



Bug Details Page

The Bug Details page displays important information related to an bug. The information on this page can be updated. You can also add comments and attachments, provide resolutions, log hours, link other bugs, view activity stream, follow bugs, and move or clone the bug.

Access Bug Details

Select a project from the Recent Projects section or from the Projects tab in the left navigation band.

1. Click on the bugs tab in the top band.
2. Click on an bug to open its details page.
3. Click the bug's name at the top of the page to edit it.
4. Use the following action icons to view information quickly:
 -  jumps to the Comments section.
 -  jumps to the Attachments section.
 -  allows you to view the escalation level.
 -  shows information about the bug creation and last-updated times.
 -  allows you to add followers to the bug.
 -  allows you to view more options: Copy Link, Follow, Clone, Move, Delete, and Notification Helper (to check if a user will receive notifications for a particular trigger event).
5. Click the + next to Description to add a description.
6. Edit fields in the bug Information section. Click on a field to view options and make the necessary changes.

The changes will be saved automatically.

- **Associated Team:** Identify the team(s) responsible for resolving the bug.
- **Assignee:** Assign an individual responsible for resolving the bug.
- **Tags:** Add keywords or labels for efficient search and filtering.
- **Reminder:** Set reminders to alert team members.
- **Due Date:** Specify the deadline for resolving the bug.
- **Status:** Indicate the current stage of the bug.
- **Severity:** Indicate the severity of the bug.
- **Release Phase:** Identify the phase in which the bug was resolved.
- **Affected Phase:** Identify the phase in which the bug was detected.
- **Module:** Display the module associated with the bug.
- **Classification:** Classify the bug to understand its type.
- **Reproducible:** Indicate the nature of being reproducible.
- **Flag:** Set the visibility of the bug to Internal or External.

7. Scroll the bug details page to add additional information to the bug.

- **Comments:** Use the screen-grabber to share screenshots or the draw tool to highlight or obscure areas.
- **Attachments:** Attach and share screenshots using the screen-grabber. Attachments added in the Comments and Resolution section are shown here.
- **Log Hours:** Add the time you spent resolving the bug. You can also set the start and end time.
- **Link Bug:** You can link and classify related bugs.
- **Resolution:** Use this option to resolve the bug. You can also add attachments and screenshots when resolving an bug.
- **Status Timeline:** Visually track the status of an bug. Depending on your preference, you can view the bug's status in either a timeline or a list view.
- **Activity Stream:** View the history of the bug. The activities are listed chronologically.

The screenshot displays the Zoho Bug Tracker interface. On the left, there is a sidebar titled 'All Open' containing a list of bugs. The selected bug is 'DC-190 Design Mismatch' by Monica Hemsworth. The main content area shows the bug details for 'Design Mismatch' (DC-190) by Chaitanya Mella at Donnelly Apartments Construction. The bug is marked as 'Resolved'. Below the title, there is a 'Reopen' button and a 'CURRENT STATUS' section. A table lists the bug's details:

Epic	Marketing team	Item Status	To do
Estimation Point	5		

Below the table, there are tabs for 'Comments', 'Attachments', 'Log Hours (2:00)', 'Link Bug (1)', 'Resolution', 'Status Timeline', and 'Activity Stream'. The 'Resolution' tab is active, showing a comment from Monica Hemsworth: 'fixed' on 10/03/2023 06:06 PM. The comment has 'Edit' and 'Delete' options.

Move Bugs

Bug can be moved from one project to another.

1. Click **⋮** in the top right and then click **Move**.
2. Select a project from the drop-down.
3. Click **Move**.

 The bug cannot be moved to another project if there are invoiced time logs.

Set Reminder

Bug reminders help when working towards a deadline. Reminders can be set based on due date or based on specific dates.

Based on Due Date

1. Click on the reminder field in the bug details page to open the options.
2. Select the Based on Due Date radio button.
3. Click on the Reminder Type field to view options.
 - **Daily:** A reminder will be sent daily at the time you set. Set the Time and select users in the Notify Users field.
 - **On Due Date:** A reminder will be sent on the due date at a time specified by you. Set the Time and select users in the Notify Users field.
 - **Days Before Due Date:** A reminder will be sent on the due date at a time specified by you. Enter Days, set the Time, and select users in the Notify Users field.
4. Click **Set Reminder**.

Set Reminder On Specific Date

1. Select the Specific Date radio button to set Reminder On Specific Date.
2. Set the date in the Select Date field.
3. Select users in the Notify Users field.
4. Click **Set Reminder**.

 You cannot set a reminder if:

- an bug is already past its due date
- no due date is set
- reminder date is earlier than the current date
- reminder date is the same as the current date
- current date and due date are the same
- no user is assigned to an bug
- an bug is moved to another project

