CodeArts Req

FAQs

Issue	01
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HUAWEI CLOUD COMPUTING TECHNOLOGIES CO., LTD.

Contents

1 Scrum Projects

1.1 How Do I Run a Scrum Project?

This section describes the process of a Scrum project. Different types of work items can be created in a Scrum project, and they are organized in the descending hierarchy: **Epic** > **Feature** > **Story** > **Task**. You can specify owners and workloads, set priorities, and track status and progress of work items.

Procedure

This topic describes the basic process of a Scrum project. The procedure can be reused for continuous planning and delivery in each sprint management. The following figure shows the Scrum development and project process.

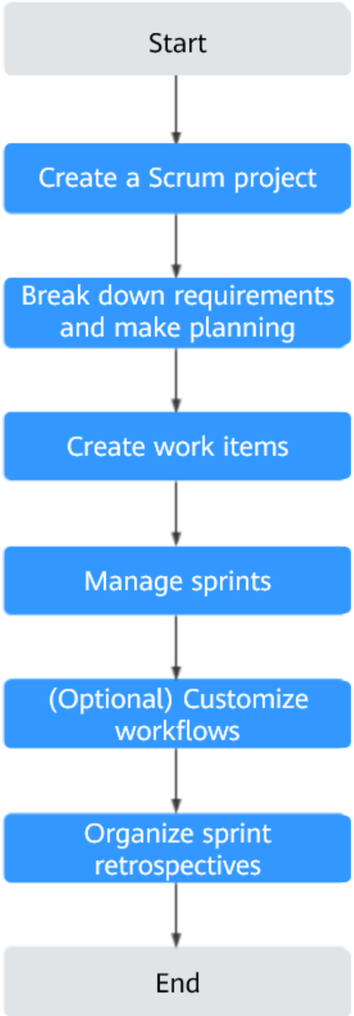


Table 1-1 Process description

Operation	Description
Create a Scrum project	On the CodeArts homepage, click **Create Project**. Select **Scrum** as the project template. For details, see **Creating a Scrum Project**. **NOTE** You can invite other users to join a created Kanban project as required. For details, see **Managing Members**.
Plan requirements	On the project details page, choose **Work** > **Req** > **Plans** and make planning using mind maps or Gantt charts based on the project requirements. For details, see **Mind Maps** and **Gantt Chart**.

Operation	Description
Create work items	After planning requirements, choose **Work > Req > Work Items** to create work items (such as epics, features, stories, or bugs). Assign work items to project members. For details, see **Creating a Work Item (Epic/Feature/Story/Task or Bug)**.
Manage sprints	Plan and manage sprints. On the project details page, choose **Work > Req > Sprints** and click the create sprint button. For details, see **Managing Sprints**.
(Optional) Customize workflows	Customize workflows as required. For details, see **Customizing Workflows**.
Organize sprint retrospective meetings	Review the sprints for improvements. For details, see **Organizing Sprint Retrospective Meetings**.

1.2 How Do l Reference a Project Template to a Project?

Prepare project templates. There are preset templates and custom templates.

On the displayed page (Take a Scrum project as an example), choose a template in **Project Templates** and click **OK** to create a Scrum project.

1.3 How Do I Add a Service Menu in a Project?

The project supports the **Service Menu** function. You can set whether to display the access entry of a service menu in the project.

On the project details page, choose **Settings** > **General** > **Services** and select the service menu to be displayed. If a service menu is not selected, the menu access entry of the service is not displayed in the project.

NOTE

- The operation of displaying the access entry of a service menu is valid only for the current project. After the operation is complete, refresh the page for the setting to take effect.
- If the menu access entry of a service is not displayed, data will not be lost.

1.4 Work Items

1.4.1 How Do I Add a New Work Status to a Work Item?

Work item provides default work item states (new, developing, resolved, testing, rejected, and closed).

On a project page, choose **Settings > Work > Statuses and Transitions** and create a work status based on project requirements.

1.4.2 How Do I Change the Work Item Type in the Mind Map?

On the mind map page, change a work item type by dragging and dropping the work item to reparent it in the hierarchy.

1.4.3 Can I Be Notified of Assigned or Changed Tasks by a Third-Party Instant Messaging Service?

Not supported.

Currently, CodeArts supports system message and email notifications. Other notification channels are not supported.

1.4.4 Which Details of a Work Item Can Be Modified by Its owner?

- The assigned owner can be the project creator, project manager, or test manager.

  You can modify all work item details.
- The roles of the assigned owner are development personnel, test personnel, and O&M manager.

  Only the following information can be edited: label, description, carbon copy (CC) recipients, owner, status, actual workload, completion rate, and file attachment.

1.4.5 How Do I Export Work Items in Batches?

Perform the following operations to export a work item list to the local PC as an Excel file. Go to a project details page. Choose **Work** > **Req** > **Work Items**, click in the upper right corner of the page, click **Export**, set the fields as required, and the work item list will be exported as an Excel file.

1.4.6 How Does the Project Manager Modify the Expected and Actual Person-Hours of a Work Item?

When a work item has child work items, its expected person-hours is the sum of those of all child work items. Therefore, the project manager cannot modify the expected person-hours of a parent work item directly but can modify the expected person-hours of its child work items. The same goes to the modification of actual person-hours.

