Workaround: Resolved Issue Appears In Unresolved Queue

If an issue with a Resolved, Done, Closed status appears in a queue of unresolved issue, such as "My Open Tickets," follow these steps.

Step-by-step guide

Confirm the scenario:

1. Navigate to view the issue.
2. Scroll down to select "History."

Look for an entry where the issue's workflow changed and the status was moved to Resolved, Closed, Done, or any status of category Done.

Fix the issue:

1. Re-open the issue.
2. Transition the issue to the Resolved, or other Done status category, status. You’ll be prompted to set Resolution and any other required fields.

Why does this happen?

When an issue's workflow changes in the move issue wizard, the preparer must select a destination status. Field requirements are not enforced in the move issue wizard; this includes transition validation required fields, as the issue isn’t transitioning. Values are essentially being set for Issue Type and Status. So if an issue is moved to Resolved and a query or queue looks for resolution=unresolved the issue will appear in the results.

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