not say so that I can see!

How can I restore searching functionality on these custom fields?

Thanks,
David
(603) 643-9993 x133

Comments

Comment by [Tuncay Senturk](#) [17/May/11 10:41 AM]

Hi David,

Sorry for the inconvenience. I think your first problem is because of you did not start Jira after changing database. The second problem is my fault, I uploaded the right jar file to plugin's page. You may download and try again.

So, to summarize what you have to do now:

- first of all delete newly created custom fields,
- stop Jira
- I assume that you see custom field rows in your database table and they are exactly as I show in "Migrating JEP 1.x to 2.x" section of the plugin's wiki page.
- download the new jar file and put it to you Jira's plugin's folder
- start Jira
- reindex (Administration -> System -> Indexing)
- see that all works

if anything goes wrong please notify me

Tuncay Senturk

Comment by [David Kano](#) [17/May/11 7:30 PM]

I have taken the recommended steps. Thanks for the new version and your help.

The custom fields are working. This solves our main issue. But I still am getting an error on startup:

___ Plugin System Started _____

2011-05-18 03:25:05,979 main WARN [jira.issue.managers.DefaultCustomFieldManager](#) Custom field searcher module: com.tuncaysenturk.jira.plugins.jira-enhance-r-plugin:last-closed-date-range is invalid. Null being returned.

2011-05-18 03:25:06,214 main INFO [atlassian.jira.upgrade.ConsistencyCheckImpl](#) The Server ID for this JIRA instance is: [AAFZ-NJSG-JTGB-SQQ7](#)

2011-05-18 03:25:06,797 main INFO [atlassian.jira.startup.JiraStartupLogger
]

I don't know if we need this field, but can I fix this? Given that it is getting this error, does that mean the related field will not be displayed in my custom fields configuration screen? The only one that I have that is close to this description is of type "Last Closed Date" which sounds different to me than the key "last-closed-date-range" in the error message.

Thanks,
David

Comment by [Tuncay Senturk](#) [19/May/11 11:47 PM]

Hi David,

That is the searcher component of custom field : Last Closed Date.

In other words, if you get this error, you won't be able to search issues by "Last Closed Date".

I can not figure out why you get this error, but are you sure that you deleted all newly created custom fields?

Tuncay Senturk

Comment by [Joshua McKinnon](#) [02/Jun/11 11:41 AM]

I am hitting the same problem as David (the remaining issue). On startup, this is logged:

2011-06-02 14:06:00,155 main WARN [jira.issue.managers.DefaultCustomFieldManager](#) Custom field searcher module: com.tuncaysenturk.jira.plugins.jira-enhancer-plugin:last-closed-date-range is invalid. Null being returned.

I cannot think of any newly created custom fields - all fields were created a long time ago.

If there are any steps I should take to reproduce or if I should file a separate issue, let me know. QA tells me they need to search on last closed date so I can't upgrade until I figure this out.

Comment by [Tuncay Senturk](#) [03/Jun/11 7:12 AM]

Hi,

Can you search issues by last-closed-date?

You get this error on startup but is there any error while filtering issues by last-closed-date?

Or don't you see this custom field searcher at all?

Tuncay Senturk

Comment by [Joshua McKinnon](#) [03/Jun/11 7:30 AM]

I do not see the custom field Last Closed Date searcher in standard search or as auto-complete in JQL. I see all the other ones from your plugin in both places. We use Last Resolution User, Reopened Issue, Reopened Counter, Last Resolution Date, Last Closed User, Last Closed Date. It is just the last one that is now having an error.

I've double-checked the customfield table entries, and also reindexed and restarted JIRA. This is in a staging environment so I can modify anything.

Comment by [Tuncay Senturk](#) [03/Jun/11 10:35 AM]

Ok, I will check it out ASAP

Tuncay Senturk

Comment by [Joshua McKinnon](#) [03/Jun/11 10:37 AM]

Thanks Tuncay! For both writing this plugin and for looking into it 😊

Comment by [Tuncay Senturk](#) [06/Jun/11 12:10 AM]

Hi all,

I tried to generate the same warning but couldn't succeed.

Last Closed Date searcher works exactly same as Last Resolution Date. That's really odd that resolution custom searcher works fine, but closed custom searcher has problems when instantiating.

Can you please delete and add the "Last Closed Date" custom field again. Please make sure that "Date Range picker" comes in the drop down when adding new custom field in "Choose Search Template" section.

Thanks,

Tuncay Senturk

Comment by [Joshua McKinnon](#) [09/Jun/11 8:59 AM]

Deleting the "Last Closed Date" custom field, re-creating it, and performing a reindex solved the problem for me. Thanks.

Comment by [David Kano](#) [09/Jun/11 9:16 AM]

That is good to hear Joshua. I can't delete the old field, because it does not appear in my custom fields list. But adding a new field of the same type and I'm going to try the reindex tonight. If the newly configured field works I'll just ignore the start-up error messages from the old field, if need be.

Comment by [wuenschmarkus](#) [04/Jul/11 7:36 AM]

Hello folks

We want to migrate from Jira 4.2.4 (JEPversion 1.6.1) to Jira 4.3.4 (JEPversion 2.2) and use the Jira Import und Export feature.

After import i can not see the JEP Customfields.

I did the same steps described in this issue and for migration from JEP 1.0 to 2.0 and did the reindex

i set the correct url (com.tuncaysenturk.jira.plugins.jira-enh...) in the table customfields. But i can not see the custom field in any existing issue. Any ideas ? The different to David is that we import the data by xml first and the install the JEP 2.2 make DB changes and reindex. But i dont know i should do this else ?

Comment by [Tuncay Senturk](#) [04/Jul/11 8:42 AM]

Hi,

If you use clean Jira database you should add custom fields by using administration > custom fields > add new custom fields link.

After that you have to reindex as well

Tuncay Senturk

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-48] "All Projects" item must be displayed as first item of the drop down in User or Group History Report Created: 13/May/11 Updated: 29/Jun/12 Resolved:

17/May/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	2.2

Type:	Task	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

In User or Group History Report's criterias page, "All Projects" item is showed as last item. It must be first

Comments

Comment by [Tuncay Senturk](#) [17/May/11 10:43 AM]

Now it is on top of all

Tuncay Senturk

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-47] Add Last In-Progress Date and Last In-Progress User fields Created: 03/May/11 Updated: 29/Jun/12 Resolved: 17/May/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.1
Fix Version/s:	2.2

Type:	New Feature	Priority:	Major
Reporter:	Gregory Brauer	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

We would love to see this plugin extended to also track the last date and user when an issue is marked "In Progress".

Comments

Comment by [Tuncay Senturk](#) [17/May/11 10:45 AM]

You may try, but please download the latest jar file.

The prior one has some bugs, you have to re-download the jar file.

Tuncay Senturk

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-46] All Custom-fields in Jira Enhancer Plugin are not available in Green-hopper. Created: 02/May/11 Updated: 29/Jun/12 Resolved: 03/May/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Improvement	Priority:	Major
Reporter:	Dipti Ranjan Behera	Assignee:	Tuncay Senturk
Resolution:	Won't Fix	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		

Time Spent:	Not Specified
Original Estimate:	Not Specified
Environment:	Jira 4.2.2 Green-hopper 5.4.1

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	19

Description

Hi,

First, I created a re-opening counter custom-field in jira to track the issue reopening counts. But this custom-field is not available in Green-hopper context. Hence, I am not able to see the reopening counter against my issue in green-hopper. Please resolve this issue as quickly as possible.

Regards,
Dipti Ranjan Behera

Comments

- Comment by [Tuncay Senturk](#) [03/May/11 5:50 AM]
- Hi,
- This issue is not related with Jira Enhancer Plugin. Sorry but there is nothing that I can do to make a custom field (may be any other custom field than JEP) to be visible on GreenHopper plugin.
- Thanks
- Tuncay Senturk
-
- Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]
- bulk closing resolved issues

[JEP-45] When issue is closed, last resolved date is set so it's the same as last closed date Created: 11/Apr/11 Updated: 22/Apr/11 Resolved: 11/Apr/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Danny Hendargo	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	18

Description

1. When an issue is resolved, Last Resolved Date is set to system time. This is correct and expected.
2. When an issue is closed, both Last Closed Date and Last Resolved Date are set to current system time when Last Resolved Date should be left alone.

Do I miss anything in my setup that result in this behavior?

Is Enhancer Plugin taking into account the current workflow? In a workflow that allows issue to transition from Open to Closed without going through Resolved state, #2 above makes sense. However, since issue can go from Open to Resolved before going to Closed, closing the issue shouldn't just override the Last Resolved Date.

Comments

Comment by [Tuncay Senturk](#) [11/Apr/11 10:57 PM]

Hi Danny,


"Last Resolution Date" custom field looks for resolution field. If resolution field set to any value other than "null", then the resolution date is set too.

When closing an issue, workflow shows you resolution field. So resolution date or user fields are both set to new value.

[JEP-44] Compatibility with JIRA 4.3 Created: 21/Mar/11 Updated: 29/Jun/12 Resolved: 25/Mar/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Christophe Dupre	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	17 

Description

Please validate compatibility of this plugin against JIRA 4.3. At this time, we have to decide whether we upgrade to JIRA 4.3, or install this plugin in 4.2.

Thanks

Comments

Comment by [Tuncay Senturk](#) [25/Mar/11 3:38 PM]

Hi Christophe,

Plugin is compatible with Jira 4.3

Thnaks

Tuncay Senturk

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-43] [Configuring User or Group History Report when large number of users causes browser to hang](#). Created: 06/Mar/11 Updated: 29/Jun/12 Resolved: 30/Mar/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.1.1
Fix Version/s:	3.0.0

Type:	Bug	Priority:	Critical
Reporter:	Ian Kent	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

We have approximately 34000 users in our JIRA deployment.

When we attempt to use the "User or Group History Report" our browser hangs when report configuration form appears.

I think it is because you are using a user selection popup menu instead of a user picker field with autocomplete.

We are able to pick users from other forms in the JIRA user interface (search screen, advanced search jql, create issue screen).

Comments

Comment by [Tuncay Senturk](#) [30/Mar/12 1:11 AM]

With JIRA 5.0 I've seperated and changed User or group drop down.

From now on, there will be a User Picker (with AJAX), and a group drop down.



Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-42] [Reopening History is causing merged rows in excel sheet when we export results to excel](#) Created: 24/Feb/11 Updated: 22/Aug/12 Resolved: 01/Jul/12

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.1
Fix Version/s:	None

Type:	Bug	Priority:	Blocker
Reporter:	Komal Mathur	Assignee:	Unassigned
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		

Original Estimate:	Not Specified
Attachments:	 jep-42.png
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	16 

Description

We are getting the multiple rows in excel problem by Excel (All Fields). This is only for reopened issues. Please see attached excel sheet. This is generated by searching issues, then selecting Views -> Excel (All Fields) since Reopening History is a custom field we added through the Jira Enhancer Plugin.

How can we remove the merged rows, please see row 9,10,11 in excel_problem.xls

Thanks.

Comments

Comment by [Komal Mathur](#) [02/Mar/11 10:02 AM]
 Any updates on this issue? Thanks.

Comment by [Komal Mathur](#) [11/May/11 3:12 PM]
 Can you please permanently delete the attachemnt https://studio.plugins.atlassian.com/secure/attachment/16769/excel_problem.xls

I deleted it from this issue, but Google still finds it online and displays it. We do not want this attachment to be available online.

Please do as soon as possible.

Thanks.

Comment by [Tuncay Senturk](#) [12/May/11 1:42 AM]
 Hi Komal,

There is nothing that I can do to avoid Google to display it. That's all in Google's cache. As you can see, when you click the link that you sent, it gives "HTTP Status 404 - Attachment not found" error.

Tuncay

Comment by [Tuncay Senturk](#) [01/Jul/12 12:01 PM]
 Hi Komal,

Do you still face the same problem?
 As you see below, it shows whole reopenings in the same cell



Progress User	Reopening history of issue	Last Reopened Date	Last Reopened User	Last Resolution Date																
	issue is reopened (1) times <table border="1"> <tr> <th>Resolved user</th> <th>Resolved time</th> <th>Reopened user</th> <th>Reopened time</th> </tr> <tr> <td>Tuncay Senturk</td> <td>7/1/2012 0:14</td> <td>Tuncay Senturk</td> <td>7/1/2012 0:14</td> </tr> </table>	Resolved user	Resolved time	Reopened user	Reopened time	Tuncay Senturk	7/1/2012 0:14	Tuncay Senturk	7/1/2012 0:14	7/1/2012 0:14	Tuncay Senturk	7/1/2012 0:14								
Resolved user	Resolved time	Reopened user	Reopened time																	
Tuncay Senturk	7/1/2012 0:14	Tuncay Senturk	7/1/2012 0:14																	
	issue is reopened (2) times <table border="1"> <tr> <th>Resolved user</th> <th>Resolved time</th> <th>Reopened user</th> <th>Reopened time</th> </tr> <tr> <td>Tuncay Senturk</td> <td>7/1/2012 0:09</td> <td>Tuncay Senturk</td> <td>7/1/2012 0:09</td> </tr> <tr> <td>Tuncay Senturk</td> <td>7/1/2012 11:55</td> <td>Tuncay Senturk</td> <td>7/1/2012 11:56</td> </tr> </table>	Resolved user	Resolved time	Reopened user	Reopened time	Tuncay Senturk	7/1/2012 0:09	Tuncay Senturk	7/1/2012 0:09	Tuncay Senturk	7/1/2012 11:55	Tuncay Senturk	7/1/2012 11:56	7/1/2012 11:56	Tuncay Senturk	7/1/2012 11:55				
Resolved user	Resolved time	Reopened user	Reopened time																	
Tuncay Senturk	7/1/2012 0:09	Tuncay Senturk	7/1/2012 0:09																	
Tuncay Senturk	7/1/2012 11:55	Tuncay Senturk	7/1/2012 11:56																	
asty	issue is reopened (3) times <table border="1"> <tr> <th>Resolved user</th> <th>Resolved time</th> <th>Reopened user</th> <th>Reopened time</th> </tr> <tr> <td>Stephanie Lasty</td> <td>6/25/2012 21:53</td> <td>Tuncay Senturk</td> <td>6/25/2012 21:55</td> </tr> <tr> <td>Stephanie Lasty</td> <td>6/25/2012 21:56</td> <td>Tuncay Senturk</td> <td>6/25/2012 21:56</td> </tr> <tr> <td>Stephanie Lasty</td> <td>6/25/2012 21:57</td> <td>Tuncay Senturk</td> <td>6/30/2012 23:44</td> </tr> </table>	Resolved user	Resolved time	Reopened user	Reopened time	Stephanie Lasty	6/25/2012 21:53	Tuncay Senturk	6/25/2012 21:55	Stephanie Lasty	6/25/2012 21:56	Tuncay Senturk	6/25/2012 21:56	Stephanie Lasty	6/25/2012 21:57	Tuncay Senturk	6/30/2012 23:44	6/30/2012 23:44	Tuncay Senturk	6/25/2012 21:57
Resolved user	Resolved time	Reopened user	Reopened time																	
Stephanie Lasty	6/25/2012 21:53	Tuncay Senturk	6/25/2012 21:55																	
Stephanie Lasty	6/25/2012 21:56	Tuncay Senturk	6/25/2012 21:56																	
Stephanie Lasty	6/25/2012 21:57	Tuncay Senturk	6/30/2012 23:44																	

Comment by [Tuncay Senturk](#) [22/Aug/12 12:51 PM]
 bulk closing bunch of resolved issues

[JEP-41] [No option to search issues by 'Last resolution User' by specifying a group](#) Created: 19/Jan/11 Updated: 29/Jun/12 Resolved: 17/May/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.1
Fix Version/s:	2.2

Type:	Support Request	Priority:	Major
Reporter:	Komal Mathur	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	 last_res_user_before.JPG  last_res_user.JPG
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

We recently upgraded Jira to 4.2
 Earlier we had ability to search issues by Last Resolution User by specifying a group (by selecting from a dropdown)
 But now we no longer have that facility. I upgraded the Jira Enhancer Plugin to latest version
 2.1.1-SNAPSHOT , still getting this problem.
 We had noticed after our upgrade, the custom field 'Last resolution User' had disappeared, so we had to manually add it again. The values came back for the issues.

Comments

Comment by [Tuncay Senturk](#) [20/Jan/11 4:58 AM]

Hi,
 If you do not want to add all custom fields again, you have to do steps in the following URL. But I think it's too late.

Migrating JEP 1.x to 2.x

<https://studio.plugins.atlassian.com/wiki/display/JEP/JIRA+Enhancer+Plugin#JIRAEnhancerPlugin-VersionHistory>

By the way, have you reindexed after adding custom fields? Please make sure that you reindexed (System > Indexing > Re-Index) Jira.

Thanks

Tuncay

Comment by [Komal Mathur](#) [20/Jan/11 11:21 AM]

Yes, I reindexed Jira. The custom field is ok, that's not my problem
 The problem is that I can't search issues by selecting a group in 'Last Resolution user'.
 I do not see the option to select a group which used to be before the upgrade.
 Please see screenshots.

Thanks,
 Komal

Comment by [Tuncay Senturk](#) [21/Jan/11 1:31 PM]

Hi Komal,
 I reproduced the same error.
 Working on it.

Tuncay Senturk

Comment by [Komal Mathur](#) [26/Jan/11 10:18 AM]

Are there any updates on this issue? Thanks.

Comment by [Tuncay Senturk](#) [27/Jan/11 1:13 AM]

Hi Komal,
I asked the problem to Jira developers and waiting for reply for about a week.
The problem is not directly related with enhancer plugin. However I will be fixing this issue as soon as possible if I get any reply.
Sorry for inconvenience.

Comment by [Komal Mathur](#) [02/Mar/11 10:02 AM]

Any updates on this? We upgraded to Jira 4.2.4, and this is still a problem. Thanks.