1.4.7 How Can I Assign a 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.

1.4.8 How Do I Download a Work Item Import Template in Microsoft Edge?

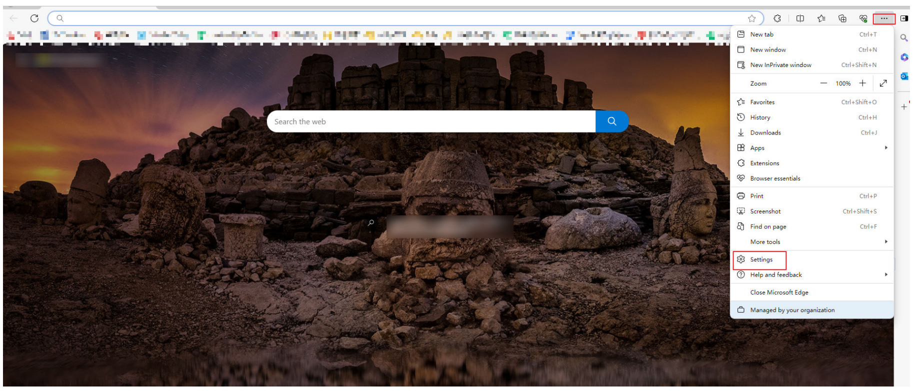
Background

To import work items in batches on the work item details page, download the work item import template first.

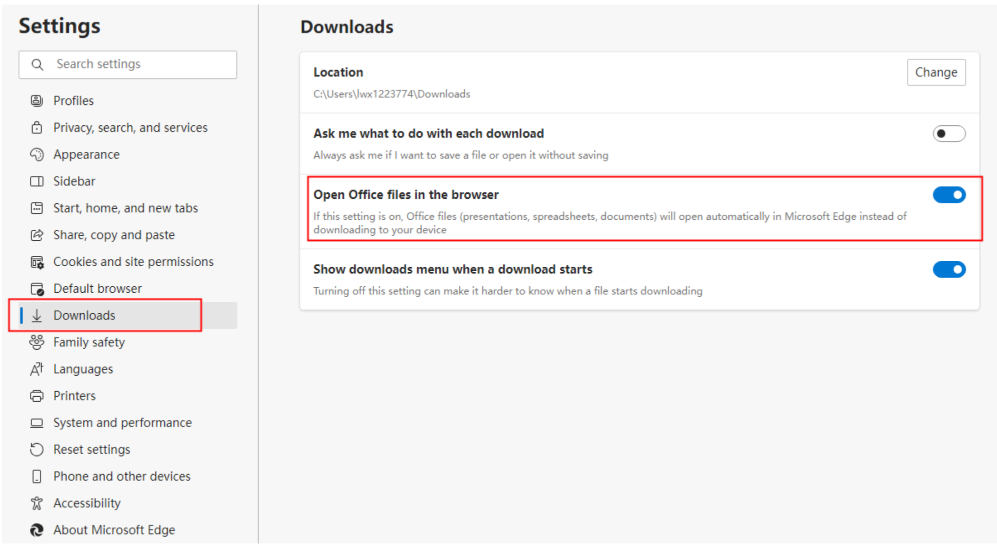
Prerequisites

When using Microsoft Edge to download a template, perform the following operations:

- Click in the upper right corner of the browser.



- Choose **Download** and disable **Open Office files in the browser**.



Procedure

Step 1 Choose **Work** > **Req** > **Work Items** list, click **More** in the upper right corner of the work item list, and select **Import**.

Step 2 In the **Import Work Item** dialog box, click **Download Template**.

Step 3 Fill in the template based on the instructions.

NOTE

Upload the work item template as required to import work items in batches.

----End

1.4.9 Why Is the Sum Actual Person-Hours Field Not Displayed on the Work Item Creation Page?

This field takes effect only after you have created a work item and specified the person-hours information. As a result, this field is displayed only on the work item details page.

1.4.10 Why Can a Work Item Owner Archive the Work Item?

An owner of a Scrum can archive a work item assigned to them even if they do not possess the corresponding role permission. They cannot archive work items which are not assigned to them.

1.4.11 How Do I Delete a Tag of a Work Item?

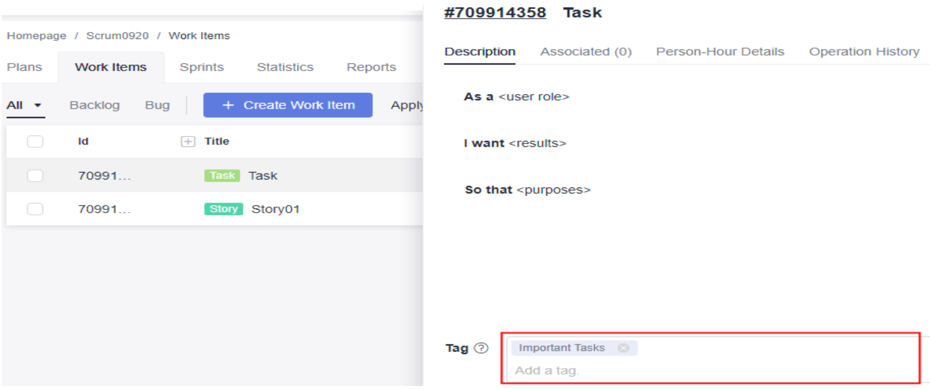
Prerequisites

- You have created a Scrum project.
- You have added a tag to a created work item in the project.

Procedure

Step 1 Click the work item name.

Step 2 Click the tag.



Step 3 Click next to the tag content.

Step 4 Click **Save**.

----End

1.4.12 Can I Retrieve a Deleted Work Item?

Deleted work items cannot be restored in the Scrum project. You have to re-create one.

1.4.13 How Do I Add Work Items in a Mind Map?

To add work items in a mind map, perform the following operations.

