

JIRA - Bug # 244: Links to JIRA cannot be deleted

Status:	New	Priority:	Normal
Author:	Heinrich Moser	Category:	
Created:	25 Jun 2013	Assignee:	
Updated:	16 Jul 2013	Due date:	
Subject:	Links to JIRA cannot be deleted		
Description:	We are using Kayako fusion 4.52.2417 with Kayako JIRA bridge 1.0 by Mahesh Salaria. An agent created multiple JIRA tickets out of the fusion ticket, but only can delete one of them. Whenever he tries to remove another link (/Tickets/Ticket/View/458#), he gets the comment inside JIRA 'Ticket unlinked from JIRA issue', but the link inside the Fusion ticket still exists.		

History

07/16/2013 05:28 am - Nick Cobley

I'm also seeing this issue. It's complicated by the fact that it's very easy to create multiple issues, many of our users are doing it. When you click the Save button to add a new issue to jira, in our case there's a 5 second delay while the issue is created, but onscreen progress indication is poor and the save button is not disabled, so sometimes users click the link multiple times resulting in 2 or more issues + links being created. It's really quite a big problem.