



The answer to your every question

BrMUG 2024 | Long Beach, CA | September 17-18





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Jira Service Management

<https://support.mayvue.com/>

CONTACT INFO





What is Jira?



- Jira is AASHTO's ticket tracking system.
- Jira requires a login. Each licensee is supplied with Jira access.
- Tracks standard support issues and APS/SU issues.
- Jira Portal is accessed through the below link.
<https://support.mayvue.com/>

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← → ↻ 🔍 ⚙️ bridgeware.atlassian.net/servicedesk/customer/portals 🔍 ☆ 🏠 📑 ⌂ ⋮












AASHTOWare Bridge Management Support

Welcome to the AASHTOWare Bridge Management Support site

If you are a registered AASHTOWare BrM user, please use the "Log in" button in the upper-right corner to submit a support request. To submit via email, use BrM@mayvue.com. Or for support via telephone, call 877-462-9883.

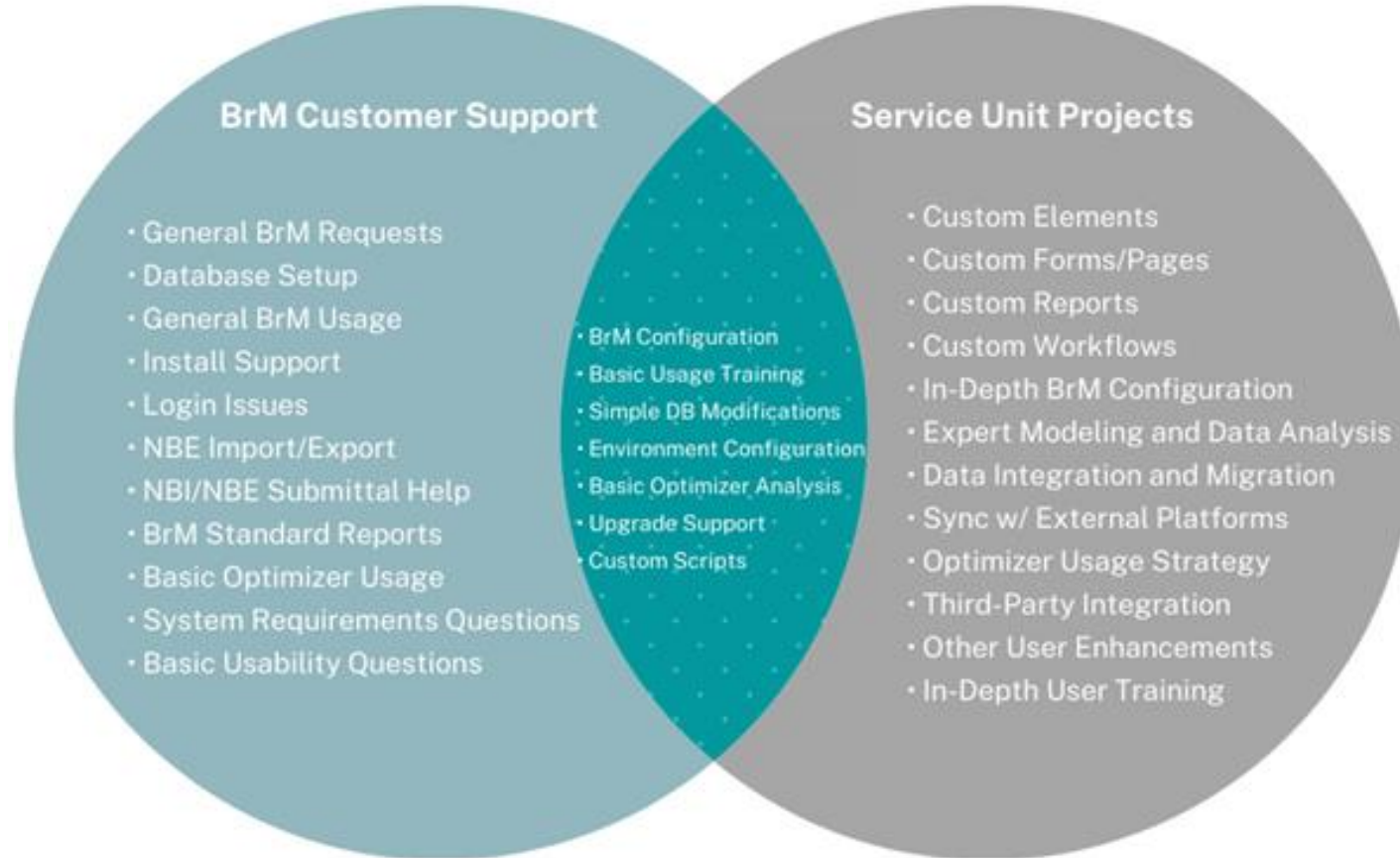
To view existing support requests, click the "Requests" button in the upper-right corner of the screen.