Prerequisites

You have created a Scrum project.

Procedure

Step 1 Go to the project details page.

Step 2 Choose **Work** > **Req** > **Plans**.

Step 3 Click **Mind Map**.

Step 4 Enter a name for the mind map and click **Save**.

Step 5 Add one or more epic work items, set the names (for example, **Epic1**), and press **Enter**.

Add epic work items in any of the following ways:

- Click for the first addition.
- Select an epic work item (for example, **Epic1**) and press **Enter**.
- Hover the cursor over **Requirement Planning** and click .

Step 6 Add one or more feature work items to an epic work item, set the names (for example, **Feature1**), and press **Enter**.

Add feature work items in any of the following ways:

- Select an epic work item (for example, **Epic1**) and press **Insert**.
- Select a feature work item (for example **Feature1**) and press **Enter**.
- Hover the cursor over a feature work item (for example **Feature1**) and click .
- Hover the cursor over an epic work item (for example **Epic1**) and click .

Step 7 Add one or more story work items to a feature work item, set the names (for example, **Story1**), and press **Enter**.

Add story work items in any of the following ways:

- Select a feature work item (for example **Feature1**) and press **Insert**.
- Select a story work item (for example **Story1**) and press **Enter**.
- Hover the cursor over a story work item (for example **Story1**) and click .
- Hover the cursor over a feature work item (for example **Feature1**) and click .

Step 8 Add one or more task work items to a story work item, set the names (for example, **Task1**), and press **Enter**.

- Select a story work item (for example **Story1**) and press **Insert**.
- Select a task work item (for example **Task1**) and press **Enter**.
- Hover the cursor over a task work item (for example **Task1**) and click .
- Hover the cursor over a story work item (for example **Story1**) and click .

----End

1.4.14 How Do I Create a Task Work Item Under a Story Work Item?

Prerequisites

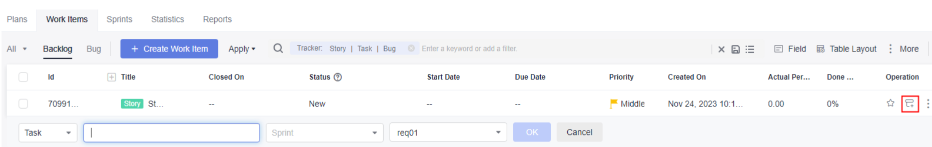
- You have created a Scrum project.
- You have created a story work item.

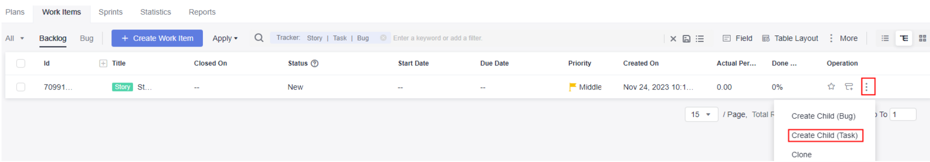
Procedure

Step 1 Go to the project details page.

Step 2 Choose **Work** > **Req** > **Work Items**.

Step 3 Click in the row that contains the story work item. Alternatively, you can click and click **Create Child (Task)**.





----End

1.4.15 How Do I Customize a Bug Work Item Template in a Scrum Project?

Perform the following operations to customize a bug work item template:

Step 1 On the CodeArts homepage, search for the target project.

Step 2 Click the project name to go to the project details page. Choose **Settings > Work > Bugs > Fields and Templates**.

Step 3 Click **Edit Template**.

----End

1.4.16 Why Is An Message Reporting Duplicate File Name During File Association?

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.

1.5 Sprints

1.5.1 Why Is There No Data in the Backlog?

You can manage work items of the **Story**, **Task**, and **Bug** types on the **Backlog** page. Reasons why there is no data on the **Backlog** page are as follows:

- No work items of the **Story**, **Task**, or **Bug** types are created. You can create one as required.
- If work items of the **Story**, **Task**, or **Bug** types already exist, select **All** from the drop-down list on the **Backlog** tab page to view all work items.

1.6 Statistics

1.6.1 How Do I Customize Fields for a Report?

Prerequisites

- You have created a Scrum project.
- You have customized common fields by choosing Settings > Work > Common Fields.