Comment by [Tuncay Senturk](#) [02/Mar/11 11:10 PM]

Hi Komal,
Sorry, but I had nothing to do. I asked the problem to Jira developers site <http://forums.atlassian.com/thread.jspa?messageID=257365574�> by using your screen-shots, but still there is no response.
As soon as they give me response, I will provide a patch.
Sorry
Tuncay Senturk

Comment by [Tuncay Senturk](#) [13/May/11 2:03 PM]

In 2.2 version this bug will be fixed

Comment by [Tuncay Senturk](#) [17/May/11 10:45 AM]

Hi Komal,
In 2.2 version I fixed your issue. You may download and try.
Tuncay Senturk


Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-40] Unable to load 'jira-enhancer-plugin Created: 09/Jan/11 Updated: 10/Jan/11 Resolved: 10/Jan/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.6.2
Fix Version/s:	1.6.2

Type:	Bug	Priority:	Critical
Reporter:	master a	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	 atlassian-jira.log
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

We have jira 4.1.1 and we try to install Enhancer Plugin 1.6.2 and we got this error:

Plugin Version: 1.6.2
JIRA Versions: 4.1 - 0.0

Installation Mode: Embedded

There were errors loading this plugin:

Unable to load the static 'jira-enhancer-plugin-1.6.2.jar' plugin from the plugins directory. Please copy this file into WEB-INF/lib and restart.

Plugin Version: 1.6.2

Comments

Comment by [Tuncay Senturk](#) [09/Jan/11 10:45 AM]

Hi,

I need more info please.

Never faced with this kind of problem. Can you attach log file? where have you put the jar file?

Comment by [master a](#) [10/Jan/11 2:27 AM]

I put the jar file in 'Jira\plugins\installed-plugins'

I attached the log

Comment by [master a](#) [10/Jan/11 3:07 AM]

It works

The solution to the problem as follows:

If you put jira-enhancer-plugin-1.6.2.jar to jira_home/plugins/installed-plugins/ , then move this jar to WEB-INF/lib . jira_home/plugins/installed-plugins/ is for plugins with version 2.*

10x

[JEP-39] [enhancer is breaking JIRA SOAP API](#) Created: 13/Dec/10 Updated: 09/Jan/11 Resolved: 09/Jan/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.0
Fix Version/s:	2.1

Type:	Bug	Priority:	Minor
Reporter:	Michael Garvin	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	2
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	Jira 4.2 (build 587)		

Attachments:	jira-enhancer-plugin-2.1-SNAPSHOT.jar
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

Hi, we are using the JIRA SOAP api to integrate other applications with JIRA. However, we are seeing that when JIRA is configured with custom fields (that we don't even v

We send to JIRA:

```

LAST REQUEST: <?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns1="http://beans.soap.rpc.jira.atlassian.com" xmlns

```

We get back:

```

LAST RESPONSE: <?xml version="1.0" encoding="utf-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:x
  at com.atlassian.jira.issue.customfields.impl.AbstractCustomFieldType.assertObjectImplementsType(AbstractCustomFieldType.java:11
  at com.tuncaysenturk.jira.plugins.LastCommentedDateCFTType.getStringFromSingularObject(LastCommentedDateCFTType.java:41)
  at com.atlassian.jira.rpc.soap.util.SoapUtils.getCustomFieldValues(SoapUtils.java:289)
  at com.atlassian.jira.rpc.soap.beans.RemoteIssue.&lt;init&gt;(RemoteIssue.java:131)
  at com.atlassian.jira.rpc.soap.service.IssueServiceImpl.getIssue(IssueServiceImpl.java:185)
  at com.atlassian.jira.rpc.soap.JiraSoapServiceImpl.getIssue(JiraSoapServiceImpl.java:321)
  at sun.reflect.GeneratedMethodAccessor2031.invoke(Unknown Source)
  at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
  at java.lang.reflect.Method.invoke(Method.java:597)
  at org.apache.axis.providers.java.RPCProvider.invokeMethod(RPCProvider.java:397)
  at org.apache.axis.providers.java.RPCProvider.processMessage(RPCProvider.java:186)
  at org.apache.axis.providers.java.JavaProvider.invoke(JavaProvider.java:323)
  at org.apache.axis.strategies.InvocationStrategy.visit(InvocationStrategy.java:32)
  at org.apache.axis.SimpleChain.doVisiting(SimpleChain.java:118)
  at org.apache.axis.SimpleChain.invoke(SimpleChain.java:83)
  at org.apache.axis.handlers.soap.SOAPService.invoke(SOAPService.java:453)
  at com.atlassian.jira.soap.axis.JiraAxisSoapService.invoke(JiraAxisSoapService.java:44)
  at org.apache.axis.server.AxisServer.invoke(AxisServer.java:281)
  at org.apache.axis.transport.http.AxisServlet.doPost(AxisServlet.java:699)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:637)
  at org.apache.axis.transport.http.AxisServletBase.service(AxisServletBase.java:327)

```

The 'Last Commented Date' field is a custom field from the Jira Enhancer plugin, and its only used on the search navigator screen, we don't even have it enabled for any sc
Is it possible that maybe because we don't have it enabled for any screens, the value for a given issue is 'null' and that's why it breaking the SOAP API? I guess I can test by

Comments

Comment by [Geoff Baskwill](#) [21/Dec/10 10:02 AM]

I'm seeing this error message too ... it completely breaks JQL queries through the SOAP API.

Comment by [Michael Garvin](#) [03/Jan/11 9:01 AM]

Hi again, Happy new year! Geoff actually wrote up a fix that we think will resolve this...can you work with us to implement Geoff's fix, or provide us with source code so that we can try testing it out?

Geoff's fix:

```

Index: src/main/java/com/tuncaysenturk/jira/plugins/LastResolvedDateCFTType.java
=====
--- src/main/java/com/tuncaysenturk/jira/plugins/LastResolvedDateCFTType.java      (revision 156875)
+++ src/main/java/com/tuncaysenturk/jira/plugins/LastResolvedDateCFTType.java      (working copy)
@@ -39,7 +39,7 @@
 }

 public String getStringFromSingularObject(Object value) {
-  assertObjectImplementsType(Timestamp.class, value);
+  // assertObjectImplementsType(Timestamp.class, value);
   return value.toString();
 }

Index: src/main/java/com/tuncaysenturk/jira/plugins/LastClosedDateCFTType.java
=====
--- src/main/java/com/tuncaysenturk/jira/plugins/LastClosedDateCFTType.java      (revision 156875)
+++ src/main/java/com/tuncaysenturk/jira/plugins/LastClosedDateCFTType.java      (working copy)
@@ -38,7 +38,7 @@
 }

 public String getStringFromSingularObject(Object value) {
-  assertObjectImplementsType(Timestamp.class, value);
+  // assertObjectImplementsType(Timestamp.class, value);

```

Comment by [Tuncay Senturk](#) [03/Jan/11 10:55 AM]

Hi,

Sorry that I could not have any time to deal with plugin these days.

But thanks for you that you examined the code and wrote solution. This is open source 😊

I generated and attached [jira-enhancer-plugin-2.1-SNAPSHOT.jar](#) file. If you say that's ok, I will release "with thanks to you" the latest version.

Thanks,

Tuncay Senturk

Comment by [Michael Garvin](#) [03/Jan/11 11:59 AM]

Awesome, ok I'm testing it now, and I'll get back to you...

Comment by [Michael Garvin](#) [03/Jan/11 12:50 PM]

I can now confirm that this fix works great 😊 I reproduced the error, restarted JIRA with this latest version of Jira Enhancer, ran the same command...no problems. 😊
Thanks Geoff!

Comment by [Michael Garvin](#) [05/Jan/11 10:35 AM]

Hi Tuncay, any estimate on when you'll do an official release? I'm just trying to setup our own planning for when we can deploy this fix officially to our production JIRA.

Comment by [Tuncay Senturk](#) [06/Jan/11 1:35 PM]

Hi Michael,

Release date will be this weekend. Sorry for the inconvenience

Tuncay Senturk

Comment by [Tuncay Senturk](#) [09/Jan/11 10:34 AM]

Fixed in released 2.1 version.

Thanks Geoff and Michael

[JEP-38] NullPointerException in User or Group History Report Created: 01/Dec/10 Updated: 29/Jun/12 Resolved: 09/Jan/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	2.0
Fix Version/s:	2.1

Type:	Bug	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	Jira 4.2 - JEP 2.0		

Internal Complexity:	4
Internal Value:	4
Rank:	Issue can not be ranked.

Description

Report gets `NullPointerException` if we submit project value of other than "All Projects". "All Projects" drop-down value works fine.

Exception is as below :

```

Cause: java.lang.NullPointerException
Stack Trace: hide
java.lang.NullPointerException
at com.tuncaysenturk.jira.plugins.report.UserHistoryReport.generateReport(UserHistoryReport.java:112)
at com.tuncaysenturk.jira.plugins.report.UserHistoryReport.generateReportHtml(UserHistoryReport.java:79)
at com.atlassian.jira.web.action.browser.ConfigureReport.doExecute(ConfigureReport.java:112)
    
```

Comments

Comment by [Tuncay Senturk](#) [09/Jan/11 10:33 AM]

Problem resolved in 2.1 version

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-37] Exception in MKK User History Report Created: 21/Nov/10 Updated: 29/Jun/12 Resolved: 26/Nov/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.6.1
Fix Version/s:	None

Type:	Task	Priority:	Major
Reporter:	Gold Lukas	Assignee:	Tuncay Senturk
Resolution:	Cannot Reproduce	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA Enhancer Plugin - 1.6.1 Version		

Attachments:	JIRAinformation.rtf MKKUserHistoryError.rtf
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	15

Description

Hello,
 we have problem with Enhancer plugin - in MKK User history report. After we fill the fields (selecting project, start and end date and username) report throws an exception (attached file)
 Could you please look at this problem?

 Thank you,
 Lukas

Comments

Comment by [Tuncay Senturk](#) [21/Nov/10 10:58 PM]
 Hi,

 Which Jira version are you using?

 Tuncay Senturk

Comment by [Gold Lukas](#) [21/Nov/10 11:02 PM]
 Hi, we have 4.0.2#472 Version. More information in attached file.

 BR, Lukas

Comment by [Tuncay Senturk](#) [22/Nov/10 12:52 AM]
 Hi Lukas,

 Are you sure that you are using JEP 1.6.1 version?
 Because, when I look to your log file, I see an error which can be gotten by using Jira 4.x and any version below than JEP 1.5.y.

Can you please make sure that you are using JEP 1.6.1?

You can delete all jira-enhancer-.... jar files within WEB-INF\LIB directory and replace all with a fresh JEP 1.6.1 version.

Tuncay Senturk

Comment by [Gold Lukas](#) [24/Nov/10 11:56 PM]

Hi,
we've installed jira-enhancer-plugin-1.6.1.jar in WEB-INF/lib directory.

Regards, Lukas

Comment by [Tuncay Senturk](#) [25/Nov/10 12:28 AM]

Sorry, I couldn't get the point.
You've installed 1.6.1 version, but are you still getting the exception?

Tuncay Senturk

Comment by [Gold Lukas](#) [25/Nov/10 3:31 AM]

Hello, sorry for confusing you.
we will replace the current 1.6.1 version with new in next scheduled outage, and let you know.

BR, Lukas

Comment by [Gold Lukas](#) [13/Dec/10 12:25 AM]

Hello,
replacing current plugin file to new downloaded one in version 1.6.1 didn't help, the error message is the same.
If you need more info for us let me know.

BR, Lukas

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-36] [Compatibility with JIRA 4.2](#) Created: 11/Nov/10 Updated: 29/Jun/12 Resolved: 26/Nov/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.6.2
Fix Version/s:	2.0

Type:	Improvement	Priority:	Major
Reporter:	Glenn Attridge	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	2
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA (v4.2#587)		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

We just migrated our issue tracking system from FogBugz to JIRA and found that it's missing some of the filtering abilities that we are used to. (Namely Last Closure Date and Last Resolution User/Date) I'd like to install the JIRA Enhancer Plugin to help fill this gap, but found that it wasn't compatible with JIRA version 4.2

Please add or verify that this plugin is supported for JIRA 4.2

Comments

Comment by [Tuncay Senturk](#) [14/Nov/10 3:47 AM]

Hi Glenn,

Sorry for the inconvenience, I still couldn't test plugin for Jira 4.2 environment. I will try and release new version ASAP.

Tuncay

Comment by [Tuncay Senturk](#) [19/Nov/10 1:55 PM]

I suppose, 2.0 version will be released in two weeks period.

Comment by [Tuncay Senturk](#) [26/Nov/10 6:41 PM]

now compatible with JIRA 4.2

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-35] User and Date fields should be under appropriate section on issue view screen. Created: 27/Oct/10 Updated: 29/Jun/12 Resolved: 17/Jan/11

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	2.1.1

Type:	Improvement	Priority:	Major
Reporter:	Ian Kent	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA Enhancer Plugin Version: 1.6.2 JIRA Versions: 4.1.1		

Attachments:	issue-view-screenshot.jpg jira-toolkit-screenshot.png
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

I added Extender custom fields (Last Resolution Date, Last Resolution User, Last Closed Date, Last Closed User, Last Reopened Date, Last Reopened User) to Default Screen.

I do not like the layout of fields on view screen. The user fields (Last Resolution User, Last Closed User, Last Reopened User) should be under the "People" section on the screen. The date fields (Last Resolution Date, Last Closed Date, Last Reopened Date) should be under the "Dates" section on the screen.

- see issue-view-screenshot.png attachment

Comments

Comment by [Ian Kent](#) [07/Jan/11 10:26 AM]

Tuncay,

This issue has not been screened or scheduled since it was raised.
Do you plan to ever implement this improvement request?

Thanks, lan...

Comment by [Tuncay Senturk](#) [07/Jan/11 11:08 AM]

Hi lan,

I can not give an exact date because I still do not know how to do this implementation. I will ask to Jira's tech guys whether there is such an ability

Tuncay Senturk

Comment by [lan Kent](#) [10/Jan/11 11:59 AM]

Maybe you can look at JIRA Toolkit Plugin source.
<https://plugins.atlassian.com/plugin/details/5142>

I think it is being used with <http://jira.atlassian.com/>.
See <http://jira.atlassian.com/browse/BAM-2875> for example.

See attached screenshot with custom Participants field in People section and Last Commented field in Dates section of screen.

Comment by [Tuncay Senturk](#) [10/Jan/11 1:40 PM]

Hi lan,

I already examined the toolkit plugin. But I couldn't find anything.
I asked Jira tech guys and waiting for reply. I will be sharing with you as soon as I got answer.

I am still working on it.

Thanks for your interest,

Tuncay Senturk

Comment by [Tuncay Senturk](#) [17/Jan/11 1:28 PM]

Hi again,

I will publish a release including this issue in a day or two,

Thanks for your interest

Tuncay Senturk

Comment by [Tuncay Senturk](#) [17/Jan/11 1:46 PM]

Fixed in 2.1.1 version.

Comment by [Michael Garvin](#) [18/Jan/11 8:08 AM]

Thanks for the quick turn around! I'd like to drop it into our test environment, but the 2.1.1 link is showing up as red with no actual link. Has 2.1.1 been posted for download?

Comment by [Tuncay Senturk](#) [19/Jan/11 5:32 AM]

Hi Michael,

Sorry for the inconvenience. I just changed the link of the jar file.
Can you please try again?

Thanks,

Tuncay Senturk

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-34] [Add Last Comment User and Last Comment Date](#) Created: 24/Sep/10 Updated: 29/Jun/12 Resolved: 26/Nov/10

Status: Closed

Project: [JIRA Enhancer Plugin](#)

Component/s:	None
Affects Version/s:	1.6.2
Fix Version/s:	2.0

Type:	New Feature	Priority:	Major
Reporter:	Justin Downing	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	2
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

How difficult would it be to extend this plugin to show the user & date/time of the last comment?

Comments

Comment by [mixulup](#) [08/Nov/10 1:46 AM]

I agree that "Last comment date" would be very useful!
In order to sort issues with more recent comments on top instead of use "updated" which change each time that any value is updated on the issue.
Hope it could be provided...
Thank you.

Comment by [Tuncay Senturk](#) [14/Nov/10 3:49 AM]

Hi folks,

I will add the mentioned functionality as soon as possible. Give me time please 😊

Tuncay Senturk

Comment by [Justin Downing](#) [15/Nov/10 5:39 AM]

This is great news! Do you have an estimated release date for this feature? By the end of the year or much later?

Comment by [Tuncay Senturk](#) [19/Nov/10 1:51 PM]

Hi Justin,

Actually I was working on the plugin. There seems to be no problem to release in two weeks period.

Tuncay Senturk

Comment by [Tuncay Senturk](#) [26/Nov/10 6:38 PM]

Both custom fields are added with version 2.0.
But aware that new versions runs with JIRA 4.2

Comment by [Justin Downing](#) [01/Dec/10 7:40 PM]

Thanks for getting this feature added so quickly! According to your last comment, does this mean that JEP v2 will **not** work in JIRA 4.1.2??

Comment by [Tuncay Senturk](#) [01/Dec/10 11:52 PM]

Hi Justin,

I've not tried but some functionalities (such as searching, user history report) may not work. Because some JIRA API has changed.

Tuncay Senturk

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-33] Lacking i18n features in Reopenings tab Created: 02/Sep/10 Updated: 29/Jun/12 Resolved: 26/Nov/10	
Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	2.0

Type:	Bug	Priority:	Minor
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	2 hours		
Time Spent:	Not Specified		
Original Estimate:	2 hours		

Internal Complexity:	2
Internal Value:	2
Rank:	Issue can not be ranked.

