CodeArts Req

FAQ

Issue 01

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1 Work Items

1.1 How Can I Assign One Scrum Project Work Item to Multiple Members?

Only one handler can be specified for a work item in a Scrum project.

If you want to specify multiple handlers for a work item, create child work items and assign them to different members.

1.2 Why Is a Message Reporting Duplicate File Name Displayed During File Association in a Scrum Project?

Associated files have been selected automatically when you associate new files. All selected files will be checked by the system and associated files will be identified after you click the associate file button. Therefore, an error message is displayed, indicating that the file name already exists.

Deselect associated files in the list when you are associating new files.

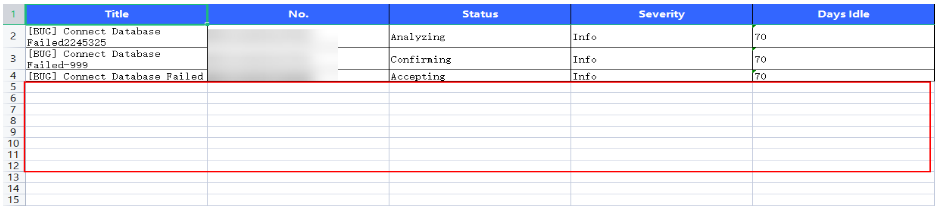
1.3 How Do I Handle the Verification Exceptions in the Number of Work Items Imported to an IPD Project?

Symptoms

When a work item file containing 1,000 records is imported to an IPD project, a message is displayed, indicating that a maximum of 1,000 records can be imported at a time.

Cause Analysis

The imported work item file contains redundant blank lines or deleted work item data. Deleted work item data may be identified as blank lines.



Title	No.	Status	Severity	Days Idle
[BUG] Connect Database Failed2245325		Analyzing	Info	70
[BUG] Connect Database Failed-999		Confirming	Info	70
[BUG] Connect Database Failed		Accepting	Info	70

Solution

- Delete the extra blank lines from the work item file and import the work item data again.
- After deleting several records from the work item file, you are advised to perform the following operations to add to 1,000 records to the file:
  a. Directly import the work item file after deleting the data.
  b. Check whether the imported work items that are successfully imported are the same as those in the work item file.
     - If yes, deleted work items are not counted. In this case, you can fill in the data of the work items to be added in another work item file and then import the file.
     - If no, deleted work items are counted. In this case, you need to delete the work items and import a work item file again.

1.4 How Do I Modify the Recipient After an IPD Project Requirement Is Assigned?

The operations apply to the IPD-system device and IPD-standalone software projects.

Prerequisite

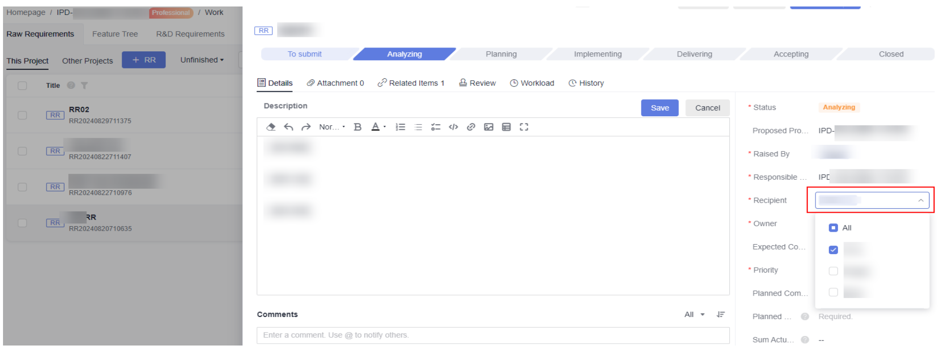
You have assigned related downstream requirements from project A to project B.

Procedure

Step 1 Go to project A and click an RR name to enter its details page.

Step 2 Click **Related Items** and click a requirement name under **Related Downstream Requirements**.

Figure 1-1 Related Items tab on the RR details page



Step 3 On the displayed details page of the requirement, modify the recipient.

----End

2 Member Management

2.1 How Do I Check the Total Number of Current CodeArts Req Users?

On the **Console** page of CodeArts, check the total number of current CodeArts Req users.

The data displayed on the **Console** page is not updated in real time, but rather every hour. For real-time information on the number of users, go to the CodeArts Req homepage.

2.2 How Do I Create Accounts for Multiple Users to Use CodeArts Req?

For example, if 20 users need to use CodeArts Req, the administrator can create 20 member accounts on the **IAM console**. For details, see **Creating an IAM User**.

- The project administrator can add the 20 member accounts to an existing CodeArts project by referring to Adding IAM Users of Your Enterprise as CodeArts Project Members.

After that, users can log in to CodeArts as an IAM user to access CodeArts Req. For details, see **Logging In as an IAM User**.

3 Troubleshooting

3.1 Why Is the Message "You have been invited to run projects with another account. Accept invitation" Displayed When Inviting Other Users to Join My Project in CodeArts Req?

Symptoms

When a registered account is used to open the invitation link, **You have been invited to run projects with another account. Accept invitation** is displayed.