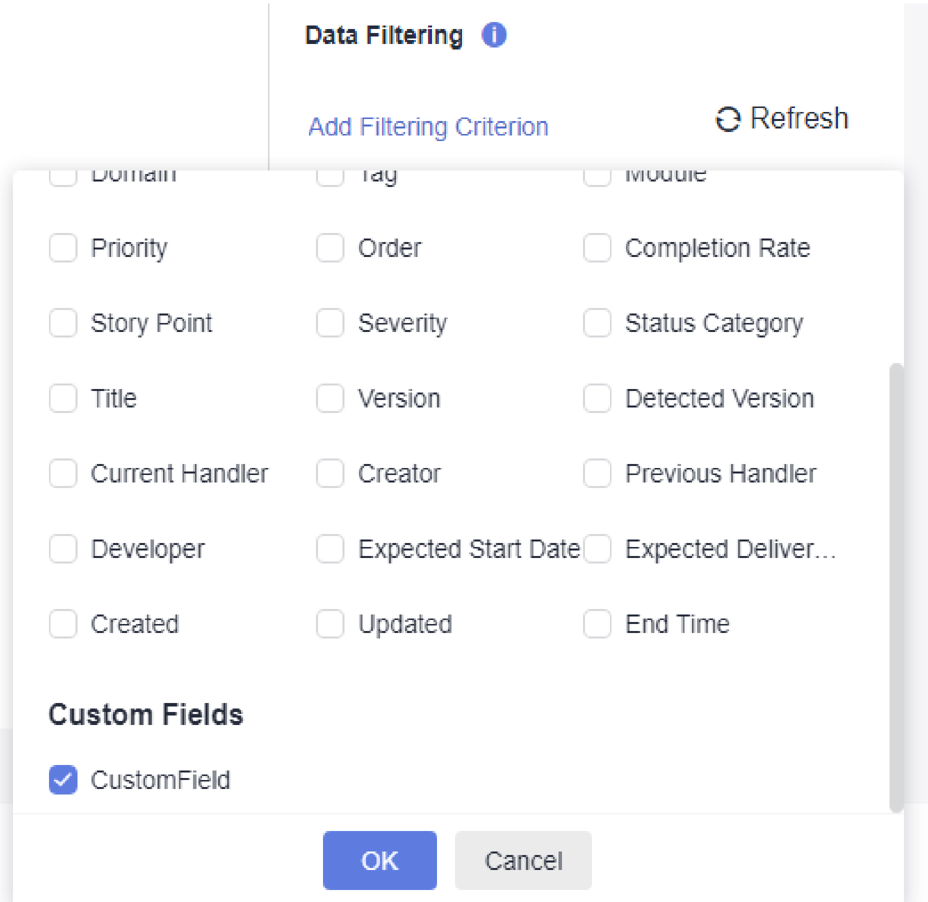
Procedure

Step 1 Choose **Work** > **Req** > **Statistics**, click **Create Report**, and select **Custom Report**.

Step 2 Click and edit the report title.

Step 3 Complete the data settings and data filtering.

- Configure the following fields as required:
  - **Analysis Dimension**: Select the dimension to be analyzed.
  - **Comparison Dimension**: Select the dimension to be compared. The comparison dimension can be left blank. In this case, no comparison is made.
  - **Measure**: Select the dimension to be summed up.
- Perform the following data filtering operations:
  a. Click **Add Filtering Criterion** and select fields under **Custom Fields**.



b. Click **OK**.

c. Enter a custom field value.

Step 4 Click **Refresh** to apply the new dimensions and filter criteria.

Step 5 Click **Save**.

Saved reports are displayed on the **Statistics** tab page for you to easily view and modify.

----End

2 IPD Projects

NOTE

The IPD project is supported only in [AP-Singapore].

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

Symptom

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

Possible Cause

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

1	Title	No.	Status	Tag
296	Bugworkitem_5370296		To submit	–
297	Bugworkitem_5370297		To submit	–
298	Bugworkitem_5370298		To submit	–
299	Bugworkitem_5370299		To submit	–
300	Bugworkitem_5370300		To submit	–
301	Bugworkitem_5370301		To submit	–
302				
303				
304				
305				

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 when increasing the number of records to 1000 (if needed):
  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.

2.2 Why the X-Axis Specifies the Current Handler in the Bar Chart of IPD Work Items by Priority?

Owner is the chart object. This bar chart displays work items of each member by priority. You can view the details about work item priorities of a specific owner by hovering the cursor to the corresponding bar.

2.3 How Do I Associate an SF with an Initial Requirement?

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

Prerequisites

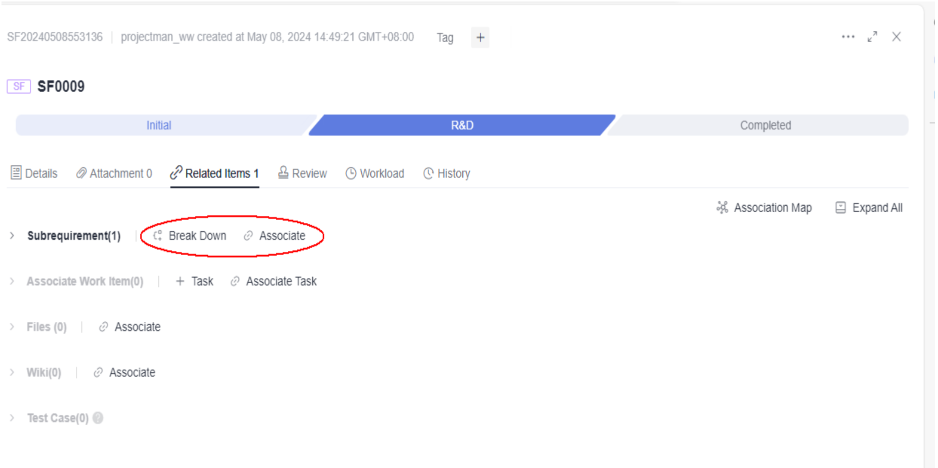
- You have created IPD projects.
- You have created an SF (system feature) work item.