Description


labels in issuetab-reopenings.vm are not applicable to i18n

Comments

Comment by Tuncay Senturk [19/Nov/10 2:05 PM]
i18n features are added and will be released in 2.0 version
Tuncay Senturk
Comment by Tuncay Senturk [26/Nov/10 6:40 PM]
i18 features are added.
Tuncay Senturk
Comment by Tuncay Senturk [29/Jun/12 2:23 PM]
bulk closing resolved issues

[JEP-32] Get Reopening Counter value from database Created: 03/Aug/10 Updated: 04/Aug/10 Resolved: 04/Aug/10	
Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Support Request	Priority:	Blocker
Reporter:	David Santos	Assignee:	Tuncay Senturk
Resolution:	Won't Fix	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		

Original Estimate:	Not Specified
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	4 

Description

I would like to extract the reopening counter value from JIRA database but i can not find where the value is stored

Comments

Comment by [Tuncay Senturk](#) [04/Aug/10 6:07 AM]

Hi David,

Sorry, but reopening counter does not keep values within database.
Reopening counter works as you change issue's resolution field from a value to null value.
Every time you open an issue's main page, it calculates reopenings from issue's history information.

Regards,

Tuncay Senturk

Comment by [David Santos](#) [04/Aug/10 6:29 AM]

Hi,

First of all thanks for your quickly response.

Yesterday, after reading some issues, I understand that you calculate the value for the reopening counter as you describe so i made an query to extract the value.

Thanks and best regards
David Santos

[JEP-31] Support for JIRA 4.1 Created: 02/Jun/10 Updated: 29/Jun/12 Resolved: 12/Jul/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.6.1
Fix Version/s:	1.6.2

Type:	New Feature	Priority:	Major
Reporter:	Matt Doar (CustomWare)	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	 jira-enhancer-plugin-1.6.2.jar
Internal Complexity:	Unknown
Internal Value:	Unknown

Description

JIRA 4.1 has changed the constructor of DefaultChangeHistoryManager. The 1.6.1 plugin produces the error below when used in JIRA 4.1.1. If the source is available, I coul

```
-----
2010-06-02 16:56:52,763 http-8080-4 ERROR bswan 1016x1910x1 vdwnn4 10.99.10.189 /secure/ConfigureReport.jsps [webwork.dispatcher.Servlet
java.lang.NoSuchMethodError: com.atlassian.jira.issue.changehistory.DefaultChangeHistoryManager.<init> (Lcom/atlassian/jira/issue/IssueMa
at tr.com.mkk.plugin.jira.report.UserHistoryReport.filterIssues(UserHistoryReport.java:192)
-----
```

Comments

Comment by [Tuncay Senturk](#) [04/Jun/10 1:17 AM]

Thanks Matt,

I am working on it, I am accustomed to JIRA API changes 😊

But I have to set my environment up before that,

Thanks

Tuncay Senturk

Comment by [Tuncay Senturk](#) [06/Jun/10 11:07 PM]

Can you please try attached [jira-enhancer-plugin-1.6.2.jar](#) file?

Thanks

Tuncay Senturk

Comment by [Matt Doar \(CustomWare\)](#) [07/Jun/10 10:27 AM]

The reopen history tab worked nicely with that updated jar file, thanks!

Comment by [Kirill G.](#) [17/Jun/10 5:38 AM]

I would like to try enhancer 1.6.2 on my instance of JIRA 4.1.1 too.
Please tell me how to reproduce the error.

Comment by [Tuncay Senturk](#) [17/Jun/10 6:15 AM]

Hi Kirill,

Sorry but I could not get the point, why do you want to reproduce the error.
If you want to upgrade to Jira 4.1.1 with JEP 1.6.2 immediately, you may use attached file.

I will test some issues and then release the version later.

Tuncay Senturk

Comment by [Kirill G.](#) [17/Jun/10 11:40 PM]

I wanted to be sure that JEP 1.6.2 will work correctly.
Well, probably you've tested it already, so checking is not necessary.

Thanks anyway.

Comment by [Tuncay Senturk](#) [12/Jul/10 12:57 AM]

Jira Enhancer Plugin is now compatible with JIRA 4.1.
1.6.2 version is now [available](#)

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]


bulk closing resolved issues

[JEP-30] [Plugin shows errors in the log upon startup](#) Created: 21/Apr/10 Updated: 29/Jun/12 Resolved: 26/Nov/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.6.1
Fix Version/s:	1.6.2 , 2.0

Type:	Support Request	Priority:	Major
Reporter:	Micah Figone	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0

Labels:	None
Remaining Estimate:	Not Specified
Time Spent:	Not Specified
Original Estimate:	Not Specified
Environment:	JIRA 4.1

Attachments:	 jira-enhancer-plugin-1.6.2.jar
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	Issue can not be ranked.

Description

When I startup JIRA 4.1 I get the following in the logs.

The following plugins failed to load:

JIRA Enhancer Plugin: There was a problem loading the descriptor for module 'Last Closed Date' in plugin 'JIRA Enhancer Plugin'.

Error retrieving dependency of class: tr.com.mkk.plugin.jira.LastClosedDateCFTType. Missing class: com/atlassian/jira/issue/customfields/SortableCustomField

Metro Plugins: A required class was missing: Send Notification Mail. Please check that you have all of the required dependencies.

com/opensymphony/workflow/FunctionProvider

Comments

- Comment by [Tuncay Senturk](#) [21/Apr/10 10:41 PM]
- Hi Micah,
- I think your JIRA installation has some problems.
 Because you get an error of missing class : com.atlassian.jira.issue.customfields.SortableCustomField
 This class is in JIRA's core library "atlassian-jira-4.0.jar"
-
- Comment by [Bob Cameron](#) [20/May/10 7:34 AM]
- Jira 4.1 does not come with atlassian-jira-4.0.jar that I have been able to find. I am having the same issue with plugin JDVP. The SortableCustomField class is under the WEB-INF\classes directory, but I can't get JIRA to look in the classes directory. When I add the directory to my CLASSPATH environment variable, then JIRA complains about not finding log4j.
- Have you been able to run this in JIRA 4.1?
-
- Comment by [Tuncay Senturk](#) [04/Jun/10 1:20 AM]
- Hi,
- You're right, JIRA has changed API and I am working on it.
- I was abroad and I could not have any chance to deal with issues, but short after I set my environment up, I will be releasing a new version.
- Thanks
- Tuncay
-
- Comment by [Tuncay Senturk](#) [04/Jun/10 2:08 AM]
- 1.6.2 beta version
[jira-enhancer-plugin-1.6.2.jar](#)[📎]
-
- Comment by [Tuncay Senturk](#) [04/Jun/10 2:08 AM]
- Can you please try attached [jira-enhancer-plugin-1.6.2.jar](#)[📎] file?
- Thanks
- Tuncay Senturk
-
- Comment by [Tuncay Senturk](#) [26/Nov/10 6:37 PM]

Problem fixed in 1.6.2 and 2.0 versions

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-29] Unable to track Reopening history of issues using a custom workflow Created: 23/Feb/10 Updated: 03/Mar/10 Resolved: 03/Mar/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.6.1
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Marc Beaudoin	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	 screenshot-1.jpg
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	12 

Description

I am unable to track Reopening history of issues using a custom workflow.

We still use Jira default workflow for Bugs and we can see the opening history. I attempted to rename statuses in our custom workflow in case version 1.6.1 could also refer to labels as described in [JEP-4](#) modification to version 1.3.1.

Also attempted to incorporate the resolved status in case the plugin is tracking changes by referring to this step without success.

Unfortunately I can't figure out a workaround for this one.

I attached a screen shot of our workflow, any help is more than welcome

Comments

Comment by [Tuncay Senturk](#) [23/Feb/10 11:16 PM]

Hi Marc,

Reopening history is related with 'resolution field' of the issue. Issue's resolution field may change from `null` to **any value** by resolving, closing, or any other custom workflow action. And when resolution field again becomes `null` if you reopen the issue.

Reopening history just looks to this field. If an issue's resolution field changes from `null` to any value and then changes from **a value** to `null`, it is a reopening action.

Can you take into account this information.

Thanks

Tuncay

Comment by [Marc Beaudoin](#) [03/Mar/10 4:59 AM]

I simply followed Tuncay's instructions and based my verification on the resolution field changes. I adapted my workflow to update that resolution value.

Thanks for the quick answer again.

[JEP-28] Filter on Last resolution date does not work Created: 12/Feb/10 Updated: 29/Jun/12 Resolved: 12/Jul/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.6.1
Fix Version/s:	None

Type:	Bug	Priority:	Blocker
Reporter:	Christine ROLLAND	Assignee:	Tuncay Senturk
Resolution:	Timed out	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	SQL Server 2008, JIRA 4.0.1.		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	3

Description

Filter on Last resolution date does not work




Comments

- Comment by [Tuncay Senturk](#) [19/Feb/10 12:59 AM]
Hi Christine,
Have you reindexed (Administration->System->Indexing->Reindex) JIRA?
- Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]
bulk closing resolved issues

[JEP-27] MKK User History Report not showing all fields Created: 11/Feb/10 Updated: 17/Jun/10 Resolved: 17/Jun/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Ray maxwell	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		

Original Estimate:	Not Specified
Attachments:	 catalina.out  screenshot.docx
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	11 

Description

The User field is not showing up in the Reprt: MKK User History Report.

JIRA 3.13
MKK Plugin 1.4 is being used.

See the screen shot.

Comments

Comment by [Ray maxwell](#) [11/Feb/10 12:48 PM]

I tried to use the screen shot feature on your site but it kept killing my Firefox sessions. So here is the screen shot of what I am seeing in a word doc.

Comment by [Tuncay Senturk](#) [11/Feb/10 10:55 PM]

Hi Ray,

That's so odd. I tested again with Jira 3.13 and JEP 1.4.0, and it worked.

Can you check log files and send me the related exceptions if possible?

Thanks,

Tuncay

Comment by [Ray maxwell](#) [14/Jun/10 2:45 PM]

I am using 1.6.2 of the plugin and have now started the upgrade to 4.1.1 of Jira. This looks like a permissions or database issue to me

I have multiple servers with different workflows and permissions on them running postgres as the DB.

If I use my production server, which is large and has an extensive workflow and permissions scheme etc. and import the data from 3.13 into 4.1.1 I still get the same problem mentioned above with the username field not showing up in the MKK User History Report screen.

If I use a server dump that has few modifications from the defaults that Jira ships in the box, (On the same server I was having issues with the plugin on, i.e. I have not changed plugin, just the data) I don't see the issue and the plugin works as designed.

Question: what rights, permissions or other things in the plugin could cause this field (see screen shot) not to show up?

Comment by [Ray maxwell](#) [16/Jun/10 12:27 PM]

here is the catalina.out file with the error I am getting when I click on the Reports/MKK User History Report.

Could you please look at this and see if anything comes to mind about why the User Name field is not showing up in the report.

Thanks.

Comment by [Tuncay Senturk](#) [16/Jun/10 10:55 PM]

Hi Ray,

We are closer now, attached catalina.out file gives some information as below

```
-----
Caused by: java.lang.NullPointerException
    at tr.com.mkk.plugin.jira.report.valuegenerators.NameSorterComparable.compareTo(NameSorterComparable.java:35)
    at java.util.TreeMap.put(TreeMap.java:545)
    at tr.com.mkk.plugin.jira.report.valuegenerators.UsersGroupsSelectValuesGenerator.getValues(UsersGroupsSelectValuesGenerator.jav
-----
```

While generating drop-down list, it gets `NullPointerException` because that full name of a user is null. Can you please make sure that all your JIRA users have full name without null value?

Thanks,

Tuncay Senturk

Comment by [Ray maxwell](#) [17/Jun/10 3:23 PM]

Thats the problem.

I found a user, and I don't have a clue as to how he was created id=0 in the userbase. I deleted him from the DB on the back end and the plugin now works.

Thanks for the tip.

I am working with atlassian to make sure I get rid of the user correctly on the backend.

Close the issue.

[JEP-26] Search by reopen date Created: 18/Jan/10 Updated: 09/Feb/10 Resolved: 09/Feb/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	1.6.0 , 1.6.1

Type:	New Feature	Priority:	Minor
Reporter:	Dusty Ketchum	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	 jira-enhancer-plugin-1.6.0.jar
Internal Complexity:	Unknown
Internal Value:	Unknown

Description

Hi,

We are finding this plugin very useful. Thank you so much for adding these features.

Our QA team would like to be able to search for the issues reopened in a date range. Currently you can search for issues reopened by the number of times an issue was reopened. I assume this would require adding 1 new custom fields - last reopen date - and 2 new search criteria on the issue filter screen - last reopen date (after) and last reopen date (before)

Any chance you could add this feature for us?

Thanks,
Dusty

Comments

- Comment by [Tuncay Senturk](#) [20/Jan/10 12:10 AM]
- Hi Dusty,
- With this issue two new custom fields will be generated.
1. Last Reopening User custom field
 2. Last Reopening Date custom field
- Besides, search criterias will be generated as well.
- Nowadays, I am quite busy, but I will be publishing the new features as soon as possible.
- Tuncay Senturk
-
- Comment by [Tuncay Senturk](#) [20/Jan/10 4:47 AM]
- Hi Dusty,

With 1.6.0 version two custom fields are added to the plugin,

Can you please give review note to the plugin.

Tuncay Senturk

Comment by [Dusty Ketchum](#) [02/Feb/10 3:44 PM]

Hi,

Sorry for the delay. We just tried this new version 1.6.0 on a Jira 4.01 server. We needed to installed it under WEB-INF/classes instead of the new standard /home/plugins/installed-plugins because it the administration dashboard complained that it was not loading properly. Then I created the new custom field reopen date and performed a re-index. Unfortunately the re-index crashed with this error:

```
com.atlassian.jira.issue.index.DefaultIndexManager$RuntimeException: java.util.concurrent.ExecutionException: java.lang.NullPointerException
at com.atlassian.jira.issue.index.DefaultIndexManager.reIndexAll(DefaultIndexManager.java:248)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
at java.lang.reflect.Method.invoke(Method.java:597)
at com.atlassian.util.profiling.object.ObjectProfiler.profiledInvoke(ObjectProfiler.java:70)
at com.atlassian.jira.config.component.SwitchingInvocationHandler.invoke(SwitchingInvocationHandler.java:28)
at $Proxy52.reIndexAll(Unknown Source)
at com.atlassian.jira.util.index.IndexLifecycleManager$Composite.reIndexAll(IndexLifecycleManager.java:113)
at com.atlassian.jira.web.action.admin.index.ReIndexAsyncIndexerCommand.doReindex(ReIndexAsyncIndexerCommand.java:30)
at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:55)
at com.atlassian.jira.web.action.admin.index.AbstractAsyncIndexerCommand.call(AbstractAsyncIndexerCommand.java:24)
at com.atlassian.jira.task.TaskManagerImpl$TaskCallableDecorator.call(TaskManagerImpl.java:338)
at java.util.concurrent.FutureTask$Sync.innerRun(FutureTask.java:303)
at java.util.concurrent.FutureTask.run(FutureTask.java:138)
at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:441)
at java.util.concurrent.FutureTask$Sync.innerRun(FutureTask.java:303)
at java.util.concurrent.FutureTask.run(FutureTask.java:138)
at com.atlassian.jira.task.ForkedThreadExecutor$ForkedRunnableDecorator.run(ForkedThreadExecutor.java:250)
at java.lang.Thread.run(Thread.java:619)
Caused by: java.lang.NullPointerException
```

```
at tr.com.mkk.plugin.jira.LastReopenedDateCFType.getValueFromIssue(LastReopenedDateCFType.java:20)
at com.atlassian.jira.issue.fields.CustomFieldImpl.getValue(CustomFieldImpl.java:323)
at com.atlassian.jira.issue.index.indexers.impl.DateCustomFieldIndexer.addDocumentFields(DateCustomFieldIndexer.java:42)
at com.atlassian.jira.issue.index.indexers.impl.DateCustomFieldIndexer.addDocumentFieldsSearchable(DateCustomFieldIndexer.java:32)
at com.atlassian.jira.issue.index.indexers.impl.AbstractCustomFieldIndexer.addIndex(AbstractCustomFieldIndexer.java:44)
at com.atlassian.jira.issue.index.IssueDocument.getDocument(IssueDocument.java:39)
at com.atlassian.jira.issue.index.DefaultIssueDocumentFactory.get(DefaultIssueDocumentFactory.java:16)
at com.atlassian.jira.issue.index.DefaultIssueDocumentFactory.get(DefaultIssueDocumentFactory.java:12)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy$2.call(DefaultIssueIndexer.java:440)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy$2.call(DefaultIssueIndexer.java:438)
at com.atlassian.util.concurrent.ManagedLocks$ManagedLockImpl.withLock(ManagedLocks.java:310)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy.get(DefaultIssueIndexer.java:436)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$IssueLockDocumentCreationStrategy.get(DefaultIssueIndexer.java:422)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$IndexIssuesClosure.perform(DefaultIssueIndexer.java:342)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$5$1.get(DefaultIssueIndexer.java:228)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$5$1.get(DefaultIssueIndexer.java:226)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$2.get(DefaultIssueIndexer.java:80)
at com.atlassian.jira.issue.index.DefaultIssueIndexer$2.get(DefaultIssueIndexer.java:83)
at com.atlassian.jira.issue.index.MultiThreadedIndexingStrategy$1.call(MultiThreadedIndexingStrategy.java:42)
at com.atlassian.jira.issue.index.MultiThreadedIndexingStrategy$1.call(MultiThreadedIndexingStrategy.java:40)
at com.atlassian.jira.util.concurrent.BoundedExecutor$2.call(BoundedExecutor.java:69)
at java.util.concurrent.FutureTask$Sync.innerRun(FutureTask.java:303)
at java.util.concurrent.FutureTask.run(FutureTask.java:138)
at java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecutor.java:886)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:908)
... 1 more
```

Comment by [Dusty Ketchum](#) [02/Feb/10 3:48 PM]

Also, removing the new custom field 'reopen date' and then reindexing works. The problem definitely seems to be related to this field.

Thanks,
Dusty

Comment by [Tuncay Senturk](#) [02/Feb/10 11:10 PM]

Hi Dusty,

I tested and got no errors, but I fixed a possible suspicious bug.