Portals

 AASHTOWare BrM Product...	 RIDOT APS Support This portal is intended for RIDOT's Annual Professional Services (APS) requests only. Tickets can be...	 SCDOT SU Support This portal is intended for SCDOT's Recurring Annual Service Unit Support requests only. Tickets can...
 MDT SLA Support This portal is intended for MDT's SLA support requests only. Tickets can be created in this portal by...	 Caltrans APS Support This portal is intended for Caltrans' Annual Professional Services (APS) requests only. Tickets can be...	 KDOT SU Support This portal is intended for KDOT's Annual Maintenance and Support requests only. Tickets can be...
 ALDOT APS Support This portal is intended for ALDOT's Annual Professional Services (APS) requests only. Tickets can be...	 KYTC APS Support This portal is intended for KYTC's Annual Professional Services (APS) requests only. Tickets can be...	 IADOT APS Support This portal is intended for Iowa DOT's Annual Professional Services (APS) support requests only. Ticke...



Crossing The Streams



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bridgeware.atlassian.net/service desk/customer/portals

AASHTOWare Bridge Management Support

Search for information

Welcome to the AASHTOWare Bridge Management Support site

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Portals

AASHTOWare BrM Product...

RIDOT APS Support
This portal is intended for RIDOT's Annual Professional Services (APS) requests only. Tickets can be...

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[AASHTOWare BrM Support](#) / [AASHTOWare BrM Product Support](#)



AASHTOWare BrM Product Support

What can we help you with?



Bug

Tell us the problems you're experiencing.



Maintenance

Let us know about visual inconsistencies in the software.



Enhancement

Let us know your idea for a new feature.



Licensing

Choose this if you have questions about licensing.



Question

Don't see what you're looking for? Select this option and we'll help you out.



Test Environment

For Mayvue-hosted customers, please use this request type for issues or questions concerning your test environment.

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AASHTOWare BrM Support / AASHTOWare BrM Product Support

AASHTOWare BrM Product Support

What can we help you with?



Bug

Tell us the problems you're experiencing.

Required fields are marked with an asterisk*








Raise this request on behalf of*

 Christopher Meredith (chris.meredith@mayvue.com)

Summary*

Summarize the bug briefly.

Description*

Normal text **B** *I* ... **A**        +

Please provide details of the problems you are having.

DOT/Agency*

Affects versions








Components*

Installation Type*

Browser Type*

Database Type*

Steps to Reproduce*

Normal text **B** *I* ... **A**        +

Expected Results*

Attachment

Drag and drop files, paste screenshots, or browse

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AASHTOWare BrM Support / AASHTOWare BrM Product Support



AASHTOWare BrM Product Support

What can we help you with?



Question

Don't see what you're looking for? Select this option and we'll help you out.

Required fields are marked with an asterisk *

Raise this request on behalf of *

Christopher Meredith (chris.meredith@mayvue.com)

Summary *

How can I download the latest version of BrM?

Suggested articles



CAN I CREATE CUSTOM REPORTS FOR BRM?

NOTE: As of **version 5.2.2**, **BrM** utilizes globally unique identifiers (GUIDs) in place of many of the keys in the database, such as the INSPKEY.



HOW TO USE BRM FOR THE NBI SUBMITTAL PROCESS

If your error results won't **download** when you first click on the hyperlinks, you may also have to allow pop-ups from the site in order to **download** them.



.DBADMIN DATABASE VERSION AND BRM VERSION DO NOT MATCH

The **BrM version** and database **version** must match.

Description *

Normal text ▾

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[JIRA] (BRMSD-9350) How can I download the latest version of BrM?



