

Viewing Issues

Last Modified on 09/28/2023 9:51 am CDT

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Development Issues


Development issues occur when Campus functionality does not match software product requirements. Technical and Authorized Support Contacts should report any suspected issues to the Campus Support Team. We will investigate and report the issue and attach a tracking number to your support case.

Viewing Issue Information

Support cases reporting development issues will be updated to a status of Assigned to Development. This support case will also display issue information that is updated as the issue progresses through the development cycle.

Technical and Authorized Support Contacts can see up-to-date details on each issue in the case's **Issue** box located on the lower right side of the case screen.

Note that the **Issue** box will only display on cases attached to an issue tracking number.


Issue

Key	Status
SIS-130376	Closed
Priority	Fix Version
Low	[Campus.2040]
Resolution	
In Release	
Summary	
Portal Usage Report is not displaying the average weekly logins	
Workaround	
Release Notes	
+Portal Usage Report - Average Logins+ (SIS-130376)	
Previously, the average weekly logins column of the Portal Usage Report was not displaying correct results. This has been corrected.	
Article(s): Portal Usage Report	
Path: System Administration > Portal > Reports > Portal Usage	

Issue Layout

Field	Description
Key	Issue tracking number.
Status	Point in which issue is in the development cycle.
Priority	Development-determined issue precedence.
Fix Version	Campus version in which the fix will be released.
Resolution	Indicates how the issue was resolved.
Summary	Description of the issue.
Workaround	If known, another way in which to complete the desired task.
Release Notes	Information on the resolution including documentation reference and path.

Issue Resolution

Support cases will be updated when fixes are deployed in a Campus version update. Case status will be set to **Available in Release** and the **Resolution** will include the issue number and release version. The case's **Issue** box will also show a status of **Closed** and the Campus Version where the fix has been released in the **Fix Version** field.