Can you please try attached file [jira-enhancer-plugin-1.6.0.jar](#)

Comment by [Dusty Ketchum](#) [03/Feb/10 1:37 PM]

Tuncay,
The attached version works. Your original 1.6 also was very slow to reindex before the reindex failed. The latest version you've attached reindexes at a much better rate.
Thanks,
Dusty

Comment by [Tuncay Senturk](#) [09/Feb/10 10:56 PM]

NullPointerException is fixed in 1.6.1 release,
Tuncay Senturk

[JEP-25] The Reopening Counter doesn't work Created: 03/Nov/09 Updated: 04/Dec/09 Resolved: 04/Dec/09

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Tatiana Daoust	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	1-bug creation.jpg 2-bug created.jpg 3-bug resolved.jpg 4-bug rejected(reopened).jpg 5-reopening history.jpg 6-workflow transition.jpg access_log.2009-11-03
Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	10

Description

I installed the plugin and created a Reopening Counter that I added to my projects.
The counter always stay at 0.
When a bug is resolved a resolution is set and when a bug is reopened the resolution is cleared (as seen in 6-workflow transition.jpg attachment.)

- Attachement 1-bug creation.jpg shows the bug creation screen
- Attachement 2-bug created.jpg shows the bug after it's been created
- Attachement 3-bug resolved.jpg shows that the resolution field is set after the bug has been resolved.
- Attachement 4-bug rejected(reopened).jpg show that the resolution is cleared after the bug is rejected (reopened)
- Attachement 5-reopening history.jpg show that the Reopenings History is empty

I also attached the log file generated while I was creating and reopening the issue. It doesn't contain any error.

Comments

Comment by [Tuncay Senturk](#) [11/Nov/09 1:37 AM]

Is there any log file (named like 'localhost.2009-11...log' or *yourservername.2009-11-...log*) that exceeds 0 bytes in size.
If yes, can you please attach that file?

Thanks,

Tuncay Senturk

Comment by [Tatiana Daoust](#) [12/Nov/09 8:09 AM]

Hi Tuncay,
All the localhost.2009-11-xx.log files are 0 KB.
Is there anything else I can check?

Thanks,

Tatiana

Comment by [Tuncay Senturk](#) [12/Nov/09 8:26 AM]

Hi Tatiana,

Thanks for your comprehensive documentation.

I can not figure it out but I will try to reproduce your problem.

As you can see, it will be hard to fix this issue because I can not reproduce it.

Thanks again,

Tuncay

Comment by [Tatiana Daoust](#) [12/Nov/09 8:32 AM]

I totally understand and I thank you very much for trying to help me.

In the meantime can I try un remove and reinstall the plugin? What will happen with the Reopening Counter field if I remove the plugin? Should I remove all the fields related to the plugin before removing the jar file?

Thanks again for your help,

Tatiana

Comment by [Tuncay Senturk](#) [12/Nov/09 8:59 AM]

Hi Tatiana,

You can remove your plugin by deleting jar file from WEB-INF\lib directory, nothing else is needed. And all custom fields will be invisible.

But if you reinstall plugin, all fields will come back.

Did you try redefining the custom field (reopening counter)? I do not think it would work but, lets give it a chance 😊

Comment by [Tatiana Daoust](#) [13/Nov/09 7:40 AM]

Ok, so

I uninstalled and reinstalled the plugin. It didn't work.

I deleted all the custom fields, uninstalled the plugin, reinstalled the plugin and recreated the reopen counter. It didn't work

I also downloaded the new version, and installed that one (was it a good idea since I am on 3.13.4?). It didn't work

Any other idea??

Thanks,

Tatiana

Comment by [Tatiana Daoust](#) [03/Dec/09 2:40 PM]

Hi Tuncay,

I fixed my problem!!

In attachment 6 (6-workflow transition.jpg) you can see tha the post function "The Resolution of the issue will be cleared. " was the fourth.

I moved it on top and now the Reopening Counter works.

So the "The Resolution of the issue will be cleared. " post function has to be the first function of the transition.

You can close the issue,

Thanks,

Tatiana

Comment by [Tuncay Senturk](#) [04/Dec/09 12:49 AM]

Hi Tatiana,

I should have seen it



Thanks for your help,

Tuncay Senturk

[JEP-24] Make compatible with Jira 4.0 Created: 23/Oct/09 Updated: 29/Jun/12 Resolved: 02/Nov/09

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	1.5.0

Type:	Improvement	Priority:	Major
Reporter:	Mike Miller	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	3 days		
Original Estimate:	Not Specified		

Attachments:	 atlassian-plugin.xml  mkk-jira-plugin-1.4.1-Jira-4.jar
Internal Complexity:	Unknown
Internal Value:	Unknown

Description

The User History Report is not compatible with Jira 4.0.

Comments

Comment by Mike Miller [23/Oct/09 1:19 PM] Attached xml and jar with user history report disabled. Note: Jar is compiled in Java 1.5.
Comment by Tuncay Senturk [02/Nov/09 5:27 AM] Hi Mike, Thanks for your interest. Now jira enhancer plugin is compatible with Jira 4.0 Tuncay Senturk
Comment by Tuncay Senturk [29/Jun/12 2:23 PM] bulk closing resolved issues

[JEP-23] I would like to manually edit the reopening counter Created: 20/Oct/09 Updated: 29/Jun/12 Resolved: 21/Oct/09

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	None

Type:	Support Request	Priority:	Major
Reporter:	Pietro Lualdi	Assignee:	Tuncay Senturk
Resolution:	Won't Fix	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	9 

Description

i imported issues from our own system to JIRA, i also imported a field containing a flag "Reopened" so i am able to search over the history, then i decided to use enhancer plugin, now i would like to Bulk Edit the value Reopening Counter, is it possible? how?

It will be nice to manual edit the value also to be able to correct "False Reopened" and put the counter to 0

Comments

Comment by [Tuncay Senturk](#) [21/Oct/09 1:03 AM]

Hi Pietro,

I am sorry but the field is not generated upon editing manually.

Custom field is generated by Jira actions and it only looks up these actions (there is no content in database or file system), so it is impossible to add such a feature.

Sorry again,

thanks

Tuncay

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-22] Reopenings History tab display broken Created: 08/Sep/09 Updated: 11/Nov/09 Resolved: 11/Nov/09

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Bug	Priority:	Trivial
Reporter:	Jeff Putsch	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA 3.13.2, mkk-jira-plugin-1.4.0-Jira-3.10.jar		

Attachments:	 LittleSnapper1.png
Internal Complexity:	Unknown

Internal Value:	Unknown
Rank:	14 

Description

The table for this tab displays `$singleValue.outlookDate.formatDMYHMS($singleValue.resolvedTime)` instead of the dates.
See attached image.

Comments

- Comment by [Jeff Putsch](#) [08/Sep/09 8:28 PM]

Note incorrect date/time values.
- Comment by [Jeff Putsch](#) [08/Sep/09 8:40 PM]

After I added custom fields for the Reopening information to my JIRA instance the problem goes away.



Please close this issue.

Jeff.

[JEP-21] Label problem in History Report Created: 27/Aug/09 Updated: 29/Jun/12 Resolved: 11/Nov/09

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	1.5.0

Type:	Bug	Priority:	Trivial
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	30 minutes		
Original Estimate:	Not Specified		

Attachments:	 label-problem.jpg  mkk-jira-plugin-1.4.1.jar
Internal Complexity:	2
Internal Value:	3

Description

Jul 08
Vishal says:
 Hi Tuncay,
 Please check the below screen-shot:

Report: MKK User History Report**Description:**

Report displaying a histogram of issues that user modified over a specified period.

[Excel \](#)**Project:** ██████████**Duration:** 01/Jul/09 - 08/Jul/09

report.userhistory.header.issue	report.userhistory.header.summary	report.userhistory.header.user	report.userhistory.header.date	report.userhistory.header.a
OPT-5490	Swings Client Default Process Watch User prompt A blank error message is shown when a prompt is completed (having no Interaction Request Form)	Vishal Jain	07/Jul/09 01:03 PM	Tue Jul 07 13:02:37 IST 200
OPT-5489	GWT process instance issue	Vishal Jain	07/Jul/09 01:03 PM	Tue Jul 07 13:02:37 IST 200
OPT-5488	Process The Stop Operator size is awkward	Vishal Jain	07/Jul/09 01:03 PM	Tue Jul 07 13:02:37 IST 200

CommentsComment by [Vishal](#) [11/Nov/09 12:31 AM]

Hi Tuncay,

I have installed plugin Version: 1.5.0 and getting following error message on generating 'MKK User History Report'

Note : I am trying this on JIRA 3.13.3 version.

```

HTTP Status 404 - Could not execute action ConfigureReport:com/atlassian/jira/jql/builder/JqlQueryBuilder<p><small><small><pre>java.lang.NoClassDefFoundError:
com/atlassian/jira/jql/builder/JqlQueryBuilder at tr.com.mkk.plugin.jira.report.UserHistoryReport.filterIssues(UserHistoryReport.java:147) at
tr.com.mkk.plugin.jira.report.UserHistoryReport.filterIssues(UserHistoryReport.java:142) at
tr.com.mkk.plugin.jira.report.UserHistoryReport.generateReport(UserHistoryReport.java:112) at
tr.com.mkk.plugin.jira.report.UserHistoryReport.generateReportHtml(UserHistoryReport.java:79) at
com.atlassian.jira.web.action.browser.ConfigureReport.doExecute(ConfigureReport.java:108) at webwork.action.ActionSupport.execute(ActionSupport.java:153) at
com.atlassian.jira.action.JiraActionSupport.execute(JiraActionSupport.java:54) at webwork.dispatcher.GenericDispatcher.executeAction(GenericDispatcher.java:132) at
com.atlassian.jira.web.dispatcher.JiraServletDispatcher.service(JiraServletDispatcher.java:178) at javax.servlet.http.HttpServlet.service(HttpServlet.java:803) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:269) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at com.atlassian.jira.web.filters.AccessLogFilter.doFilter(AccessLogFilter.java:73)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at
com.opensymphony.module.sitemesh.filter.PageFilter.parsePage(PageFilter.java:119) at
com.opensymphony.module.sitemesh.filter.PageFilter.doFilter(PageFilter.java:55) at
com.atlassian.jira.web.filters.SitemeshExcludePathFilter.doFilter(SitemeshExcludePathFilter.java:38) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at com.atlassian.seraph.filter.SecurityFilter.doFilter(SecurityFilter.java:192) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at
com.atlassian.seraph.filter.TrustedApplicationsFilter.doFilter(TrustedApplicationsFilter.java:120) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at com.atlassian.seraph.filter.BaseLoginFilter.doFilter(BaseLoginFilter.java:125) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at com.atlassian.util.profiling.filters.ProfilingFilter.doFilter(ProfilingFilter.java:132) at
com.atlassian.jira.web.filters.JIRAProfilingFilter.doFilter(JIRAProfilingFilter.java:16) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at
com.atlassian.jira.web.filters.ActionCleanupDelayFilter.doFilter(ActionCleanupDelayFilter.java:43) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at
com.atlassian.jira.web.filters.RequestCleanupFilter.doFilter(RequestCleanupFilter.java:50) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at
com.atlassian.johnson.filters.AbstractJohnsonFilter.doFilter(AbstractJohnsonFilter.java:72) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at
org.tuckey.web.filters.urlrewrite.UrlRewriteFilter.doFilter(UrlRewriteFilter.java:350) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at com.atlassian.gzipfilter.GzipFilter.doFilter(GzipFilter.java:79) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at
com.atlassian.core.filters.AbstractEncodingFilter.doFilter(AbstractEncodingFilter.java:33) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at

```

```
com.atlassian.jira.appconsistency.db.DatabaseCompatibilityEnforcerFilter.doFilter(DatabaseCompatibilityEnforcerFilter.java:39) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:215) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:188) at
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:213) at
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:174) at
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:127) at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:117) at
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:108) at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:174) at
org.apache.coyote.http11.Http11Processor.process(Http11Processor.java:874) at
org.apache.coyote.http11.Http11BaseProtocol$Http11ConnectionHandler.processConnection(Http11BaseProtocol.java:665) at
org.apache.tomcat.util.net.PoolTcpEndpoint.processSocket(PoolTcpEndpoint.java:528) at
org.apache.tomcat.util.net.LeaderFollowerWorkerThread.runit(LeaderFollowerWorkerThread.java:81) at
org.apache.tomcat.util.threads.ThreadPool$ControlRunnable.run(ThreadPool.java:689) at java.lang.Thread.run(Thread.java:619) </pre></small></small></p>

```

Regards

Comment by [Tuncay Senturk](#) [11/Nov/09 1:25 AM]

Hi Vishal,
 Version 1.5.0 is only compatible with Jira 4.0. But I generated 1.4.1 version for you.
 Can you please download and try the attached plugin jar file ([mkk-jira-plugin-1.4.1.jar](#)).

Comment by [Vishal](#) [11/Nov/09 2:07 AM]

Thanks Tuncay 1.4.1 version plugin works with JiRA 3.13.3
 Just want to update some points:

- If plugin version get changed and then when we go to Custom field option and search for old "Reopening Counter" field then its not visible (I do Re-Indexing also, but field is not visible). For getting the old Reopening Counter field You again need to add new field of type 'Reopening Counter'. After adding the field now you can get both the fields visible (old one and new once), now you can delete the new once. 😊

Regards

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-20] ReOpened date field to be available for filtering issues Created: 10/Aug/09 Updated: 29/Jun/12 Resolved: 20/Jan/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	1.6.0

Type:	New Feature	Priority:	Major
Reporter:	Vishal	Assignee:	Tuncay Senturk
Resolution:	Duplicate	Votes:	0
Labels:	filter		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JirA 3.13, plugin ver-1.4.0		

Internal Complexity:	Unknown
Internal Value:	Unknown

Description

Hi,
 Under Reopening histories of issue details we have last column as ReOpened time. It would be great if we have this field for filtering the issues this will help us in finding

the issues that are reopen within a particular duration/date range.

Regards

Comments

Comment by [Tuncay Senturk](#) [27/Aug/09 4:46 AM]

Do you mean you need "Last Reopening Date" custom field type?

If there are more than one reopening actions, the last one will be filtered. Is it ok?

Comment by [Vishal](#) [27/Aug/09 5:17 AM]

Hi Tuncay,

While filtering issues I must able to provide the date range eg. Reopening date between 15-June-2009 to 10-July-2009 and I should get the issues which get reopen between this duration (whatever its reopening counter at that time).

So its Not Last Reopening Date.. It just a Reopening date, may be its 1st, 2nd, 3rd, 4th... reopening date.

Regards,

- Vishal

Comment by [Tuncay Senturk](#) [20/Jan/10 3:40 AM]

Hi Vishal,

The idea that filtering all reopening actions is so difficult to develop with this plugin. I have another issue ([JEP-26](#)) like this, but in that issue reporter wants the last one to be filtered. Sorry, but I will be developing two extra custom fields only for last reopening actions.

Tuncay Senturk

Comment by [Vishal](#) [20/Jan/10 3:56 AM]

Thanks Tuncay for updating us..

My thought-- As plugin is able to display the Reopen history i.e reopening data is stored in the DB somewhere so I hope then it must also possible to pull that reopen data to the Report also. 😊

Regards

Comment by [Tuncay Senturk](#) [20/Jan/10 4:14 AM]

Hi Vishal,

This plugin is fast because it does use the information which Jira keeps in memory, not in database. But as you mentioned, it has to hold all reopening data in database. Keeping data in database is difficult for both development and supporting issues.

Thanks anyway,

Tuncay Senturk

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-19] Last Resolution User custom field type not available Created: 28/Jul/09 Updated: 29/Jun/12 Resolved: 12/Jul/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	None

Type:	Bug	Priority:	Major
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Reporter:	David Colton	Assignee:	Tuncay Senturk
Resolution:	Answered	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	Windows XP JIRA Enterprise Edition, Version: 3.11-#288		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	8 

Description

Configuring this Plug-in in our test system and don't seem to have this custom field type definition.

David.

Comments

Comment by [Tuncay Senturk](#) [28/Jul/09 6:19 AM]

Hi David,

You clicked the link Administration > Issue Fields > Custom Fields . But in the screen there is no field named "Last Resolution User". Is that right? If yes, can you please check the startup logs of Jira, and can you check the other custom fields of the plugin such as "Last Resolution Date". And can you check whether all modules are enabled in Administration > System > Plugins > JIRA Enhancer Plugin

Thanks,

Tuncay

Comment by [David Colton](#) [28/Jul/09 6:34 AM]

Hi.

All other custom field types are available.

No errors in the stdout log.

There are 13 modules available. Should I be looking out for one in particular.

David.

Comment by [Tuncay Senturk](#) [28/Jul/09 7:08 AM]

Hi,

Ok then, can you check "Last Closed User" field in particular to check whether the problem is related with the User list component?

Tuncay

Comment by [David Colton](#) [28/Jul/09 7:32 AM]

I had no issues adding the Last Closed User Custom Field but I am experience the same issue as [JEP-40](#) if that has any significance.

Comment by [Tuncay Senturk](#) [27/Aug/09 4:33 AM]

[JEP-40](#) has no relation with this custom field. I've tested again but did not find any reason why you can not see "Last Resolution User" on the list.

Comment by [Tuncay Senturk](#) [20/Jan/10 7:29 AM]

Hi David,

Are you still experiencing the same problem with 1.6.0 version? - I've just published -

Tuncay Senturk

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-18] Issues that are reverted to opened, never in a reopened state, are indexing the reopen counter. Created: 01/Jul/09 Updated: 29/Jun/12 Resolved: 02/Jul/09	
Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	None

Type:	Bug	Priority:	Minor
Reporter:	Darin Ginther	Assignee:	Tuncay Senturk
Resolution:	Invalid	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	atlassian-jira-enterprise-3.13.1 Linux platform MySQL		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	13 

Description

I just tested two issues in a test project.

- 1) The first issue I resolved, then "reverted" to opened. (previous state - should not trigger the reopen counter)
- 2) The second issue I resolved, then reopened. (should trigger the reopen counter)

Both index the "reopen counter".

Our workflow steps are:

Open
In progress
Resolved
Reopened
Closed
Verified
Deferred

Comments

Comment by [Tuncay Senturk](#) [02/Jul/09 12:42 AM]

Hi Darin,

The only thing that 'reopening counter custom field' looks for is the resolution field, no matter what the status is.