Procedure

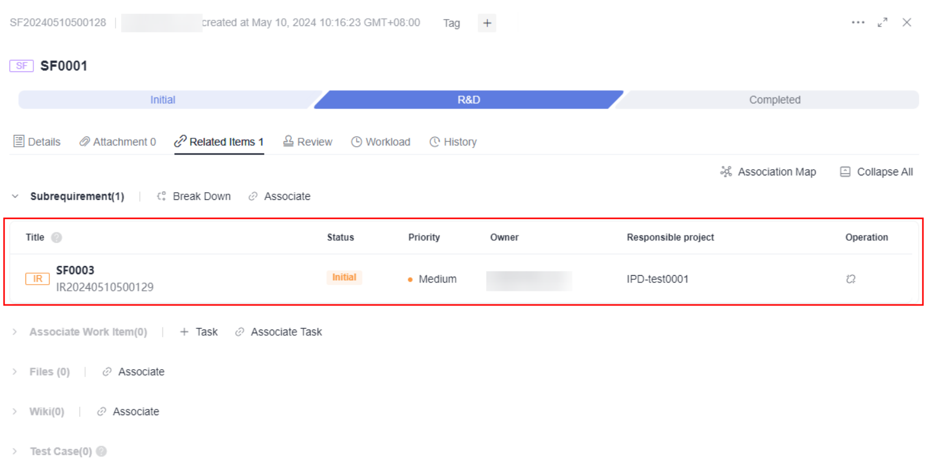
Step 1 Click the SF name.

Step 2 Click **Related Items**.

Step 3 Click the Break Down button or Associate next to **Subrequirement**. IRs must have been created.



Detailed information about the created or associated IR is displayed in **Subrequirement** on the details page of an SF work item.



NOTE

You can click to cancel the association.

----End

2.4 How Do I Modify the Recipient for a Cross-Project Distributed Requirement?

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

Prerequisites

- You have created two IPD projects.
- You have created a raw requirement (RR).

Procedure

Step 1 Create an RR in "IPD Project 2".

Step 2 Click the RR name.

Step 3 Change the RR status to **Planning**.

Step 4 Click **Related Items**.

Step 5 Click **Distribute Requirement** next to **Related Downstream Requirements**.

Step 6 Configure the requirement information.

Set **Responsible Project** to another project.

Step 7 Click **OK**.

Step 8 Click the distributed requirement name to modify the recipient on the details page.

----End

2.5 How Do I Associate Raw Requirements with R&D Requirements of Other Projects?

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

Prerequisites

- You have created two IPD projects.
- You have created a raw requirement.

Procedure

Step 1 Create an R&D requirement in "IPD Project".

Step 2 Create an RR in "IPD Project 2".

Step 3 Click the create an IR button or **Associate IR** next to **Subrequirement**.

Detailed information about the created or associated IR is displayed in **Subrequirement** on the details page of a feature work item.

NOTE

You can click to cancel the association.

----End

2.6 How Does an IPD Project Enable Cross-Project Collaborations?

IPD projects enable collaborations among projects. RRs and R&D requirements can be distributed across projects.

Prerequisites

You have created IPD projects.

Delivering an R&D Requirement to Downstream Projects

The operations apply to the IPD-system device and IPD-standalone software projects. Only completed requirements cannot be delivered.

Step 1 Create R&D requirements that need to be delivered.

Step 2 Select created R&D requirements in the requirement list.

- Click **Deliver** at the bottom of the page.

  You can select one or more requirements. This method is recommended.

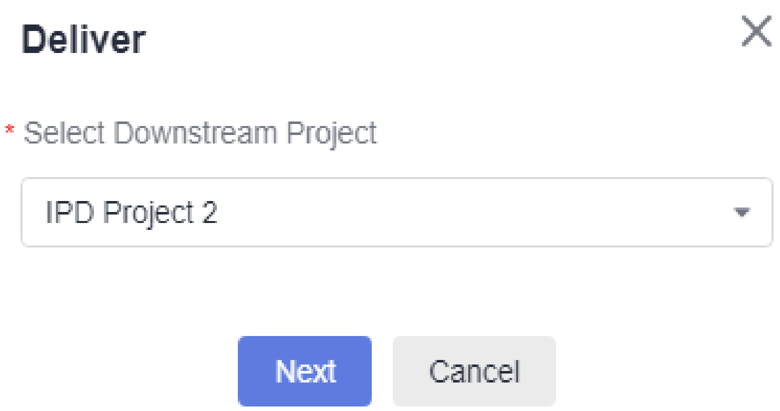
- Go to the details page of the requirement to be delivered, click ···, and select **Deliver**.

Step 3 Select a downstream project in the displayed dialog box.

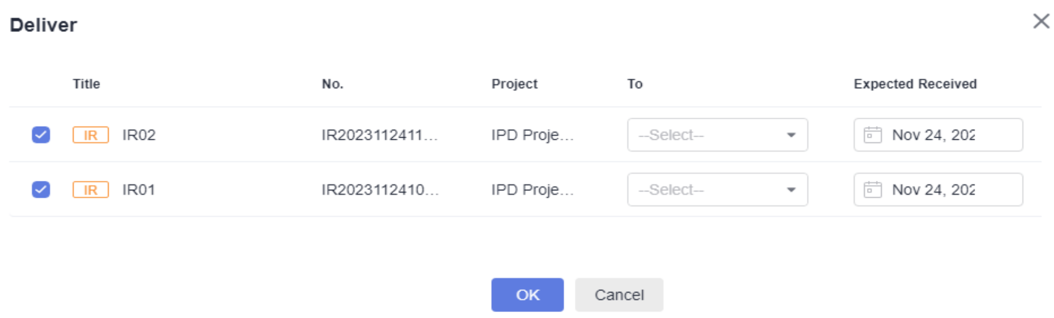
If there is no value in the drop-down list box, perform the following operations to add values:

1. Click **Configure downstream project**, and the **Downstream Projects** page is displayed.
2. Click **Add Downstream Project**.
3. Select downstream projects.
4. Click **Add**.

   Repeat 1 to 2 to add a downstream project.



Step 4 Click **Next**.



Step 5 Set the recipient in **To** and the expected receiving time in **Expected Received**.