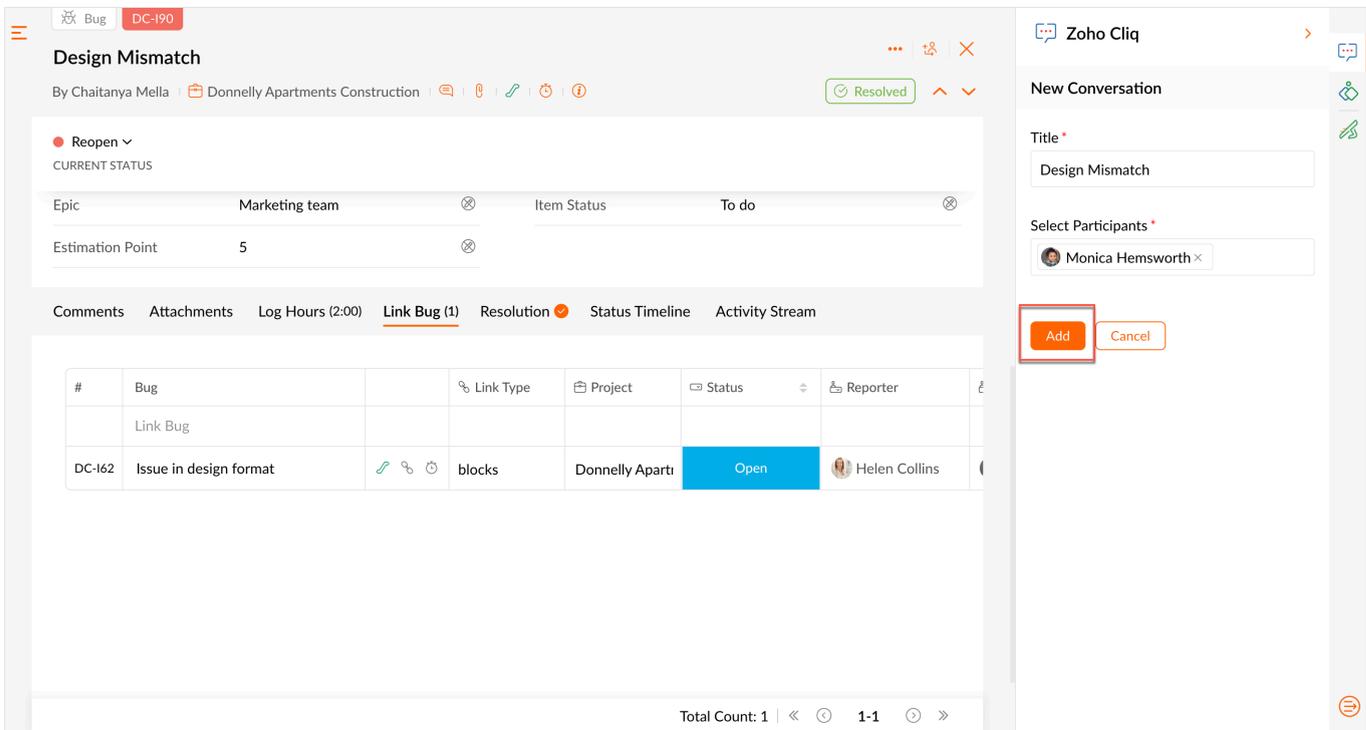
Start Conversations Via Bug

The Zoho Cliq extension allows you to start a chat from the Bug Details page. The user who reported the bug and the users assigned to resolve the bug are added as participants by default. Other users can be added to the conversation before you create the chat.

Benefits:

- Create a channel specific to the bug
- Streamline conversations
- Add concerned users automatically

1. Click the chat icon  on the right of the bugs Details screen to start a discussion.
 2. Click **New Conversation**.
 3. The bug title is the default title for the conversation. It can be changed in the Title field.
 4. The bug owners and creators are the default participants. Other participants can be added to the Select Participants field.
 5. Add new participants before you start the discussion.
 6. Click **Add**.
 7. Click the chat to catch up on previous discussions.
- You can also delete or edit a conversation. To edit or delete a particular conversation hover over it, click  and select **Edit** or **Delete**.



Link Bugs

1. Click the **Link Bug** tab to link start linking bugs.
2. Enter the bug title or bug ID in Select Bugs to search and select the bug(s) to link.
3. Select the desired option in Link Type.

 The linked bugs are displayed with a linked status symbol in the bug list view.

Link Name	Description
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Blocks	<p>Indicates that you cannot close a blocked bug without closing the bug that is blocking it. This clause is applicable only for bugs that are linked to the link type as blocks.</p> <p>Example: If bug A is linked to bug B using 'blocks' association, then bug A must be closed before bug B is closed.</p>
Depends on	<p>Indicates that you cannot close a dependent bug without closing the bug that it depends on. This clause is applicable only for bugs that are linked to the link type as: depends on.</p> <p>Example : If bug A is linked to bug B, using 'depends' association, then bug B must be closed before bug A is closed.</p>
Is related to	<p>Indicates that you can associate bugs that are related based on some criteria. It does not restrict the closing of bugs.</p>
Is duplicate of	<p>Indicates that you can associate one or more bugs logged for the same problem as duplicates. However, closing one bug does not close its duplicates.</p>
Is clone of	<p>Indicates that you can clone and associate bugs.</p> <p>Example: If you create bug B by cloning bug A, then bug B is associated as a clone of bug A.</p>

Edit and Dissociate Bug

1. Click any field corresponding to the Bug to edit inline.
2. Hover over the linked Bug, click **⋮** and then click **Dissociate**.

The screenshot displays the Zoho Bug Tracker interface. The main bug being viewed is titled "Design Mismatch" (ID: DC-190) and is in a "Resolved" state. A context menu is open over a linked bug (ID: DC-162, "Issue in design format"), with the "Disassociate" option highlighted. The interface includes a navigation bar, a main content area with a table of linked bugs, and a right-hand sidebar for "Zoho Cliq" with a "New Conversation" form.

Enable or Disable the Bug Link

1. Click  in the top navigation panel.
2. Navigate to **Bug Tracker > Link Bugs**.
3. Hover over the Actions column to enable or disable the bug link.

 You can link bugs with only one type of link such as blocks or depends on, e.t.c.
You can link a maximum of only 10 bugs.
When two or more bugs are linked as duplicates, then closure of one bug does not close its duplicate bug(s).

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