If **resolution** field changes from **resolved** state to **null** then the reopening counter increments.

Thanks,

Tuncay

Comment by [Darin Ginther](#) [02/Jul/09 10:25 AM]

Tuncay,

I feel that you've closed this prematurely.

If you look at how Atlassian does reopen transition counting - you'll note that the way you are calculating reopens does not match the way they are doing it:

<http://confluence.atlassian.com/display/JIRA/Example+SQL+queries+for+JIRA#ExampleSQLqueriesforJIRA-FindhowManyIssueMovedintoStatesforagivenPeriod>

Further - This is an important issue for development shops that use reopen metrics. Issues that are reverted to open - possibly due to misunderstanding, non-deployment of new code, or an number of other issues should NOT count as a reopen.

Only issues that transition through the "reopen" state should count as a reopen.

Comment by [Tuncay Senturk](#) [02/Jul/09 3:41 PM]

Hi Darin,

Sorry about that,
 However, early releases of the plugin were just working as you said. You can check [JEP-4](#) issue and the related comments.
http://studio.plugins.atlassian.com/browse/JEP-4?focusedCommentId=16111&page=com.atlassian.jira.plugin.system.issuetabpanels:comment-tabpanel#action_16111
[JEP-4](#) was a tough issue, and not only by the demands of Eric in that issue but also many users of the plugin claimed that reopening counter should have displayed the counter by resolution field. So, I had to change the plugin by demands eventually.

Now, even we are using the plugin in the company, where I work for, just this way.

But if you want a version that counts by the status field I can generate a special jar file for you.

Comment by [Darin Ginther](#) [02/Jul/09 3:59 PM]

Thanks... I understand that this is very likely implementation specific.
 In our shop, we have a little bit of back and forth between dev in QA. Because the "reopen" metric is important to management, we want to make sure that a reopen is actually a dev-reopen and not a deployment, misunderstanding, or not of any issue of any other type.

I'd certainly take and test a version that generates this statistic via status change, instead of resolution going to null... (if it's not too much trouble).

Alternately, we can work around via SQL query.


Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-17] Sort by "last resolution date" in the issue navigator doesn't work. Created: 18/Dec/08 Updated: 29/Jun/12 Resolved: 02/Nov/09

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.4.0
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Guillaume PERROT	Assignee:	Tuncay Senturk
Resolution:	Cannot Reproduce	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	JIRA standard 3.12.3, jira enhancer 1.4.0 jar		

Internal Complexity:	Unknown
Internal Value:	Unknown
Rank:	7 

Description

Sort by "last resolution date" in the issue navigator doesn't work.

Comments

Comment by [Tuncay Senturk](#) [27/Aug/09 4:09 AM]

Are you still getting the same problem?
 Have you tried reindexing?

All my tests are clear with this custom field. If you still face the problem can you please write your regional settings and Jira system date time formats?

Comment by [Guillaume PERROT](#) [27/Aug/09 5:29 AM]

I will test ASAP, the plugin is currently uninstalled in our JIRA server.

Comment by [Tuncay Senturk](#) [02/Nov/09 5:33 AM]

re-tested with 1.5.0 and could not reproduce the bug.

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-16] [Displaying reopening history in "Reopening Histories" tab](#) Created: 06/Aug/08 Updated: 02/Jul/09 Resolved: 19/Aug/08

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	1.4.0

Type:	New Feature	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	1 day		
Original Estimate:	3 days		

Description

Reopening history must/can be displayed in a new tab named "Reopening Histories".

[JEP-15] [Slowdown when fields are added to Issue Navigator](#) Created: 10/Jul/08 Updated: 20/Oct/10

Status:	Open
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.3.1
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Josh LeBow	Assignee:	Tuncay Senturk
Resolution:	Unresolved	Votes:	3
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	System Info Current Working Directory C:\WINDOWS\system32		

Java Version 1.6.0_06
Java Vendor Sun Microsystems Inc.
JVM Version 1.0
JVM Vendor Sun Microsystems Inc.
JVM Implementation Version 10.0-b22
Java Runtime Java(TM) SE Runtime Environment
Java VM Java HotSpot(TM) Server VM
User Name SYSTEM
User Timezone America/Los_Angeles
User Locale English (United States)
System Encoding Cp1252
Operating System Windows 2003 5.2
OS Architecture x86
Application Server Container Apache Tomcat/5.5.20
Database type mssql
Database JNDI address java:comp/env/jdbc/JiraDS
Database version 09.00.3257
Database driver JTDS Type 4 JDBC Driver for MS SQL Server and Sybase 1.2.2
External user management OFF
Crowd integration OFF

Java VM Memory Statistics

Total Memory 294 MB

Free Memory 121 MB

Used Memory 173 MB

Memory Graph

41 % Free (Force garbage collection)

JIRA Info

Uptime 15 days, 11 hours, 35 minutes, 25 seconds

Edition Enterprise

Version 3.12.2

Build Number 300

Atlassian Partner

Installation Type Standalone

Installed languages Chinese (China)

Chinese (Taiwan)

Czech (Czech Republic)

Danish (Denmark)

Dutch (Belgium)

English (UK)

French (France)

German (Germany)

German (Switzerland)

Hungarian (Hungary)

Italian (Italy)

Norwegian (Norway)

Polish (Poland)

Portuguese (Brazil)

Russian (Russia)

Slovak (Slovakia)

Spanish (Spain)

Turkish (Turkey)

Default language English (United States) - System Default

Database Statistics

Issues 18232

Projects 4

Custom Fields 38

Workflows 16

Users 209

Groups 58

File Paths

Location of entityengine.xml <file:///C:/JIRA/atlassian-jira/WEB-INF/classes/entityengine.xml>

Location of atlassian-jira.log C:\WINDOWS\system32\atlassian-jira.log

Location of indexes C:\JIRA\Index

Listeners

Issue Cache Listener

com.atlassian.jira.event.listeners.cache.IssueCacheListener

Issue Index Listener
com.atlassian.jira.event.listeners.search.IssueIndexListener

Mail Listener
com.atlassian.jira.event.listeners.mail.MailListener

Services

Backup Service
com.atlassian.jira.service.services.export.ExportService
Delay: 1440 minutes
USEZIP: Zip
OPT_DATE_FORMAT: yyyy-MMM-dd
DIR_NAME: C:\JIRA\Backups

Mail Queue Service
com.atlassian.jira.service.services.mail.MailQueueService
Delay: 1 minutes

Plugins

Admin Menu Sections - 1.0
Plugin by Atlassian Software Systems
Enabled

Assign to role member - 1.3.2
Plugin by Atlassian Software Systems Pty Ltd
Enabled

Browse Project Operations Sections - 1.0
Plugin by Atlassian Software Systems
Enabled

Calendar - 1.6
Plugin by Atlassian Software Systems Pty Ltd
Enabled

Charting & Reporting - 1.3.11
Plugin by Atlassian Software Systems Pty Ltd
Enabled

Content Link Resolvers Plugin - 1.0
Plugin by Atlassian Software Systems Pty Ltd
Enabled

Custom Field Types & Searchers - 1.0
Plugin by Atlassian Software Systems
Enabled

FishEye Plugin - 1.3
Plugin by Atlassian Software Systems
Enabled

Issue Operations Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled

Issue Tab Panels Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled

Issue Views Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled

JIRA Footer - 1.0
Plugin by Atlassian Software Systems
Enabled

JIRA Linker Plugin - 1.1
Plugin by Atlassian Software Systems Pty Ltd
Enabled

JIRA Suite Utilities - 0.6.4
Plugin by Quadratica SRL
Enabled

JIRA Toolkit Plugin - 0.7.26
Plugin by Atlassian Software Systems
Enabled

Labels Plugin - 2.1.4
Plugin by Atlassian Software Systems Pty Ltd
Enabled

MKK JIRA Enhancer Plugin - 1.3.1
Plugin by Tuncay Senturk - Merkezi Kayit Kurulusu
Enabled

Overdue Field - 0.2
Plugin by phil

Enabled
Portlets Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled
Preset Filters Sections - 1.0
Plugin by Atlassian Software Systems
Enabled
Project Panels Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled
Project Role Actors Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled
RPC JIRA Plugin - 3.11
Plugin by Atlassian Software Systems Pty Ltd
Enabled
Releases Plugin - 2.4.2
Plugin by SourceLabs
Enabled
Renderer Component Factories Plugin - 1.0
Plugin by Atlassian Software Systems Pty Ltd
Enabled
Renderer Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled
Reports Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled
SchedulePlanner Servlet - 1.0
Plugin by Rojo Networks, Inc.
Enabled
Search Workflow Transition Plugin - 0.1
Plugin by Atlassian Software Systems Pty Ltd
Enabled
Show Saved Filter With Columns - 0.97
Plugin by Jes A
Enabled
Top Navigation Bar - 1.0
Plugin by Atlassian Software Systems
Enabled
User Navigation Bar Sections - 1.0
Plugin by Atlassian Software Systems
Enabled
User Profile Links - 1.0
Plugin by Atlassian Software Systems
Enabled
View Project Operations Sections - 1.0
Plugin by Atlassian Software Systems
Enabled
Web Resources Plugin - 1.0
Plugin by Atlassian Software Systems Pty Ltd
Enabled
Webwork Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled
Wiki Renderer Macros Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled
Workflow Action Field - 0.2
Plugin by phil
Enabled
Workflow Plugin - 1.0
Plugin by Atlassian Software Systems
Enabled

System Properties
shared.loader \${catalina.base}/shared/classes,\${catalina.base}/shared/lib/* .jar
java.vm.vendor Sun Microsystems Inc.
java.vendor.url <http://java.sun.com/>
path.separator ;


```

atlassian.profile.mintime 1
tomcat.util.buf.StringCache.byte.enabled true
file.encoding.pkg sun.io
user.country US
sun.os.patch.level Service Pack 2
java.vm.specification.name Java Virtual Machine Specification
atlassian.profile.activate false
java.runtime.version 1.6.0_06-b02
java.awt.graphicsenv sun.awt.Win32GraphicsEnvironment
java.endorsed.dirs C:\JIRA\common\endorsed
java.io.tmpdir C:\JIRA\temp
line.separator
user.variant
java.naming.factory.url.pkgs org.apache.naming
sun.jnu.encoding Cp1252
java.specification.name Java Platform API Specification
java.class.version 50.0
sun.management.compiler HotSpot Tiered Compilers
user.home C:\Documents and Settings\Default User
catalina.useNaming true
java.awt.printerjob sun.awt.windows.WPrinterJob
java.specification.version 1.6
org.apache.jasper.runtime.BodyContentImpl.LIMIT_BUFFER true
catalina.home C:\JIRA
java.naming.factory.initial org.apache.naming.java.javaURLContextFactory
package.definition sun.,java.,org.apache.catalina.,org.apache.coyote.,org.apache.tomcat.,org.apache.jasper.
sun.arch.data.model 32
java.home C:\Java\jdk1.6.0_06\jre
java.specification.vendor Sun Microsystems Inc.
user.language en
awt.toolkit sun.awt.windows.WToolkit
java.vm.info mixed mode
java.ext.dirs C:\Java\jdk1.6.0_06\jre\lib\ext;C:\WINDOWS\Sun\Java\lib\ext
server.loader ${catalina.home}/server/classes,${catalina.home}/server/lib/*.jar
catalina.base C:\JIRA
file.separator \
java.vendor.url.bug http://java.sun.com/cgi-bin/bugreport.cgi
common.loader
${catalina.home}/common/classes,${catalina.home}/common/18n/*.jar,${catalina.home}/common/endorsed/*.jar,${catalina.home}/common/lib/*.jar
sun.cpu.endian little
sun.io.unicode.encoding UnicodeLittle
package.access sun.,org.apache.catalina.,org.apache.coyote.,org.apache.tomcat.,org.apache.jasper.,sun.beans.
sun.desktop windows
sun.cpu.isalist
sun.boot.library.path C:\Java\jdk1.6.0_06\jre\bin
java.library.path C:\JIRA\bin;

```

Rank:1 **Description**

We're seeing a slowdown when any of the fields provided by the JIRA Enhancer plugin are added to the Issue Navigator. For example, bringing up a filter that contains 313 issue takes ~6 seconds normally, when we add one field from the plugin it jumps to ~22 seconds, if two are added it goes to over 40 seconds, etc.. Is this the expected behavior? Thanks!

Comments

Comment by [Tuncay Senturk](#) [11/Jul/08 1:04 AM]

Hi Josh,

Actually that is expected behavior in the beginnings, but after a while it is expected that it would gain speed by JIRA' s cache.

Comment by [Josh LeBow](#) [22/Jul/08 2:05 PM]

Hi Tuncay,

Thank you for the response and I apologize for taking so long to get back to you. We haven't been seeing any performance increases, is there anything we can do, such as settings adjustments / cache tuning, to help? This is greatly impacting one of our managers as he has to wait 45-60 seconds every time he clicks on a link. Thank you again for your assistance with this!

Comment by [Tuncay Senturk](#) [06/Aug/08 2:02 PM]

Hi Josh,

Sorry for late response, but i was generating a test case.

Below you can see my Jira' s system info. As you can see there are 21.155 issues, and i filtered 780 issues in 5-6 seconds.

Is it possible to upgrade your memory to at least 500 MB?

Database Statistics

Issues	21155
Projects	15
Custom Fields	10
Workflows	2
Users	449
Groups	147

Java VM Memory Statistics

Total Memory	508 MB
Free Memory	104 MB
Used Memory	404 MB
Memory Graph	20 % Free

regards,

Tuncay Senturk

Comment by [sameer danthurthy](#) [06/Sep/08 8:19 AM]

I have started using this plugin as well in 3.12 Enterprise. Functionally the plugin is great but had slowed down the entire system.Queries which used to take 1-4 seconds now take 15+ seconds on a freshly indexed database.

Issues 19529

Projects 31

Custom Fields 20

Workflows 25

Users 473

Groups 28

I find that the biggest slowdown is on filters returning 25+ issues. In the profiling log the fields "customfield_10160" which is a closed date field through this plugin. I did reindexing after th plugin had been enabled, clearly adding 1.5 secs to each issue which is certainly not usable. There is clearly as issue here.

1853ms - Rendering navigable field 'customfield_10160' for issue DX-1604

46ms - Rendering navigable field 'reporter' for issue DX-1596

47ms - Rendering navigable field 'customfield_10015' for issue DX-1596

1666ms - Rendering navigable field 'customfield_10160' for issue DX-1596

47ms - Rendering navigable field 'customfield_10015' for issue DX-1594

1712ms - Rendering navigable field 'customfield_10160' for issue DX-1594

62ms - Rendering navigable field 'customfield_10015' for issue DX-1593

1759ms - Rendering navigable field 'customfield_10160' for issue DX-1593

63ms - Rendering navigable field 'customfield_10015' for issue DX-1586

1868ms - Rendering navigable field 'customfield_10160' for issue DX-1586

78ms - Rendering navigable field 'customfield_10015' for issue DX-1378

2008ms - Rendering navigable field 'customfield_10160' for issue DX-1378

78ms - Rendering navigable field 'customfield_10015' for issue DX-1343

1743ms - Rendering navigable field 'customfield_10160' for issue DX-1343

Comment by [Steven Ilg](#) [20/Oct/10 9:34 AM]

I am interested in using this plugin but the slowdown reported in this ticket prevents me from even evaluating its use at my company. Is there plans to look into this performance problem in the near future?

Comment by [Tuncay Senturk](#) [20/Oct/10 11:04 PM]

Hi Steven,

Actually I could not find any performance issues in my tests.

JIRA does whole thing (indexing, caching, ..), all I do is to crawl issues and find the custom fields. And both in my test and production environment, I have no problem. That might be related with JIRA settings, which I couldn't find.

[JEP-14] Unable to populate the "last closed date" when importing defects from csv Created: 22/Apr/08 Updated: 27/Apr/08 Resolved: 26/Apr/08

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.3.0
Fix Version/s:	None

Type:	Bug	Priority:	Major
Reporter:	Jeff Heinen	Assignee:	Tuncay Senturk
Resolution:	Won't Fix	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Rank:	6 
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Description

As part of our migration to Jira from Quality Center, I'm importing a bunch of defects. One of the things we need to track is the closing date of the issue. This is a field in Quality Center, however when I try to import into jira via csv, and I map that field to the "Last Closing Date" field, no data gets imported. Any help would be appreciated 😊

Comments

Comment by [Tuncay Senturk](#) [26/Apr/08 6:12 AM]

Hi Jeff,

Sorry but this plug-in can only represent "Last Closed Date" by Jira actions. It can not be set, it is read only custom field.

Tuncay Senturk

[JEP-13] History Report's labels must get labels from i18n file Created: 12/Apr/08 Updated: 02/Jul/09 Resolved: 19/Aug/08

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	1.4.0

Type:	Bug	Priority:	Minor
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	30 minutes		
Original Estimate:	30 minutes		

[JEP-12] add reason on Reopening history of an issue Created: 31/Mar/08 Updated: 22/Aug/12 Resolved: 01/Jul/12	
Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.3.1
Fix Version/s:	None

Type:	Improvement	Priority:	Minor
Reporter:	gracee null	Assignee:	Unassigned
Resolution:	Won't Fix	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Rank:	2 
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Description

is there any way we can add a field "reason" so everytime an issue is reopened you can issue the history of why it was reopened?