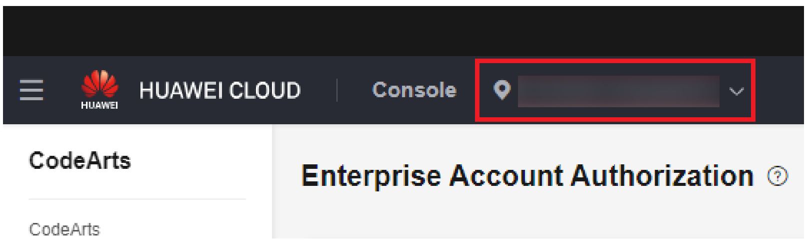
Cause Analysis

The enterprise account to which invited users belong is not authorized by your enterprise account.

Solution

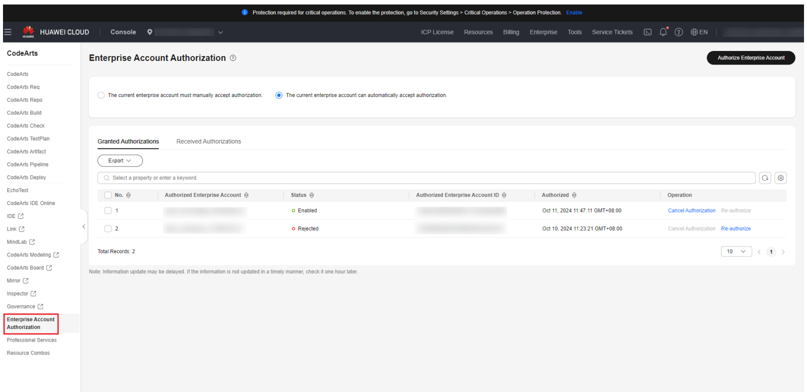
Step 1 Select the same region in the CodeArts console.

Figure 3-1 Selecting a region



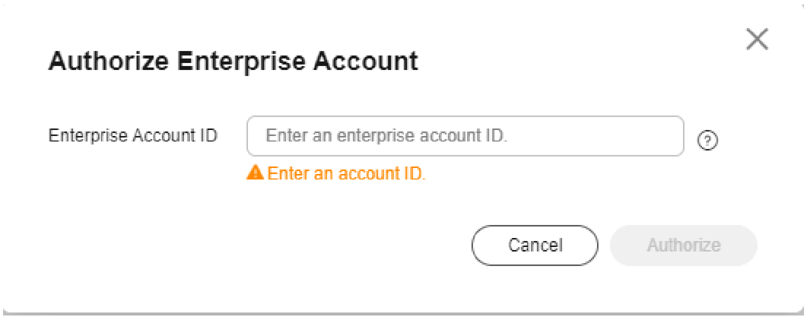
Step 2 Click **Enterprise Account Authorization** in the lower left corner.

Figure 3-2 Authorizing an enterprise account



Step 3 Click the **Granted Authorizations** tab, and then click **Authorize Enterprise Account**.

Figure 3-3 Inviting an enterprise account



Step 4 Enter the ID of the target enterprise account, and click **Authorize**.

NOTE

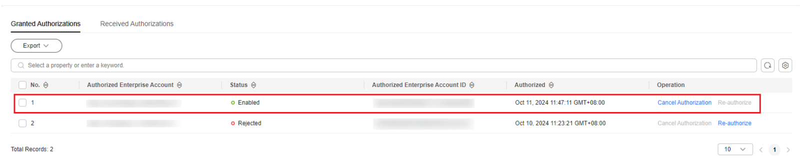
The enterprise account ID can be obtained on the **My Credentials** page.

1. Log in to the console, hover over the username in the upper right corner, and choose **My Credentials** from the drop-down list.

2. On the **API Credentials** page, obtain the value of **Account ID**.

Step 5 Check the authorization record.

Figure 3-4 Enterprise account authorized



- If the target account needs to manually accept the authorization, the record status becomes **Pending**.
- When the authorization is accepted (either manually or automatically), the record status changes to **Enabled**. To delete the record, click **Cancel Authorization**.
- If the invitation is rejected, the record status changes to **Rejected**. You can click **Re-authorize** to try again.

Step 6 On the **Settings** > **Members** > **Member View** page, click **Add Members**, and select **From Another Account**.

Step 7 Choose **User**, set **User ID**, and click **Invite**.

Step 8 After the users are invited successfully, view the users in the member list.

----End

3.2 Why Can't I Create a Project Using "DevOps Full-Process"?

Symptoms

When I create a project using the DevOps sample project, the message **The package service status is close.** is displayed.

Cause Analysis

The enterprise tenant has not enabled CodeArts Req.

Solution

Enable CodeArts Req. For details, see **Purchasing a CodeArts Package**.

3.3 Why Is a Message Indicating the Field Name Already Exists Displayed When Setting a Work Item Field in a Scrum Project?

Symptoms

In the work item settings page for a Scrum project, choose **Bugs** > **Fields and Templates** from the navigation pane, click **Edit Template** and click **Create Field**. Enter a field name in the displayed dialog box, a message is displayed, indicating that the field name already exists.

Cause Analysis

This field already exists in the common fields of the project. The field name must be unique in the project.

Solution

Step 1 Go to the target project and choose **Settings > Work** > **Common Fields** to delete the existing fields.

Step 2 Re-create the field.

1. On the project details page, choose **Settings > Work**.

2. In the navigation pane, choose **Bugs** > **Fields and Templates**.
3. Click **Edit Template**.
4. Click **Create Field**.
5. After setting the fields, click **OK**.

----End