Christopher Meredith (JIRA) <jira@bridgeware.atlassian.net>

To ✓ Chris Meredith

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

Christopher Meredith **added 1 new comment.**

BrM Service Management / BRMSD-9350

How can I download the latest version of BrM?



Christopher Meredith 11:23 AM EDT

You can download the latest version of BrM from the link below.

<https://mayvue.sharefile.com/d-s965630a741284159b5786d42a957ade3>

[View issue](#)



Keep your inbox clear by customizing your email notifications. [Manage notifications](#)

Open the issue to view attachments over 100KB.

Get Jira notifications on your phone! Download the Jira Cloud app for [Android](#) or [iOS](#).

[Manage notifications](#) • [Give feedback](#) • [Privacy policy](#)



Email

Create a New Issue via Email

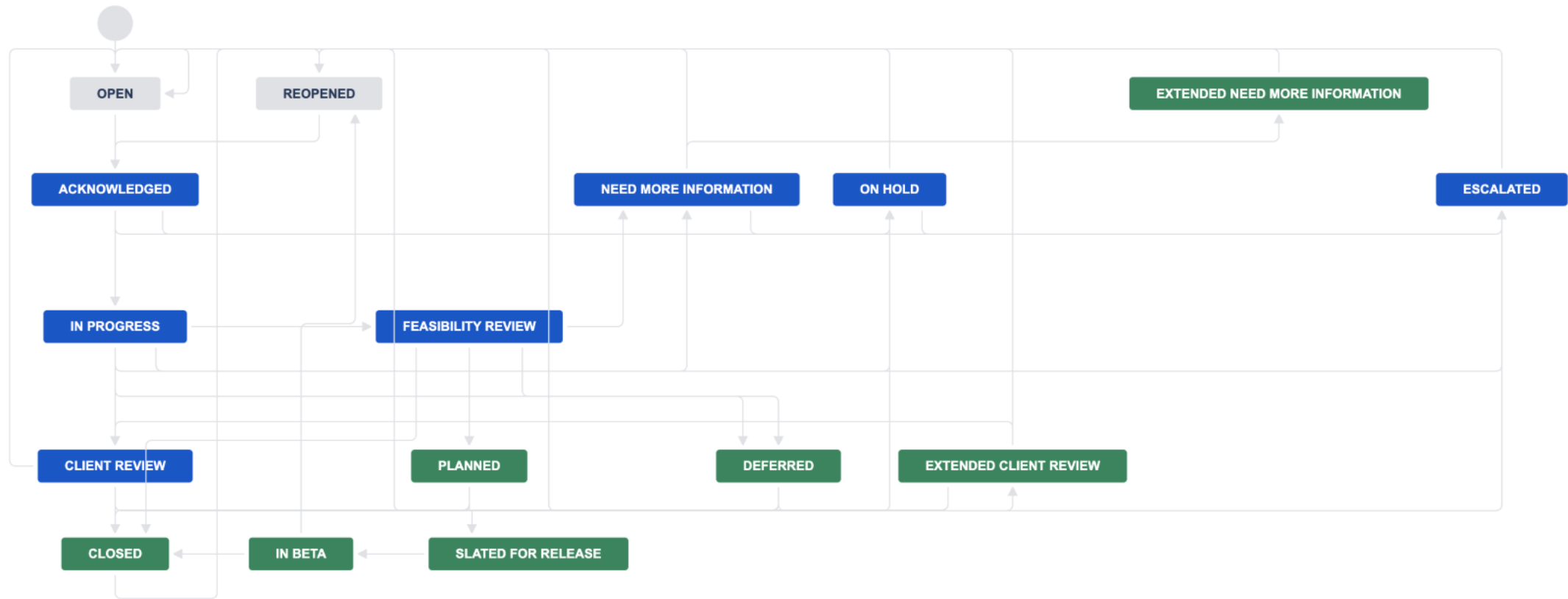
1. Open your email client (ex. Microsoft Outlook).
2. In the “To” field, enter the address BrM@Mayvue.
3. In the “Subject” field, include a meaningful description summarizing the JIRA ticket. (Ex. Inspection > condition – Cannot add a defect to parent elements).
4. In the “Body” field, include the following:
 - a. Describe what the issue entails (Ex. When trying to add a defect to a parent element there is an error).
 - b. Steps to reproduce:
 - i. Select a bridge
 - ii. Click “Inspection > Condition”
 - iii. Click on/highlight a parent element
 - iv. Select “add defect” button
 - v. Choose a defect from the dropdown and fill out all other required fields on the “add defect” popup
 - vi. Click “ok” to add defect
 - vii. Result: Error received trying to add defect
 - viii. Expected Result: Defect should be added successfully and appear under the correct parent element in the NBE grid
5. Attach a screenshot or a document containing multiple screenshots that outline the issue.
6. If available, attach a log file that is related to the issue being entered.
7. Send the email.