Comments

<p>Comment by Tuncay Senturk [31/Mar/08 3:47 PM]</p> <p>Hi gracee,</p> <p>If you mean "field reason" as a custom field, you have to implement plug-in. But if you mean "field reason" as the comment when reopening issue, it may be added in future versions.</p> <p>Regards,</p> <p>Tuncay Senturk</p>
<p>Comment by gracee null [31/Mar/08 4:11 PM]</p> <p>Thank you for the quick response. I was thinking more of adding "reason" to Resolved user Resolved time ReOpened user ReOpened time so this would give you a quick history of the issue if it has been reopend several times. so you think this will be in the future versions and there is no workaround for it now? Thank you</p>
<p>Comment by Tuncay Senturk [01/Apr/08 12:43 AM]</p> <p>Hi gracee,</p> <p>As i mentioned above, what do you expect to see in this "reason" field. The comment that had been entered while reopening issue? This plug-in only shows the existing fields of the issue.</p> <p>Thanks,</p> <p>Tuncay Senturk</p>
<p>Comment by gracee null [01/Apr/08 11:12 AM]</p> <p>Yes Tuncay. I wanted to see the comment for every reopen issue. Thank you. Ill keep an eye for the future release.</p>
<p>Comment by Tuncay Senturk [01/Jul/12 11:19 AM]</p> <p>Hi Gracee,</p> <p>Sorry for the late response. And I'm afraid I can not add comment to reopening history. Because that Jira's behaviour while resolving and reopening, it's not possible to add reason column.</p>

Jira adds comments and resolve action individually, so I can not find the relation with the comment and reopen or resolve commands.

Sorry for the inconvenience and late response again.

Thanks

Tuncay Senturk

Comment by [Tuncay Senturk](#) [22/Aug/12 12:51 PM]

bulk closing bunch of resolved issues

[JEP-11] [Imported resolved bugs cause NullPointerException, SOAP calls fail](#) Created: 19/Mar/08 Updated: 02/Jul/09 Resolved: 19/Aug/08

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	1.4.0

Type:	Bug	Priority:	Major
Reporter:	Tim Burris	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	30 minutes		
Original Estimate:	2 hours		

Description

We moved to Jira from another bug tracking system, importing our old database when we switched. As such, there are a number of issues in the Resolved or Closed state without corresponding workflow transitions – they were created as resolved or closed. So when we installed the Jira Enhancer Plugin and reindexed, the resolved date and resolved by fields did not get filled in.

The problem comes when one of these bugs is re-opened. We have some tools in place that retrieve issues through SOAP. We're seeing a NullPointerException when we try to retrieve one of these bugs.

Call stack:

```
ReopenedIssue.toString() line: 49
ReopenedIssueCFTYPE.getStringFromSingularObject(Object) line: 43
SoapUtils.transformToStringArray(Collection, CustomFieldType) line: 246
SoapUtils.getCustomFieldValues(List, Issue) line: 217
RemoteIssue.<init>(Issue, CustomFieldManager, AttachmentManager, SoapUtilsBean) line: 109
IssueServiceImpl.getIssue(User, String) line: 140
...etc...
```

Locals (ReopenedIssue.toString()):

```
this ReopenedIssue (id=98)
reOpenedTime Timestamp (id=141)
reOpenedUser User (id=143)
resolvedTime null
resolvedUser null
```

Comments

Comment by [Tim Burris](#) [20/Mar/08 1:31 AM]

I've fixed this locally by changing ReopenedIssue.toString():

```
public String toString() { return new StringBuffer((resolvedUser == null) ? "null" : resolvedUser.getFullName()).append("(") .append(resolvedTime).append(")")
.append(reOpenedUser.getFullName()).append("(") .append(reOpenedTime).toString(); }
```

Comment by [Tuncay Senturk](#) [20/Mar/08 8:53 AM]

Hi Tim,
 I got the point 😊
 I did not assume that resolvedUser property can be null. But i will handle in later versions.
 Thanks,
 Tuncay Senturk

[JEP-10] Start / End date required issue Created: 23/Jan/08 Updated: 29/Jun/12 Resolved: 26/Nov/10

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.3.0
Fix Version/s:	2.0

Type:	Bug	Priority:	Major
Reporter:	Mark Thomas	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	1
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		
Environment:	FreeBSD 4.11 stable, Jakarta-tomcat 5.5.9, JIRA Enterprise 3.8,		

Attachments:	
Rank:	Issue can not be ranked.

Description

I've added this plug-in to my JIRA Enterprise 3.8 install using mkk-jira-plugin-1.3.0-Jira-3.8.jar. I have encountered the issue with:
 A valid "Start Date" is required to generate this report.
 A valid "End Date" is required to generate this report.
 The only message generated in the logs is:
 prefix: GROUP@MKK-userName:ctaormino
 I've tried modifying the startup to include the appropriate language / file encoding types as mentioned in the comments on the plugin page, with no luck. In the plug-in admin area on my install this plug-in shows:
 Plugin Version: 1.3.0
 Jira Versions: 3.4 - 3.6
 I installed the 3.8 download, so I'm wondering if there is a version issue?
 Thanks for your assistance in this matter.

Comments

Comment by [Tuncay Senturk](#) [25/Jan/08 12:52 AM]

Can you attach a screen-shot please?
 Thanks

Comment by [Mark Thomas](#) [25/Jan/08 6:21 AM]

Per request, here is a screenshot of the issue.

Comment by [Tuncay Senturk](#) [30/Jan/08 7:17 AM]

I tried but could not reproduce the issue.

Can you send any information of your regional options?

And if you changed `startup.bat` file of JIRA' s startup script, can you attach it?

Thanks,

Tuncay Senturk

Comment by [Mark Thomas](#) [30/Jan/08 7:20 AM]

Tuncay,

Here is our current invocation of jakarta:

```
/usr/local/jdk1.4.2/bin/java -jar -Djava.awt.headless=true -Duser.language=EN -Dfile.encoding=iso-8859-1 -Xmx256m -Dcatalina.home=/usr/local/jakarta-tomcat5.5
```

Comment by [Martin Möller](#) [14/Feb/08 8:15 AM]

We have the same problem with Plugin Version: 1.3.1 and Jira 3.12.1

Comment by [Tuncay Senturk](#) [14/Feb/08 2:56 PM]

I attached two files

- For Jira 3.12 [mkk-jira-plugin-1.3.1-Jira-3.10-trace.jar](#)
- For Jira 3.8 [mkk-jira-plugin-1.3.1-Jira-3.8-trace.jar](#)

Can you please try and attach the message generated in log file?

Thanks,

Tuncay Senturk

Comment by [Martin Möller](#) [18/Feb/08 5:19 AM]

Thanks for the package!

Message generated in log file is:

```
TP-Processor8 ERROR jira.issue.managers.DefaultCustomFieldManager Could not find any custom field value with key 'net.sourceforge.atlasbits.jira.order:ordertype'.
```

Comment by [Tuncay Senturk](#) [18/Feb/08 7:39 AM]

Hi Martin,

I think that log does not belong to JEP. I added some logs as below.

```
i18nBean.getLocale:en_UK
displayCountry:UK
outlookDate.com.atlassian.jira.web.util.OutlookDate@f8db08
completeDateTimeFormat:dd/MMM/yy hh:mm a
outlookDate.formatDMY(startDate):01/Feb/07
outlookDate.formatDMY(endDate):18/Feb/08
prefix: GROUP@MKK-userName:tsenturk
```

If you see such logs, could you attach to issue?

Thanks,

Tuncay Senturk

Comment by [Martin Möller](#) [18/Feb/08 8:06 AM]

Sorry, no such logs.

- If I select a single user, I get only the log as mentioned above.
- If I select a user group, I get error message in log file:

```

TP-Processor2 WARN [jira.report.valuegenerators.UsersGroupsSelect] GROUP@MKKTest Group: May be a group
com.opensymphony.user.EntityNotFoundException: No user GROUP@MKKTest Group found
    at com.opensymphony.user.UserManager.getEntity(UserManager.java:302)
    at com.opensymphony.user.UserManager.getUser(UserManager.java:193)
    at tr.com.mkk.plugin.jira.report.valuegenerators.UsersGroupsSelect.isValidUser(UsersGroupsSelect.java:28)
    at tr.com.mkk.plugin.jira.report.UserHistoryReport.validate(UserHistoryReport.java:246)
    at com.atlassian.jira.web.action.browser.ConfigureReport.doValidation(ConfigureReport.java:86)
    at webwork.action.ActionSupport.validate(ActionSupport.java:373)
    at webwork.action.ActionSupport.execute(ActionSupport.java:150)
    at com.atlassian.jira.action.JiraActionSupport.execute(JiraActionSupport.java:54)
    at webwork.dispatcher.GenericDispatcher.executeAction(GenericDispatcher.java:132)
    at com.atlassian.jira.web.dispatcher.JiraServletDispatcher.service(JiraServletDispatcher.java:211)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:802)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:252)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
    at com.atlassian.jira.web.filters.AccessLogFilter.doFilter(AccessLogFilter.java:73)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
    at com.opensymphony.module.sitemesh.filter.PageFilter.parsePage(PageFilter.java:119)
    at com.opensymphony.module.sitemesh.filter.PageFilter.doFilter(PageFilter.java:55)
    at com.atlassian.jira.web.filters.SitemeshExcludePathFilter.doFilter(SitemeshExcludePathFilter.java:38)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)

```

- And I can create error, if typing in incorrect date format (e.g. 11/02/08 instead of 11/Feb/08):

```

TP-Processor13 WARN [atlassian.jira.util.ParameterUtils] Could not parse: 11/02/08 into a date
TP-Processor13 ERROR [500ErrorPage] Exception caught in 500 page null
java.lang.NullPointerException
    at java.util.Calendar.setTime(Calendar.java:1032)
    at java.text.SimpleDateFormat.format(SimpleDateFormat.java:785)
    at java.text.SimpleDateFormat.format(SimpleDateFormat.java:778)
    at java.text.DateFormat.format(DateFormat.java:314)
    at com.atlassian.jira.web.util.OutlookDate.formatDMY(OutlookDate.java:119)
    at tr.com.mkk.plugin.jira.report.UserHistoryReport.validate(UserHistoryReport.java:233)
    at com.atlassian.jira.web.action.browser.ConfigureReport.doValidation(ConfigureReport.java:86)
    at webwork.action.ActionSupport.validate(ActionSupport.java:373)
    at webwork.action.ActionSupport.execute(ActionSupport.java:150)
    at com.atlassian.jira.action.JiraActionSupport.execute(JiraActionSupport.java:54)
    at webwork.dispatcher.GenericDispatcher.executeAction(GenericDispatcher.java:132)
    at com.atlassian.jira.web.dispatcher.JiraServletDispatcher.service(JiraServletDispatcher.java:211)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:802)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:252)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
    at com.atlassian.jira.web.filters.AccessLogFilter.doFilter(AccessLogFilter.java:73)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
    at com.opensymphony.module.sitemesh.filter.PageFilter.parsePage(PageFilter.java:119)

```

Comment by [Tuncay Senturk](#) [18/Feb/08 9:50 AM]

Hi Martin,
"EntityNotFoundException: No user GROUP@MKKTest Group found" is an expected exception. Thats not a problem. The only thing to do with this is to chang from WARN to INFO. I will handle that in another issue.

Sample logs that i mentioned above can be seen at console. Did you look at console? Is there anything at the console?

Thanks,

Comment by [Martin Møller](#) [19/Feb/08 6:57 AM]

Hi Tuncay,
 thanks for your effort!
 But what console do you mean? Our Jira is running on linux as tomcat application. There is no console. Any ideas how to proceed?

Comment by [Tuncay Senturk](#) [19/Feb/08 8:41 AM]

Hi Martin,

I generated a new jar file, if you install this version, you will be able to see logs in log file.

[mkk-jira-plugin-1.3.1-Jira-3.10-trace.jar](#)

thanks

Comment by [Martin Møller](#) [29/Feb/08 10:22 AM]

Hi Tuncay, now we have installed new jar. Entries in logfile:

```
-----
2008-02-29 17:09:49,478 TP-Processor7 WARN [plugin.jira.report.UserHistoryReport] il8nBean.getLocale:en_UK
2008-02-29 17:09:49,478 TP-Processor7 WARN [plugin.jira.report.UserHistoryReport] displayCountry:UK
2008-02-29 17:09:49,478 TP-Processor7 WARN [plugin.jira.report.UserHistoryReport] outlookDate:com.atlassian.jira.web.util.OutlookDate@36
2008-02-29 17:09:49,478 TP-Processor7 WARN [plugin.jira.report.UserHistoryReport] completeDateTimeFormat:dd.MM.yyyy HH:mm
2008-02-29 17:09:49,478 TP-Processor7 WARN [plugin.jira.report.UserHistoryReport] outlookDate.formatDMY (startDate):01.02.2008
2008-02-29 17:09:49,479 TP-Processor7 WARN [plugin.jira.report.UserHistoryReport] outlookDate.formatDMY (endDate):14.02.2008
2008-02-29 17:09:49,480 TP-Processor7 WARN [jira.report.valuegenerators.UsersGroupsSelect] prefix: GROUP@MKK-username:GROUP@MKKTest Grou
-----
```

Comment by [Tuncay Senturk](#) [29/Feb/08 3:48 PM]

Hi Martin,

Sorry, but it is hard to produce the same environment. Can you finally try the attached file [mkk-jira-plugin-1.3.1-Jira-3.10-trace.jar](#)

Thanks

Comment by [Martin Møller](#) [28/Mar/08 11:17 AM]

Sorry for the late response. With new package, I get a null pointer exception:

```
-----
cause:
java.lang.NullPointerException

Stack Trace: [hide]

java.lang.NullPointerException
    at java.util.Calendar.setTime(Calendar.java:1032)
    at java.text.SimpleDateFormat.format(SimpleDateFormat.java:785)
    at java.text.SimpleDateFormat.format(SimpleDateFormat.java:778)
    at java.text.DateFormat.format(DateFormat.java:314)
    at com.atlassian.jira.web.util.OutlookDate.formatDMY(OutlookDate.java:119)
    at tr.com.mkk.plugin.jira.report.UserHistoryReport.validate(UserHistoryReport.java:233)
    at com.atlassian.jira.web.action.browser.ConfigureReport.doValidation(ConfigureReport.java:86)
    at webwork.action.ActionSupport.validate(ActionSupport.java:373)
    at webwork.action.ActionSupport.execute(ActionSupport.java:150)
    at com.atlassian.jira.action.JiraActionSupport.execute(JiraActionSupport.java:54)
    at webwork.dispatcher.GenericDispatcher.executeAction(GenericDispatcher.java:132)
    at com.atlassian.jira.web.dispatcher.JiraServletDispatcher.service(JiraServletDispatcher.java:211)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:802)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:252)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
    at com.atlassian.jira.web.filters.AccessLogFilter.doFilter(AccessLogFilter.java:73)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173)
-----
```

Does this help?

Comment by [Matt Fetting](#) [03/May/08 5:48 PM]

I am picking up for the original reporter of this issue. The environment and configuration remains the same.

Any updates on this issue? Any fixes available? Thanks!

Comment by [Christine A](#) [17/Jul/08 10:30 AM]

Hi,

My 2-pences on this:

I have four jira env (3.11 - Enterprise, Tomcat server, blablabla), with different "settings" on each of them, for (poor) historical reasons. I've already had problem on dates and format in the Date Picker, and in the interpretation of dates in other plugins (different reactions depending on the env, that is, on the "settings")

Anyway, on the unique environment where I'm now able to test the (great !) Enhancer plugin, I did the following experience:

- The installation went right from the first attempt, and all the fields seems to work correctly (User and Last Resolution and Closing Date, and Reopenings counters).
- Though, the MMK report went wrong. I had the "A valid date is required to execute this report" message, when/while I was using the DatePicker.
- (To be noticed: I changed most of the Date/Time formats in the Look and Feel Administration menu ⚠ - up to 8 formats available for dates and times !)
- So, I restored the defaults format (Edit Configuration > Restore Defaults button).
- Then I retried running the report, and this time, I got an awful exception.

- Then I reindexed ... and it went perfect 🙌 !

FYI (but I do not know to want extend it matters*) on this env:

- **Indexing language** : english (in General Configuration)
- **Default language**: English (UK) (in General Configuration)
- Besides, **Server/System language**: NL, I guess(regional settings)

*: On another env I have, Default language says NL, while NL is not in the list of the installed language (sic!), but still, monthes in the native Date Picker are given in NL ... E one of such envs, the native date picker in the Search menu generates incorrect dates !

Here attached, the log (hopefully corresponding to/) of the error when I try to run the report before reindexing (20080717 - stdout (extract).txt)

Besides, in the configuration file WEB-INF/classes/jira-application.properties , it is said : "After editing ensure the date picker creates valid dates, we also recommend you rr format the same as Day/Month/Year Format in the administration section of JIRA"

So, in conclusion, I do not know what should be configured how for having the Enhancer plugin working perfectly, and I certainly do not know how our friend ' should handle all those formats and settings in his plugin code in order to support any combination of them, but I know for sure we should be very carefull wit these stuff, and remain as close as possible to the Default settings and formats !

Hope this helps,

I will submit this, and my other date problems to Atlassian support, and keep you informed.

Regards

Christine.

PS: see my attachement: For non-default formats (typ. "Day/Month/Year" format = dd-MMM-yyyy) -> plugin shows the error. Restoring the default format (emptying the cell i form) -> plugin works fine.

Comment by [Martin Møller](#) [18/Jul/08 2:26 AM]

Thanks, Christine! Emptying the Day/Month/Year Format cell in the look & feel section of Jira solved my problem.

Comment by [Tuncay Senturk](#) [18/Jul/08 3:58 AM]

Thanks Christine,

Your deal with this issue is so appreciated. You had excellent test. Thanks so much.

This problem killed me, i studied to fix it many times but could not find where the problem is. Nowadays i do not have time to deal with this plug-in, but i am going to try to give some time to release a newer version.

Thanks again so much.

Regards,

Tuncay

Comment by [Raghu null](#) [08/Jul/09 7:13 AM]

The MKK User History Report works perfect if you keep all your date and date picker formats in sync.

In the screenshots mkk-user-report-1 I have kept the date formats as MM/dd/yyyy hh:mm:ss a

You can see the report in mkk-user-report-2

Comment by [Tuncay Senturk](#) [26/Nov/10 6:44 PM]

fixed with 2.0 version (runs under JIRA 4.2)

Comment by [Tuncay Senturk](#) [29/Jun/12 2:23 PM]

bulk closing resolved issues

[JEP-9] Tracking of Custom Status Created: 14/Jan/08 Updated: 27/Apr/08 Resolved: 05/Feb/08

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None

Affects Version/s:	None
Fix Version/s:	None

Type:	New Feature	Priority:	Major
Reporter:	Jeff Heinen	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Rank:	5
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Description

In addition to "Resolved" and "Closed", we have added custom status which we would like to track. (Examples: "Triage", "Review", "Verified").
 Could a way be added to add additional tracking? Even if it means some customization on the administrator's end to get it implemented?