Step 6 Click **OK**.

In the R&D requirement list, **Collaboration Status** of the delivered requirement is **Assign**.

----End

Delivering an RR to Another Project

Step 1 On the project homepage, click **Raw Requirements**.

Step 2 Click **Create RR**.

Step 3 Enter basic information and set **Responsible Project** to another project.

Step 4 Click **Submit**. The RR is delivered to another project.

You can view the delivered RR under the **Other Projects** tab page.

----End

2.7 How Do I Customize a Bug Work Item Template in an IPD Project?

Perform the following operations to customize a bug work item template:

Step 1 On the CodeArts homepage, search for the target project.

Step 2 Click the project name and choose **Settings** > **Work** > **Work Items** > **Bug**.

Step 3 Click **Description Templates**.

Step 4 Click **Edit**.

----End

3 General

3.1 How Do I Restrict Users from Creating Projects?

Prerequisites

Only tenant administrators have permissions to restrict users from creating projects.

Procedure

Step 1 Click the alias in the upper right of the page and click **All Account Settings**.

Step 2 On the **All Account Settings** page, choose **General** > **Project Creators**, and select **Only some members can create projects**.

Step 3 In the **Project Creators** list, enable or disable **Status** as required.

When **Status** is disabled for a user, the user cannot create a project.

----End

3.2 How Do I Migrate CodeArts Req Data?

CodeArts Req data is mainly work items. The method for work items migration is as follows:

Step 1 You can download a template from the CodeArts Req service and fill in the work item information.

Step 2 You can upload files to the target project through the batch upload function provided by the CodeArts Req service.

----End

3.3 How Do I Change the Project Creator?

Step 1 Choose **Settings** > **General** > **Basic Information** in the navigation bar.

Step 2 On the **Basic Information** page, change the **Creator** as required and click **Save**.

----End

NOTE

Only the project creator can transfer a project (that is, changing the project creator). After the transfer, the original project creator becomes the project manager.

A project can be transferred only to a project member.

3.4 What Is the Difference Between a Project Creator and a Project Administrator?

A project creator is a user who creates a project. The Project creator and the project administrator have full permissions in a project by default.

3.5 How Do I Delete a Project in CodeArts Req?

Only the tenant, and project creators can delete projects.

Step 1 On the CodeArts homepage, search for the target project.

Step 2 Click the project name to access the project details page and choose **Settings** > **General** > **Basic Information**.

Step 3 Click **Delete Project** and delete the project as prompted.

----End

3.6 Why Are New Projects Not Displayed or Deleted Projects Still Remaining on the Console?

You can view CodeArts Req projects on the management console. The data on the console is not updated in real time. Instead, the system collects the usage of each user every hour and refreshes the data on the management console.

After a project is created or deleted, the system refreshes the list only at the next hour. The created projects can be viewed and the deleted projects are not displayed on the console.

3.7 How Do I Follow a Project?

Click **Follow** in the corresponding area of a row or a card to mark a project. Followed projects are displayed as **Followed Projects** in the upper left of the homepage.

3.8 How Do I Archive a Project?

You can archive a processed project or other projects as required.

On the project details page, choose **Settings** > **General** > **Basic Information** and click **Archive**.

- After the project is archived, **Archive** changes to **Unarchive**.
- You can unarchive a project by clicking **Unarchive**.

NOTE

Only project creators, project managers, test managers, and those assigned with archiving permissions can archive or unarchive projects.

- After a project is archived, all members can read the project but cannot add, delete, or edit work items.
- A project administrator can archive a project as required.

4 Member Management

4.1 What Roles and Permissions Are Provided by CodeArts Req?

This topic describes the default roles and their permissions on project resources in CodeArts Req.

- If you need to customize a role (for example, **Quality Manager**), choose **Settings > General > Service Permissions > Permissions**.
- If you need to modify a member role, choose **Settings > General > Service Permissions** > **Member > Member ViewSettings > General > Service Permissions > Permissions**.