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Workflow





Jira Status

- **OPEN** – This is the initial status of a JIRA ticket. This means the ticket has been entered in Jira but no work has been done to it yet.
- **ACKNOWLEDGED** – A ticket in this status means we are aware of the ticket and reviewing it, but work has not started on it yet.
- **IN PROGRESS** – The ticket is now actively being worked on. You will start seeing responses from us if we have any questions or need more details.
- **CLIENT REVIEW** – At this stage, the ticket has been answered and is ready for the client to review the ticket and confirm if the issues has been resolved or needs more work.
- **CLOSED** – Once the ticket reporter reports that their issue has been resolved, the status will be set to closed. This means the ticket is considered complete and nothing more will be done with it.
- **REOPENED** – If for any reason a ticket needs reviewed or discussed again; it can be set to this status to notify us to look at it again.
 - **While the above describes a typical lifecycle of a JIRA ticket, there are other states that a ticket status can be set to. These are listed below with an explanation of what each means.



Jira Status

- **EXTENDED CLIENT REVIEW** – Once a ticket is set to client review it is up to the client to review the ticket and give an update on what they think of the ticket's current status. If a client does not respond in a timely fashion, it will then be set to EXTENDED CLIENT REVIEW. When in this status, JIRA will automatically contact the reporter weekly and if they do not respond after the fourth attempt the ticket will automatically be closed and a note will be added to signify it was closed due to lack of response. If the reporter does respond, the ticket will be reopened.
- **NEED MORE INFORMATION** – If a ticket requires information from the reporter before progress can continue, it will be set to this status. This status means progress has stopped and will not continue until the information is supplied.
- **EXTENDED NEED MORE INFORMATION** – If a ticket has entered NEEDS MORE INFORMATION and is not being responded to, it will end up in this status. As with EXTENDED CLIENT REVIEW, this status will automatically contact the reporter and alert them information is needed for the ticket to proceed. After the fourth attempt with no response, the ticket will automatically be closed, and a note added it has been closed due to lack of response. If a reporter does respond, the ticket will be reopened.
- **FEASIBILITY REVIEW** – Sometimes a ticket will enter FEASIBILITY REVIEW if estimations of timeframe and personnel needed to resolve an issue need to be established. If a ticket enters into FEASIBILITY REVIEW, then our support team is working internally with development to better establish a scope of the project. Upon review, a support team member will be in contact with the reporter of the support ticket.
- **ON HOLD** – This status signifies that a ticket is currently on hold and will not progress until the reason for it being set to ON HOLD is resolved. An example of this can be waiting for a user to upgrade to a newer version of BrM before the ticket can continue.
- **DEFERRED** – A ticket in this status has been reviewed and determined that while the issue is valid, there are no current plans to address it. An example of this would be an enhancement request that is lacking funding or not deemed important enough to raise to a different status.
- **PLANNED** – A ticket with a planned status means that the ticket has been reviewed and decided to be addressed. Tickets in the Planned status will have a fix version assigned to them which will define the expected version the ticket will be included in. The fix version is not a guarantee that the ticket will be included in that version and change could be due to unforeseen circumstances.
- **SLATED FOR RELEASE** – When a ticket enters this status, it is actively under development and will also be assigned a fix version to define its expected availability. However, like a Planned ticket, the fix version can still change depending on the development cycle.
- **IN BETA** – This status means that the development of the ticket is to a point it can be reviewed by beta testers. These tickets will be delivered to all beta testers to test and verify.
- **ESCALATED** – Users can set their ticket to Escalated if they believe it should be given a higher priority than it currently is. When a ticket is set to Escalated, it will be reviewed in the next scheduled task force meeting and a decision will be made regarding how it will be handled. The ticket will be updated accordingly based on the task force's decision.



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