Comments

- Comment by [Tuncay Senturk](#) [22/Jan/08 3:58 AM]
- Hi Jeff,
- If you change resolution field within those statuses that you mentioned above, they must be seen as in Last Resolved custom fields. But you have to install 1.3.1 version for that.
- cheers
- Comment by [Tuncay Senturk](#) [05/Feb/08 12:52 AM]
- Resolution User / Date custom fields shows the date / user if and only if the resolution changes.
 If you want to report those fields, then you have to extend the plug-in for those custom fields (verified, review, etc..)
- Tuncay Senturk

[JEP-8] Imported issues display '\$singleValue.resolvedUser.fullName' as the Resolved User in Reopening History Created: 14/Jan/08 Updated: 27/Apr/08 Resolved: 22/Jan/08

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.3.1
Fix Version/s:	1.3.1

Type:	Bug	Priority:	Minor
Reporter:	Eric Rawlins	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	ImportedIssue.jpg
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Description

Using the 1.3.1 (Beta attached to [JEP-4](#)) I noticed the Resolved User field in the Reopening History screen shows error `$singleValue.resolvedUser.fullName` when an issue was imported directly into a closed state.

The attached screenshot shows an issue that was imported as a closed ticket then reopened. Obviously since this was an imported issue there is no resolved user. I would suggest using some value such as 'N/A' or 'Imported' in lieu of what appears to be an error.

Comments

Comment by [Eric Rawlins](#) [14/Jan/08 11:23 AM]

I believe this is actually a known issue that was noted in one of the confluence comments for the 'Resolved User' custom field, but this will document it in JIRA where it belongs. This won't keep us from using the reopening history field in production however it is a confusing message for people to see without understanding why it appears.

Comment by [Tuncay Senturk](#) [22/Jan/08 4:01 AM]

This issue has been resolved in 1.3.1 version.

Thanks

Tuncay Senturk

[JEP-7] All issues display the 'Reopening History' field on the view issue screen even when no reopening history exists Created: 13/Jan/08 Updated: 27/Apr/08

Due: 15/Jan/08 Resolved: 22/Jan/08

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.3.0
Fix Version/s:	1.3.1

Type:	Bug	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	15 minutes		
Time Spent:	Not Specified		
Original Estimate:	15 minutes		

Description

Eric Rawlins wrote on issue [JEP-4](#)

 The second thing I noticed is not new and existed in 1.3.0. I would open an enhancement request for this separately if I was able to create issues in this project, but allow me just to note that all issues display the 'Reopening History' field on the view issue screen even when no reopening history exists. The field is blank, and this has always been the case. This may be a limitation on calculated fields, I won't presume to know how this is implemented. I only mention it because most custom fields are omitted when not applicable.

Comments

Comment by [Tuncay Senturk](#) [22/Jan/08 3:52 AM]

This issue has been resolved and bundled in 1.3.1 version

[JEP-5] Displaying custom fields on the details page of an issue Created: 11/Jan/08 Updated: 27/Apr/08 Due: 14/Jan/08 Resolved: 22/Jan/08

Status:	Closed
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Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	1.3.1

Type:	New Feature	Priority:	Minor
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	15 minutes		
Original Estimate:	15 minutes		

Description

Elert von Müller wrote <http://confluence.atlassian.com/display/JIRAEXT/JIRA+Enhancer+Plugin?focusedCommentId=120520707#comment-120520707>

Great plugin.

Just one question: I installed the latest version on a 3.11 system and can see the 'Last Resolved Date' etc. customfields in the Navigator. But I did not succeed in displaying those fields on the details page of an issue and I can't find the values in the table customfieldsvalue. Do these customfields only work in the Navigator?

Best regards,

elert

Comments

Comment by [Tuncay Senturk](#) [22/Jan/08 4:00 AM]

In 1.3.1 version custom fields can be seen in issue's detail page.

[JEP-4] NullPointerException in Reopening History field Created: 09/Jan/08 Updated: 27/Apr/08 Resolved: 30/Jan/08

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	1.3.0
Fix Version/s:	1.3.1

Type:	Bug	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	EXT-Reopen Testing.jpg INF-Reopen Testing.JPG IssueNavigatorResults.jpg mkk-jira-plugin-1.3.0.jar mkk-jira-plugin-1.3.1.jar resolvedUserError.jpg
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Description

Eric Rawlins wrote on Jan 07, 2008 16:13

This is a useful plugin I've used for a long time but I ran into an error while trying to add the 'Reopening History' field in the newest version (I have not previously used this field).

I am running JIRA 3.12.1 (Patched from a clean install of 3.12) and plugin version 1.3.0. I attempted to report this in the developer network for the "JIRA Enhancer Plugin" project however I was unable to create the issue as there was no default assignee apparently.

When querying issues reopened between 1 and 10 times I received 97 results. Most of them display the reopening history as expected (great feature!) but about 10 of them display the following error:

```
An error occurred whilst rendering this message. Please contact the administrators, and inform them of this bug. Details: ----- java.lang.NullPointerException at
java.util.Calendar.setTime(Calendar.java:1032) at java.text.SimpleDateFormat.format(SimpleDateFormat.java:785) at
java.text.SimpleDateFormat.format(SimpleDateFormat.java:778) at java.text.DateFormat.format(DateFormat.java:314) at
com.atlassian.jira.web.util.OutlookDate.formatDMYHMS(OutlookDate.java:124) at sun.reflect.GeneratedMethodAccessor306.invoke(Unknown Source) at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25) at java.lang.reflect.Method.invoke(Method.java:585) at
org.apache.velocity.util.introspection.UberspectImpl$VelMethodImpl.invoke(UberspectImpl.java:267) at
org.apache.velocity.runtime.parser.node.ASTMethod.execute(ASTMethod.java:197) at
org.apache.velocity.runtime.parser.node.ASTReference.execute(ASTReference.java:175) at
org.apache.velocity.runtime.parser.node.ASTReference.render(ASTReference.java:220) at
org.apache.velocity.runtime.parser.node.ASTBlock.render(ASTBlock.java:55) at org.apache.velocity.runtime.directive.Foreach.render(Foreach.java:166) at
org.apache.velocity.runtime.parser.node.ASTDirective.render(ASTDirective.java:114) at
org.apache.velocity.runtime.parser.node.ASTBlock.render(ASTBlock.java:55) at
org.apache.velocity.runtime.parser.node.ASTIfStatement.render(ASTIfStatement.java:70) at
org.apache.velocity.runtime.parser.node.ASTBlock.render(ASTBlock.java:55) at
org.apache.velocity.runtime.parser.node.ASTIfStatement.render(ASTIfStatement.java:70) at
org.apache.velocity.runtime.parser.node.SimpleNode.render(SimpleNode.java:230) at org.apache.velocity.Template.merge(Template.java:256) at
org.apache.velocity.app.VelocityEngine.mergeTemplate(VelocityEngine.java:450) at
com.atlassian.velocity.DefaultVelocityManager.getEncodedBody(DefaultVelocityManager.java:76) at
com.atlassian.velocity.DefaultVelocityManager.getEncodedBody(DefaultVelocityManager.java:60) at
com.atlassian.velocity.DefaultVelocityManager.getEncodedBody(DefaultVelocityManager.java:55) at
com.atlassian.jira.plugin.JiraResourcedModuleDescriptor.getHtml(JiraResourcedModuleDescriptor.java:95) at
com.atlassian.jira.plugin.customfield.CustomFieldTypeModuleDescriptor.getViewHtmlByValue(CustomFieldTypeModuleDescriptor.java:182) at
com.atlassian.jira.plugin.customfield.CustomFieldTypeModuleDescriptor.getViewHtml(CustomFieldTypeModuleDescriptor.java:148) at
com.atlassian.jira.issue.fields.CustomFieldImpl.getViewHtml(CustomFieldImpl.java:818) at
com.atlassian.jira.web.action.issue.ViewIssue.getCustomFieldHtml(ViewIssue.java:832) at sun.reflect.GeneratedMethodAccessor356.invoke(Unknown Source) at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25) at java.lang.reflect.Method.invoke(Method.java:585) at
webwork.util.InjectionUtils$DefaultInjectionImpl.invoke(InjectionUtils.java:61) at webwork.util.InjectionUtils.invoke(InjectionUtils.java:52) at
webwork.util.ValueStack.findValue(ValueStack.java:426) at webwork.util.ValueStack.findValue(ValueStack.java:175) at
webwork.view.taglib.WebWorkBodyTagSupport.findValue(WebWorkBodyTagSupport.java:61) at
webwork.view.taglib.BasicPropertyTag.doStartTag(BasicPropertyTag.java:54) at
org.apache.jsp.includes.panels.issue.view_005fcustomfields_jsp_jsp_meth_webwork_property_17(view_005fcustomfields_jsp.java:897) at
org.apache.jsp.includes.panels.issue.view_005fcustomfields_jsp_jsp_meth_webwork_if_4(view_005fcustomfields_jsp.java:832) at
org.apache.jsp.includes.panels.issue.view_005fcustomfields_jsp_jsp_meth_webwork_property_14(view_005fcustomfields_jsp.java:789) at
org.apache.jsp.includes.panels.issue.view_005fcustomfields_jsp_jsp_meth_webwork_iterator_2(view_005fcustomfields_jsp.java:748) at
org.apache.jsp.includes.panels.issue.view_005fcustomfields_jsp_jsp_meth_webwork_iterator_1(view_005fcustomfields_jsp.java:640) at
org.apache.jsp.includes.panels.issue.view_005fcustomfields_jsp_jspService(view_005fcustomfields_jsp.java:83) at
org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:97) at javax.servlet.http.HttpServlet.service(HttpServlet.java:802) at
org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:334) at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:314) at
org.apache.jasper.servlet.JspServlet.service(JspServlet.java:264) at javax.servlet.http.HttpServlet.service(HttpServlet.java:802) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:252) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
org.apache.catalina.core.ApplicationDispatcher.invoke(ApplicationDispatcher.java:672) at
org.apache.catalina.core.ApplicationDispatcher.doInclude(ApplicationDispatcher.java:574) at
org.apache.catalina.core.ApplicationDispatcher.include(ApplicationDispatcher.java:499) at
org.apache.jasper.runtime.JspRuntimeLibrary.include(JspRuntimeLibrary.java:966) at
org.apache.jsp.secure.views.issue.viewissue_jsp_jsp_meth_webwork_if_4(viewissue_jsp.java:823) at
org.apache.jsp.secure.views.issue.viewissue_jsp_jspService(viewissue_jsp.java:166) at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:97) at
javax.servlet.http.HttpServlet.service(HttpServlet.java:802) at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:334) at
org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:314) at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:264) at
javax.servlet.http.HttpServlet.service(HttpServlet.java:802) at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:252) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
org.apache.catalina.core.ApplicationDispatcher.invoke(ApplicationDispatcher.java:672) at
org.apache.catalina.core.ApplicationDispatcher.processRequest(ApplicationDispatcher.java:463) at
org.apache.catalina.core.ApplicationDispatcher.doForward(ApplicationDispatcher.java:398) at
org.apache.catalina.core.ApplicationDispatcher.forward(ApplicationDispatcher.java:301) at
com.atlassian.jira.web.dispatcher.JiraServletDispatcher.service(JiraServletDispatcher.java:281) at javax.servlet.http.HttpServlet.service(HttpServlet.java:802) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:252) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
org.apache.catalina.core.ApplicationDispatcher.invoke(ApplicationDispatcher.java:672) at
org.apache.catalina.core.ApplicationDispatcher.processRequest(ApplicationDispatcher.java:463) at
org.apache.catalina.core.ApplicationDispatcher.doForward(ApplicationDispatcher.java:398) at
```

```
org.apache.catalina.core.ApplicationDispatcher.forward(ApplicationDispatcher.java:301) at
com.atlassian.jira.servlet.QuickLinkServlet.service(QuickLinkServlet.java:58) at javax.servlet.http.HttpServlet.service(HttpServlet.java:802) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:252) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.atlassian.jira.web.filters.AccessLogFilter.doFilter(AccessLogFilter.java:73) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.opensymphony.module.sitemesh.filter.PageFilter.parsePage(PageFilter.java:119) at
com.opensymphony.module.sitemesh.filter.PageFilter.doFilter(PageFilter.java:55) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at com.atlassian.seraph.filter.SecurityFilter.doFilter(SecurityFilter.java:192)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.atlassian.seraph.filter.TrustedApplicationsFilter.doFilter(TrustedApplicationsFilter.java:114) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.atlassian.seraph.filter.BaseLoginFilter.doFilter(BaseLoginFilter.java:110) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.atlassian.util.profiling.filters.ProfilingFilter.doFilter(ProfilingFilter.java:132) at com.atlassian.jira.web.filters.JIRAProfilingFilter.doFilter(JIRAProfilingFilter.java:16)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.atlassian.jira.web.filters.ActionCleanupDelayFilter.doFilter(ActionCleanupDelayFilter.java:43) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.atlassian.jira.web.filters.RequestCleanupFilter.doFilter(RequestCleanupFilter.java:50) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.atlassian.johnson.filters.AbstractJohnsonFilter.doFilter(AbstractJohnsonFilter.java:72) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
org.tuckey.web.filters.urlrewrite.UrlRewriteFilter.doFilter(UrlRewriteFilter.java:350) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at com.atlassian.gzipfilter.GzipFilter.doFilter(GzipFilter.java:81) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.atlassian.core.filters.AbstractEncodingFilter.doFilter(AbstractEncodingFilter.java:37) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
com.atlassian.jira.appconsistency.db.DatabaseCompatibilityEnforcerFilter.doFilter(DatabaseCompatibilityEnforcerFilter.java:39) at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:202) at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:173) at
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:213) at
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:178) at
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:126) at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:105)
at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:107) at
org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:541) at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:148) at
org.apache.coyote.http11.Http11Processor.process(Http11Processor.java:869) at
org.apache.coyote.http11.Http11BaseProtocol$Http11ConnectionHandler.processConnection(Http11BaseProtocol.java:664) at
org.apache.tomcat.util.net.PoolTcpEndpoint.processSocket(PoolTcpEndpoint.java:527) at
org.apache.tomcat.util.net.LeaderFollowerWorkerThread.runIt(LeaderFollowerWorkerThread.java:80) at
org.apache.tomcat.util.threads.ThreadPool$ControlRunnable.run(ThreadPool.java:684) at java.lang.Thread.run(Thread.java:595)
```

Comments

Comment by [Tuncay Senturk](#) [09/Jan/08 1:48 AM]

Hi Eric,

I just got your error about the plug-in. I generated a newer jar file and attached it.
Can you try with the attached jar file. And please notify me about the result.

Cheers,

Tuncay Senturk

Tuncay,

Thank you for taking the time to reply to my issue and for supporting this plugin.

I applied the new JAR file and no longer receive the error I originally reported, as every issue returned at least some reopening history. I am however seeing an error I did not. The 'Resolved User' is shown as '\$singleValue.resolvedUser.fullName' even though the issue was in fact resolved by a real user, as opposed to an import or some non star

Reopening History:			
Resolved user	Resolved time	ReOpened user	ReOpened time
\$singleValue.resolvedUser.fullName		Ryan Hope	21/May/07 12:33 PM

Description

For all signals displayed in the Wifi Available Networks, the Network details screen displays the Encryption Type and Authentication Type information. However while creating the signal by selecting the Advanced button, the Network Authentication and Data Encryption selection boxes are always set to default values, which could be set with the Network details

[All](#) [Comments](#) [Work Log](#) [Change History](#) [Transitions](#) [Subversion Commits](#)

Change by Ryan Hope - 21/May/07 12:08 PM		
Field	Original Value	New Value
Resolution		Cannot Reproduce [5]
Status	New [10002]	Resolved [10001]

I've attached a screenshot (

Change by Ryan Hope - 21/May/07 12:33 PM		
Field	Original Value	New Value
Resolution	Cannot Reproduce [5]	
Status	Resolved [10001]	Reopened [4]

Change by [Ryan Hope](#) - 21/May/07 12:33 PM

Comment [I believe the testing procedure here is inconsistent, not the behavior.

If you create a wifi bookmark from the new connection or the bookmarks page with the same name as an existing _wifi_ bookmark, you will be prompted. Similar comment applies to creating dial bookmark with the same name as an existing _dial_ bookmark. I believe the inconsistency in testing procedure is that in one test, you were trying to create a new wifi bookmark with the same name as an existing dial bookmark, and in the other case you were trying to create a new dial bookmark for an existing dial bookmark.]

Change by [Ryan Hope](#) - 21/May/07 12:45 PM

Assignee Frank Schloendorn [fschloendorn]

this, as well as my stdout log file. I'm not sure if this is a problem in my configuration or something that is exposed using today's build of the JAR file.

Thank you kindly,
Eric

Comment by [Tuncay Senturk](#) [09/Jan/08 1:50 AM]

Hi Eric,

First of all i have to mention that your screen-shot was very useful. Thanks for that. I recognized that your JIRA holds Resolved status as 10001. You can see it in your screen-shot. By default it must be 5. But i generated a jar file (attached) that looks to string version ("Resolved") of status. And i think it should fix your problem. Please notify me.

cheers
Tuncay

Comment by [Eric Rawlins](#) [09/Jan/08 2:48 PM]

Tuncay,

Thank you for the new JAR file. I've done a bit of testing and investigating and hopefully this information will prove useful.

First off, I ran the new JAR file you provided but unfortunately it did not resolve the problem. The 'Reopening History' field is still displayed on my view issue screen however version of the JAR file. I checked the plugins page in the administrative section and everything was enabled. Additionally, I checked the stdout and stderr files and there were relevant to the plugin at all).

