

Mukurtu CMS* Bug Reports and Support Requests

Digital Stewardship Curriculum

*These are actually useful things to keep in mind for any kind of technical support report/request

What we want to avoid

- Lotus: Batch import isn't working.
- Michael: It seems fine on my computer.

Details to Include

- Email subject should summarize the issue
- Error messages, URLs, screenshots
- User information (eg: Mukurtu Admin, Community Manager, Protocol Member)
- Steps that led to the problem (to be able to recreate it)
- Mukurtu or other software version (if not WSU hosted)
- Browser/operating system details (especially for display issues)

Real World Example

To: support@mukurtu.org

Subject: Mukurtu permissions changed unexpectedly

I noticed this in version 2.0.7, and replicated it with two different user accounts.

1. I'm logged in as a Mukurtu Administrator (michael.wynne)
2. I open a digital heritage item to edit it
3. I click "hide wizard" at the top of the page
4. The page automatically reloads and now I get an access denied message. When I go to my account, I no longer have access to communities and protocols that I was a member of before.

Screenshots

Screenshots can be useful to easily capture long or technical error messages, rather than trying to type them out. They also help show display issues, and contextualize other problems better and quicker than doing so in text. Whenever possible, always include a screenshot!

Screenshot tools vary by operating system.

- On Windows, many keyboards have a physical *Print Screen* (sometimes *Prnt Scrn*)

- Some versions will also have shortcuts (search for instructions for your particular version online)
- Michael uses an app called *Lightshot*, which puts an icon on the toolbar
- *Snipping Tool* is another app that is included on new Windows machines
- On macOS, *command+shift+3* will capture your entire screen
- There are extensions or plugins for most web browsers
 - Michael uses one called *Awesome Screenshot Plus* on Chrome and Firefox, on both Windows and macOS