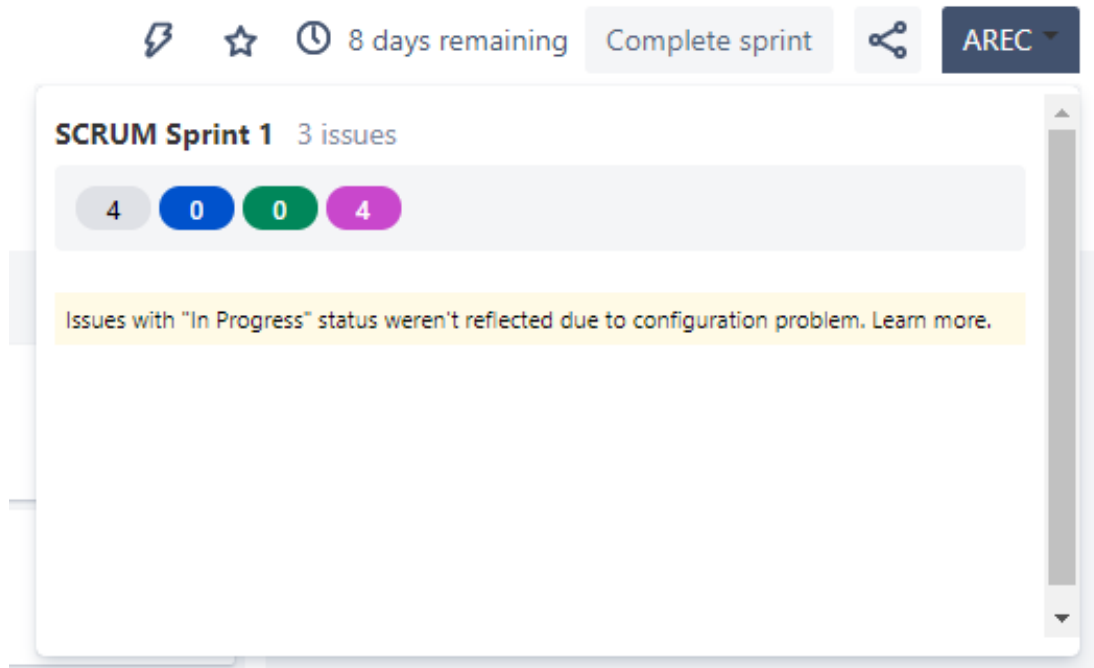


How to fix Status Category configuration issue for AREC

Agile Remaining Estimate Counter users may sometimes face a configuration problem when the app is unable to withdraw an estimate from an issue due to status category mapping failure.

If a status is not mapped to any of the pre-defined categories "To Do", "In Progress", "Done", issues with such status will be omitted in the estimate calculation.

The user will only get the estimate of the defined issues and a warning notification (see the screenshot below).



Solution

Follow this guide to map all of your Jira issue statuses to respective categories.

1. Navigate to **Settings**  **Issues** **Statuses**

Issues

Workflows

Workflow schemes

SCREENS

Screens

Screen schemes

Issue type screen schemes

FIELDS

Custom fields

Field configurations

Field configuration schemes

ISSUE FEATURES

Time tracking

Issue linking

ISSUE ATTRIBUTES

Statuses

Issues

Search Jira admin

Add status Translate statuses

| Name | Category | Workflows | Order | Actions |
|--|-------------|------------------------|-------|---------|
| Open The issue is open and ready for the assignee to start work on it. | To Do | 3 associated workflows | ↓ | Edit |
| In Progress This issue is being actively worked on at the moment by the assignee. | In Progress | 4 associated workflows | ↑ ↓ | Edit |
| Reopened This issue was once resolved, but the resolution was deemed incorrect. From here issues are either marked assigned or resolved. | To Do | 3 associated workflows | ↑ ↓ | Edit |
| Resolved A resolution has been taken, and it is awaiting verification by reporter. From here issues are either reopened, or are closed. | Done | 3 associated workflows | ↑ ↓ | Edit |
| Closed The issue is considered finished, the resolution is correct. Issues which are closed can be reopened. | Done | 3 associated workflows | ↑ ↓ | Edit |
| Building Source code has been committed, and JIRA is waiting for the code to be built before moving to the next status. | In Progress | 1 associated workflow | ↑ ↓ | Edit |
| Build Broken The source code committed for this issue has possibly broken the build. | In Progress | 1 associated workflow | ↑ ↓ | Edit |
| To Do | To Do | 1 associated workflow | ↑ ↓ | Edit |
| Done | Done | 1 associated workflow | ↑ | Edit |

- Click **Edit** opposite the undefined status. (For example, "**In Progress**" as shown in the notification above)
- Choose a category corresponding to an issue status in the "**Category**" field out of "**To Do**", "**In Progress**", "**Done**" options. [Learn more](#)

Edit status

Name*

In Progress

Description

This issue is being actively worked on at the moment by the assignee.

Explains the significance of an issue when it is moved in to this status. Descriptions of a status will appear in tooltips.

Category*

In Progress

To Do work starts on them, and later move to Done

Done

Icon URL

/images/icons/statuses/inprogress.png [select image]

(relative to the Jira web application e.g /images/icons OR starting with http://)

Update Cancel

- Click **Update**.

If the issue remains, please contact our [Support Helpdesk](#) for further investigation by our tech experts.