The remainder of my testing was performed with the plugin version you emailed me, that resolved the NullPointerException error. I've attached the following list of my status understand my environment and how it is causing problems.

ID	pname

1	Open
10000	Ready for QA
10001	Resolved
10002	New
10003	Initial Clarification Required
10004	Postponed
10005	Initial Review
10006	Product Review
10007	Reporter Review
10008	Release Management Review
10009	Delivery Review
10010	Pending LOE Acceptance
10011	Pending Solution Acceptance
10012	Ready for Production Elevation
10013	Pending Inclusion
10014	In Production
10015	Pending Removal
3	In Progress
4	Reopened
5	Work Complete
6	Closed

As you already noticed, my `Resolved` status is not the default value of 5. When we first implemented JIRA I seem to remember that they used `Resolved` as the status for completed work and then `Closed` as the status for when QA completed work. We renamed `Resolved` to match a status from our previous system. In the future we determine `Resolved` status as a closed state, resulting in the new ID.

The following screenshot, `EXT-Reopen Testing.jpg`, shows the change history & reopening history of one of our workflows that uses these status values.

Participants: Administrator

Reopening History: issue is reopened (3) times

Resolved user	Resolved time	ReOpened user	ReOpened time
\$singleValue.resolvedUser.fullName		Administrator	09/Jan/08 01:44 PM
Administrator	09/Jan/08 01:45 PM	Administrator	09/Jan/08 01:45 PM
Administrator	09/Jan/08 01:49 PM	Administrator	09/Jan/08 01:50 PM

All Comments Work Log Change History Transitions Subversion Commits

Change by Administrator - 09/Jan/08 01:44 PM

Field	Original Value	New Value
Resolution		Duplicate [3]
Status	New [10002]	Resolved [10001]

Change by Administrator - 09/Jan/08 01:44 PM

Resolution	Duplicate [3]	
Status	Resolved [10001]	Reopened [4]

Change by Administrator - 09/Jan/08 01:45 PM

Resolution		Won't Fix [2]
Status	Reopened [4]	Closed [6]

Change by Administrator - 09/Jan/08 01:45 PM

Resolution	Won't Fix [2]	
Status	Closed [6]	Reopened [4]

Change by Administrator - 09/Jan/08 01:48 PM

Status	Reopened [4]	In Progress [3]
Fix Version/s		2.2.000 [10190]

Change by Administrator - 09/Jan/08 01:49 PM

Status	In Progress [3]	Work Complete [5]
Regression Type		Existing Feature
Visible UI Change		Yes
Issue Cause		Code

Change by Administrator - 09/Jan/08 01:49 PM

Status	Work Complete [5]	Ready for QA [10000]
Fixed in Build		1

Change by Administrator - 09/Jan/08 01:50 PM

Status	Ready for QA [10000]	Reopened [4]
--------	------------------------	----------------

For the moment, please don't ask why we use both resolved & closed as end statuses. Lets just say that this was our first JIRA project 😊

The reopening history caught the transition from Resolved -> Reopened, Closed -> Reopened, and Ready for QA -> Reopened. This is interesting for two reasons. First, the Resolved status, is a custom status (i.e., not 5 or 6 like closed). In this transition the resolved user was correctly retrieved. Second, the plugin does not seem depend on resolution to consider a ticket as reopened. In the third reopen there was no resolution cleared and it is still detected as a reopen.

The following screenshot, INF-Reopen Testing.JPG, shows a different project. This also uses a transition called 'Reopen', and removes a resolution (which, according to Atlassian determination of Open vs. Closed status), however it does not generate any Reopening Histories.

The screenshot shows a JIRA issue page for INF-498. The left sidebar contains 'Issue Details' with fields like Key, Type (Bug), Status (In Progress), Priority (Major), Assignee (Richard Kane), Reporter (Administrator), and Votes (0). Below this are 'Available Workflow Actions' such as 'Send to Reporter for Review / Closure', 'Postpone', 'Close Issue', and 'Operations'. The main content area has tabs for 'All', 'Comments', 'Work Log', 'Change History', 'Transitions', and 'Subversion Commits'. The 'Change History' tab is selected, showing a table of changes. A red box highlights a change in the Resolution field from 'Fixed - QA Verified [1]' to 'In Progress [3]' and the Assignee from 'Richard Kane [rkane]'.

Field	Original Value	New Value
Assignee	Banupriya Belle [bbelle]	
Status	New [10002]	Closed [6]
Resolution		Fixed - QA Verified [1]
Resolution	Fixed - QA Verified [1]	In Progress [3]
Status	Closed [6]	
Assignee		Richard Kane [rkane]

As seen in this log the status transitions directly from closed to In Progress, without using the absolute 'Reopen' (4) status. In this project, which is not regularly monitored, a placeholder reopen status.

Based upon these tests it seems the plugin determines an issue has been reopened only if it passes through the absolute status 'Reopened (4)'. In our INF project, we reopen resolution. In our EXT project, we reopen tickets from the Resolved, Closed, and Ready for QA state however Ready for QA is not a true reopen as the issue was never clo

This leads me to ask what you consider to be a reopen, in a business case:

1. Does a reopen represent any issue that was previously resolved, and is no longer resolved? This would be the inclusion and removal of a resolution.
2. Does a reopen represent any point in time where an issue, regardless of resolution, is returned to development? This would be specific to each workflow and not necess
3. Does a reopen represent any point in a workflow that moves backwards? This would be an uncommon use case in my opinion, but some people may consider any be reopen.

In my opinion a reopen represents the removal of a resolution, per Atlassian's determination that only a resolution indicates an issue is closed. I would expect this to be the c transition or resulting status.

It may be that the plugin was simply not designed for my implementation, and that is okay. Ideally it would be possible to configure exactly what constituted a reopen. This mi whether removal of resolution or 'Reopen' is the criteria, or it could be a mapping of start transition ID -> end transition ID, on a per workflow basis. These are just a few idea simply not using this plugin as you intended but I would love to hear your thoughts on usage.

Thank you,

Eric

Comment by [Tuncay Senturk](#) [10/Jan/08 5:59 AM]

Hi Eric,

First of all, i am sorry that i attached wrong version of jar file. I replaced it with a newer one. Please can you try it again?

In the plug-in' s reopening custom field, reopen represents the issue that reopened by clicking "Reopen Issue" link.

And in this custom field, "Resolved User" and "Resolved Date" represent that issue is resolved only and only if "Resolve Issue" or "Close Issue" links are clicked.

Before it was looking by ids (like Resolved = 5, Reopened = 4, etc..). Now it looks string versions ("Resolved", "Reopened", etc..) because of your status changes.

You customized JIRA and changed statuses by your demands. So if you want to use plug-in to run with your demands, you have to customize the plug-in too 😞

I can help you customizing to run with your demands but i could not maintain that version if i have some changes with the original one.

In every trivial changes to my plug-in, i have to support three versions of JIRA (3.6, 3.8 and (3.10 or above)).

However, as i mentioned before, i can help as much as i can.

Tuncay

Comment by [Eric Rawlins](#) [10/Jan/08 12:46 PM]

Tuncay,

I tried the latest JAR and that successfully retrieved the resolution date and user. I appreciate all the information you've provided to date but don't recommend you include this is only for me. As it stands right now, I am unable to use this field.

I have a question about this comment:

In the plug-in' s reopening custom field, reopen represents the issue that reopened by clicking "Reopen Issue" link.

To be clear, I do not believe this is simply a matter of clicking any issue that says Reopen. I believe that it is dependent on the transition resulting in a status of 'Reopened' (4 screenshot above with issue INF-498 there is no reopening history even though the ticket was reopened using a transition called 'Reopen' as part of a custom workflow. The Progress' and not 'Reopened', therefore the plugin did not consider this a reopen.

The change you made resolved the \$singleValue.resolvedUser.fullName error, but ticket INF-498 still does not display a reopening history. I appreciate your offer to show me made, and obviously would not ask you to maintain future versions (as I expect I could reapply the change myself to a new branch), however this JAR file does not universal scenarios.

We have many workflows that never use the 'Reopen (4)' transition, or use different end statuses besides Resolved and Closed. I hope in the future you may consider anott more in-line with Atlassian's global way of handling resolutions, and be compatible with everybody regardless of how they name their statuses or transitions.

Atlassian considers an issue open if it does not have a resolution, and closed if it does have a resolution. This is how all their portal pages work and this is mentioned in their times. It is the resolution, not the status, that determines when an issue is closed. Therefore, removal of the resolution, not the status, would determine an issue has been re generic approach available as it will apply to everybody.

As a sample, I've prepared the following SQL to demonstrate how this is universal:

```
SELECT
propertystring.propertyvalue as "Executor",
changeitem.created,
changeitem.oldstring,
changeitem.newstring
FROM changeitem
INNER JOIN changegroup ON changegroup.ID = changeitem.groupid
INNER JOIN jiraissue ON changegroup.issueid = jiraissue.id
INNER JOIN userbase ON changegroup.author = userbase.username
INNER JOIN propertyentry ON propertyentry.entity_id = userbase.id
INNER JOIN propertystring ON propertyentry.id = propertystring.id
WHERE
((changeitem.oldvalue is null and changeitem.newvalue is not null) OR (changeitem.oldvalue is not null and changeitem.newvalue is null))
propertyentry.entity_name = "OSUser" AND
propertyentry.property_key = "fullName" AND
changeitem.field = "resolution" AND
jiraissue.pkey = "EXT-6530";
```

This produces the following output when run with Issue EXT-6530 (which twice has a resolution set and removed, representing two reopens). The Reopening History field shows that the ticket was only actually closed twice.

Executor	created	oldstring	newstring
Administrator	2008-01-09 13:44:11	NULL	Duplicate
Administrator	2008-01-09 13:44:27	Duplicate	NULL
Administrator	2008-01-09 13:45:25	NULL	Won't Fix
Administrator	2008-01-09 13:45:34	Won't Fix	NULL

When run against issue INF-498, which the 'Reopening History' plugin does not show having any reopens even though a resolution is set and then later removed, this SQL c

--	--	--	--

Executor	created	oldstring	newstring
Administrator	2008-01-09 14:15:56	NULL	Fixed - QA Verified
Administrator	2008-01-09 14:16:07	Fixed - QA Verified	NULL

It would not be a stretch to convert the formatting of these rows to your table, and make the plugin more generic to all "real" reopen scenarios. Of course, I have not looked at this may not be the way you intend it to work, but it is something that I think is interesting. If we find ourselves modifying the plugin to suit our needs (given our custom status probably the approach we will use, although we have very little plugin experience within our group.

Comment by [Eric Rawlins](#) [10/Jan/08 12:51 PM]

Tuncay,

I just wanted to add a separate comment since the above posts were, I admit, rather verbose. I realize you developed this plugin for your own use and are kind enough to show a confluence post within 1 day, and replied to me every day since then. Twice you've created custom JAR files specifically for testing in my environment.

It was very nice of you to spend your time assisting me and I appreciate it. Please excuse the lengths of my previous posts but I wanted to provide as much information as I could light into how we are using your plugin in our environment, even if it is not as you intended.

I hope that someday our team reaches the point where we are able to contribute useful plugins as well, but for the meantime please accept my feedback and suggestions for thank you for your time.

Kind Regards,
Eric

Comment by [Tuncay Senturk](#) [11/Jan/08 2:49 AM]

Eric,

Thanks again that your explanation was indeed very nice and comprehensive. I could not decide the possible work flows. I implemented this plug-in work only with the standard JIRA workflow. So in plug-in clicking "Reopen Issue" and changing resolution shown on history field.

You are absolutely right and it should concentrate only on resolution values. Now I generated a version and attached it to issue as [mkk-jira-plugin-1.3.1.jar](#).

I think it should work on your work flows too. If so, I will put new version to plug-in site.

Regards,
Tuncay

Comment by [Eric Rawlins](#) [11/Jan/08 1:31 PM]

Tuncay,

I'm pleased to report the 1.3.1 version of the plugin correctly displayed the reopening history for my two test issues. It displayed two reopens for my EXT test, and one reopen expected. The reopens reflect times when a resolution was removed.

This change did result in a new issue however, and there are also additional tests I would like to perform for you prior to production escalation.

As far as the issue is concerned, please look at the following excerpt from my issue navigator. This has two columns 'Reopen Count' and 'Reopening History' and my filter is between 1 and 20. I received the same number of search results as I did with the 1.3.0 plugin however, given the new (correct) constraints on what constitutes a reopen, the issues that used the Reopen transition, but did not result in a resolution change, are still in the search results and the reopen count is zero.

0													
1	<table border="1"> <thead> <tr> <th colspan="4">issue is reopened (1) times</th> </tr> <tr> <th>Resolved user</th> <th>Resolved time</th> <th>ReOpened user</th> <th>ReOpened time</th> </tr> </thead> <tbody> <tr> <td>Ryan Hope</td> <td>29/May/07 08:24 AM</td> <td>Ryan Hope</td> <td>29/May/07 10:01 AM</td> </tr> </tbody> </table>	issue is reopened (1) times				Resolved user	Resolved time	ReOpened user	ReOpened time	Ryan Hope	29/May/07 08:24 AM	Ryan Hope	29/May/07 10:01 AM
issue is reopened (1) times													
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issue is reopened (1) times													
Resolved user	Resolved time	ReOpened user	ReOpened time										
Norton Brainard	19/Jun/07 03:44 PM	Ryan Hope	17/Jul/07 03:10 PM										

I suspect this will be an easy fix and I will be happy to test it for you.

The second thing I noticed is not new and existed in 1.3.0. I would open an enhancement request for this separately if I was able to create issues in this project, but allow me to display the 'Reopening History' field on the view issue screen even when no reopening history exists. The field is blank, and this has always been the case. This may be a bug, but I won't presume to know how this is implemented. I only mention it because most custom fields are omitted when not applicable.

I do not have time to spend on further testing today, however I have identified several test cases that I believe should be validated before this is publically released.

- Verify reopening history is correct when the resolution is changed while the issue is closed. This will validate the scenario where there is no resolution, a resolution is set but still exists, then no resolution. This would be a single reopen, however contains an odd number of change events causing problems pairing the resolved user & reopen event, since there were 2 separate change events that updated the resolution field.
- Verify reopening history is correct when an issue is reopened during a move operation. When the issue is moved and the resolution is cleared (I'm actually not sure if you use case)
- Verify reopening history is correct when resolution is updated as part of a bulk edit (I don't expect this would make a difference, but I'll try)

Only the first item is one that I think could potentially cause a problem. I will test these for you monday and let you know if I find bugs. If you can think of any other scenarios I will attempt to test them for you although my environment is not setup to validate all use cases.

Thanks,
Eric

Comment by [Tuncay Senturk](#) [13/Jan/08 2:25 PM]

Eric,

Thanks again,

I think the first problem(reopening count problem) that you mentioned is about re-indexing (Administration -> System -> Indexing -> Re-Index).

I am not sure but if you test after re-indexing, reopening count should be corrected automatically by JIRA. But if it does not then it will be another issue to me 😊

By the way, i notified JIRA admins about the creating issue problem and they had fixed it. I hope you might create issues.

The second problem will be handled in issue [JEP-7](#). You're right, issues must not display "Reopening History" field when no reopening history exists. I fixed it but not tested

Thanks for your interests and test scenarios, i will try to test those scenarios before production

Thanks,
Tuncay Senturk

Comment by [Eric Rawlins](#) [14/Jan/08 11:25 AM]

A reindex solved the reopen count problem. It didn't occur to me to try that. I created [JEP-8](#) to document another minor issue I saw.

All that needs to be done (on my side) is to test the remaining scenarios I mentioned when I get a chance.

Comment by [Eric Rawlins](#) [22/Jan/08 11:04 AM]

Geez finally, this server has been down for over a week.

Tuncay,

I was able to test the scenarios I previously mentioned. When the resolution was changed multiple times while the issue was in a closed state and moving the issue to new The reopening history worked as expected in both scenarios.

Looks like this whole thread, and all the changes, are now resolved in 1.3.1. I'll wait until the official jar goes up on confluence before deploying it in case you make more cha

- eric

[JEP-3] Sorting problem of "Reopening Counter" custom field Created: 08/Dec/07 Updated: 08/Dec/07 Resolved: 08/Dec/07

Status: Closed

Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	1.3.0

Type:	Bug	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	1 hour		
Original Estimate:	1 hour		

Description

Reopening Counter custom field can not be sorted numericly in JIRA Navigator

Comments

Comment by [Tuncay Senturk](#) [08/Dec/07 6:06 AM]
 In 1.3.0 version sorting may be done by Reopening counter.

[JEP-2] Better design to "User or group history report" Created: 04/Dec/07 Updated: 08/Dec/07 Resolved: 08/Dec/07

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	1.3.0

Type:	Improvement	Priority:	Minor
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	10 minutes		
Original Estimate:	Not Specified		

Description

Better html design to "User or group history report " .

Comments

Comment by [Tuncay Senturk](#) [08/Dec/07 6:11 AM]
 designed and published and can be changed in `templates\userhistoryreport\user-history-report.vm` file.

[JEP-1] **A new custom field "Reopening history of issue"** Created: 04/Dec/07 Updated: 27/Apr/08 Resolved: 08/Dec/07

Status:	Closed
Project:	JIRA Enhancer Plugin
Component/s:	None
Affects Version/s:	None
Fix Version/s:	1.3.0

Type:	New Feature	Priority:	Major
Reporter:	Tuncay Senturk	Assignee:	Tuncay Senturk
Resolution:	Fixed	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	1 day		
Original Estimate:	Not Specified		

Description

A new custom field will be added to JIRA Enhanced Plug-in. "Reopening history of issue"

In this custom field all fixing and reopening information will be notified as a view in issue and number of reopenings will be notified as a column in Issue Navigator. Also it must have a search capability according to the number of reopening of issue

Comments

Comment by [Tuncay Senturk](#) [08/Dec/07 6:08 AM]

Reopening History custom field is defined in column view .

In navigator view, it is possible to see "Reopening counter".

It is also possible to sort and search by "Reopening Counter" custom field.