Table 4-1 Default roles and their permissions in IPD projects

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
RRs	View	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Create/Submit/Copy	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Edit	Y	Y	Y	N	N	Y	N	N	N	N	N
	Upload attachments	Y	Y	Y	N	N	Y	N	N	N	N	N
	Add person-hours	Y	Y	Y	N	N	Y	N	N	N	N	N
	Delete/Restore/Delete permanently	Y	N	N	N	N	N	N	N	N	N	N
	Cancel/Restart	Y	Y	Y	N	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Break down/Associate/Disassociate/Cancel association of child requirements	Y	Y	Y	N	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Create/Associate/Disassociate work items	Y	Y	Y	N	N	Y	N	N	N	N	N
	Associate/Disassociate files	Y	Y	Y	N	N	Y	N	N	N	N	N
	Associate/Disassociate Wikis	Y	Y	Y	N	N	Y	N	N	N	N	N
	Assign	Y	Y	Y	N	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Suspend/Cancel suspensions	Y	Y	Y	N	N	Y	N	N	N	N	N
	Configure statuses	Y	Y	Y	N	N	Y	N	N	N	N	N
	Import	Y	Y	Y	N	N	Y	N	N	N	N	N
	Export	Y	Y	Y	N	N	Y	N	N	N	N	N
Feature sets	Inherit	Y	Y	Y	N	N	N	N	N	N	N	N
	Create	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N
	Edit	Y	Y	Y	N	N	Y	N	N	N	N	N
	Delete	Y	Y	Y	N	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Add existing FEs	Y	Y	Y	N	N	Y	N	N	N	N	N
	Import	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N
	Baseline snapshots	Y	Y	Y	N	N	Y	N	N	N	N	N
	View snapshot versions	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Compare snapshots	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
FEs	View	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Create/Copy	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N
	Edit	Y	Y	Y	N	N	Y	N	N	N	N	N
	Upload attachments	Y	Y	Y	N	N	Y	N	N	N	N	N
	Add person-hours	Y	Y	Y	N	N	Y	N	N	N	N	N
	Delete/Restore/Delete permanently	Y	Y	Y	N	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Configure statuses	Y	Y	Y	N	N	Y	N	N	N	N	N
	Break down/Associate/Disassociate child FEs	Y	Y	Y	N	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Break down/Associate/Disassociate child requirements	Y	Y	Y	N	N	Y	N	N	N	N	N
	Create/Associate/Disassociate work items	Y	Y	Y	N	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Baseline/Cancel baselines	Y	Y	Y	N	N	Y	N	N	N	N	N
	Import	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N
	Export	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N
	Associate/Disassociate files	Y	Y	Y	N	N	Y	N	N	N	N	N
	Associate/Disassociate Wikis	Y	Y	Y	N	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	View historical versions	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N
R&D requirements	View	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Create/Copy	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Edit	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Upload attachments	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Add person-hours	Y	Y	Y	Y	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Delete/Restore/Delete permanently	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Configure statuses	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Break down child requirements	Y	Y	Y	Y	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Associate/Disassociate work items	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Baseline/Cancel baselines	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Assign/Cancel assignments	Y	Y	Y	Y	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Associate/Disassociate Wikis	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Associate/Disassociate files	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Migrate	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Import	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Export	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Tasks	View	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Create/Copy	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Edit	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Upload attachments	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Add person-hours	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Delete/Restore/Delete permanently	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Configure statuses	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Break down/Disassociate child tasks	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Associate/Disassociate parent tasks	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Associate/Disassociate work items	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Associate/Disassociate Wikis	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Associate/Disassociate documents	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Import	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Export	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Bugs	View	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Create/Copy	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Edit	Y	Y	Y	Y	Y	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Upload attachments	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Add person-hours	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Delete/Restore/Delete permanently	Y	Y	Y	Y	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Associate/Disassociate work items	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Associate/Disassociate test plans	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N
	Associate/Disassociate Wikis	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Associate/Disassociate files	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Migrate	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Assign	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Suspend/Cancel suspensions	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Configure statuses	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Import	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Export	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Reviews	View	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Edit/Cancel	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Delete	Y	Y	N	N	N	N	N	N	N	N	N
	Export	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Plan management	Create	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Edit	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Delete	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Baseline/Cancel baselines	Y	Y	Y	Y	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
Work settings	Basic settings	Y	Y	N	N	N	N	N	N	N	N	N
	Manage tags	Y	Y	Y	Y	N	N	N	N	N	N	N
	Configure work item templates	Y	Y	Y	Y	N	N	N	N	N	N	N
	Configure workflows	Y	Y	N	N	N	N	N	N	N	N	N
	Configure modules	Y	Y	Y	Y	N	N	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Configure downstream projects for RRs	Y	Y	Y	Y	N	N	N	N	N	N	N
	Configure downstream projects for R&D requirements	Y	Y	N	N	N	N	N	N	N	N	N
	Set work types	Y	Y	N	N	N	N	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Configure review settings	Y	Y	N	N	N	N	N	N	N	N	N
	Configure notifications	Y	Y	Y	N	N	N	N	N	N	N	N
Recycle bin	Clear recycle bin	Y	N	N	N	N	N	N	N	N	N	N

Table 4-2 Default roles and their permissions in Scrum projects

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
Basic project information	Archive	Y	Y	N	N	N	Y	N	N	N	N	N
Plans	Create	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Edit	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Delete	Y	Y	Y	Y	N	Y	N	N	N	N	N
Work items (epic, feature, story, task, and bug)	Create/Copy	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
	Edit	Y	Y	Y	Y	N	Y	N	Y	N	N	N
	Delete	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Import	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N
	Export	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Archive/Unarchive	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Associate/Upload attachments	Y	Y	Y	Y	N	Y	N	N	N	N	N
Sprints	Create	Y	Y	Y	N	N	Y	N	N	N	N	N
	Edit	Y	Y	Y	N	N	Y	N	N	N	N	N
	Delete	Y	Y	Y	N	N	Y	N	N	N	N	N
	Configure statuses	Y	Y	N	N	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
Reports	Create reports	Y	Y	Y	Y	Y	Y	Y	N	Y	N	N
	Edit reports	Y	Y	N	N	N	Y	N	N	N	N	N
	Delete reports	Y	Y	N	N	N	Y	N	N	N	N	N
	Move reports	Y	Y	N	N	N	Y	N	N	N	N	N
	Export reports	Y	Y	N	N	Y	Y	Y	N	Y	N	N
	Create categories	Y	Y	Y	Y	Y	Y	Y	N	Y	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Rename categories	Y	Y	N	N	N	Y	N	N	N	N	N
	Move categories	Y	Y	N	N	N	Y	N	N	N	N	N
	Delete categories	Y	Y	N	N	N	Y	N	N	N	N	N
Customization	Customize work items	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Configure domains	Y	Y	Y	Y	N	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Configure notifications	Y	Y	N	N	N	Y	N	N	N	N	N
	Configure modules	Y	Y	Y	Y	N	Y	N	N	N	N	N
	Set work types	Y	Y	N	N	N	Y	N	N	N	N	N
	Automation	Y	Y	N	N	N	Y	N	N	N	N	N
Knowledge	Create documents and folders	Y	Y	Y	Y	Y	Y	N	N	N	N	N

Module	Permission	Project Administrator	Project Manager	Product Manager	System Engineer	Committer	Test Manager	Developer	Tester	O&M Manager	Participant	Viewer
	Edit documents/Rename folders/Sort	Y	Y	Y	Y	Y	Y	N	N	N	N	N
	Export documents	Y	Y	Y	Y	Y	Y	N	N	N	N	N

NOTE

- Scrum projects: Work item types are organized in the descending hierarchy: **Epic** > **Feature** > **Story** > **Task** or **Bug**.
- Project data is not affected when the account is deleted. Project managers and project creators can perform operations on project data.
- Project managers and test managers can edit all work items.
- Developers, testers, and participants can edit only some fields of the work items handled by themselves.

4.2 Why Cannot I View the Projects After I Join Them?

Added project members can view the project only after logging in to CodeArts Req as an IAM user.

4.3 How Do I View the Total Number of Users Using CodeArts Req?

On the **Console** page of CodeArts, view 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.

4.4 How Do I Create Accounts for Multiple CodeArts Req Users?

For example, if 20 users need to use CodeArts Req, use IAM to create 20 sub-accounts and assign the project administrator permissions to the sub-accounts. Log in to CodeArts as an IAM user to access CodeArts Req.

4.5 How Do I Set an IAM Sub-Account of an Enterprise as the Project Manager?

On the **Settings** > **General > Service permissions > Member > Member View** page of each project, click **Add Members** and select **Users from My Enterprise** to add an Identity and Access Management (IAM) sub-account.

The added sub-account is displayed in the member list. Set its role to **Project manager**.

4.6 Why Can Viewers Edit User Tags?

Symptom

A project member who is set as a **Viewer** can edit user tags.

Analysis

You can add tags for other users and search by tag to quickly locate users. These tags are visible only to you. When other users log in to their accounts, only their usernames are displayed.

4.7 Can I View Information About a Project of Which I Am Not a Member?

CodeArts allows users to view project information only when they are members of the project.

Contact the project administrator to add you as a member before viewing the project information.

4.8 Why Does the Work Items by Member Area on the Dashboard Page Display a Message Indicating That the Number of Members Cannot Exceed 10?

On the **Dashboard** > **Work Items by Member** page, a maximum of 10 project members can be displayed at the same time.

4.9 Why Can I Create Only 10 Accounts?

Symptom

Two development resource packages need to be obtained, and a total of 20 developer accounts need to be created. However, only 10 accounts can be created.

Analysis

A maximum of 10 accounts can be created at a time and a maximum of 50 accounts can be created.

Solution

If you want to create more than 10 accounts, create them in multiple times and ensure that the total number of accounts does not exceed 50.

4.10 Why Is the Work Item Owner Not Updated After the Nickname Is Changed?

Symptom

In the Scrum work item lists, after a user clicks the avatar to change a nickname, the nickname of the user in the work item list is not updated in real time.

Analysis

After the nickname is changed, the work item list on the page needs to obtain data again to display the new nickname.

Solution

After changing the nickname, refresh the page.

4.11 Why Cannot Customized Roles Be Filtered on the Permissions Page?

Symptom

On the **Permissions** page, users cannot quickly search for customized roles.

Analysis

The service does not provide the function of quickly searching for roles.

Solution

You can use the **Ctrl**+**F** shortcut keys on the page to search for a customized role by keyword.

4.12 Why Is the Work Item Owner Permission of an IPD Project Affected by the Configured Workflows?

NOTE

IPD projects are available only in the AP-Singapore region.

Symptom

The edit permission for a work item can be limited by the workflow configuration.

Analysis

1. Assume that the current handler has the edit permission for the work item in the current state by default.
2. The owner's permission may change if certain configurations are changed, such as status flow, status configuration, field configuration, or role. In this way, the configurations in the workflow will be used.

Solution

Adjust the workflow to assign certain permissions.

5 Troubleshooting

5.1 The Enterprise User Does Not Have Permissions

Symptom

When a registered account is used to invite others to join the personal project through a link, **The enterprise user is not authorized** is displayed.

Solution

Step 1 Select the same region in the CodeArts console.

Step 2 On the left navigation pane, choose **Enterprise Account Authorization** to authorize an enterprise account.

1. Choose **Enterprise Account Authorization > Granted Authorizations**, and click **Authorize Enterprise Account**.
2. On the **Members** tab page, click **Add Member**, and select **Users from Other Enterprises**.
3. Set **Enterprise User** and **Username**, and click **Invite**.
4. After the users are invited successfully, view the users in the member list.

----End

5.2 Failed to Create a Project Because the Enterprise Tenant Service Is Disabled

Symptom

When a user creates a DevOps-based sample project, the message "Failed to create a project because the enterprise tenant service is disabled" is displayed.

Solution

Enable the service on the console.

5.3 The Field Name Already Exists

Symptom

On the **Bugs** tab page, choose **Fields and Templates > Edit Template > Create Field**. When you enter a name, a message is displayed, indicating that the name already exists.

Solution

Step 1 Delete the existing field in **Common Fields**.

Step 2 Re-create the field.

1. Click into a project and choose **Settings** > **Work**.
2. On the left navigation pane, choose **Bugs** and select **Fields and Templates**.
3. Click **Edit Template**.
4. Click **Create Field**.
5. After setting the fields, click **OK**.

----End