

FAQs

Frequently asked questions about configurations and functionalities.

Gadgets

Can I disable the column totals within Dashboard Gadgets?

Yes, a **Jira administrator** can disable the **'js-dashboard-module'**-Module in the UPM.

I need to display the sum within the Jira default Filter Results gadget.

You have to **enable the calculation row on a 'per-filter-basis'** to be displayed within the Jira default Filter result gadget. To do so, **head over to the issues navigator**, access the **sumUp configuration** by clicking on the cog icon next to our Calculate button in the menu to the left, switch to Filter, and **enable the filters you want to use by activating the checkboxes**.

✔ Check out [this page](#) to get the step-by-step guide.

The calculation row is missing in the Dashboard gadgets.

Possible cause	Solution												
<p>When a multi-select field (like Sprint, Components, Labels) is selected as the group-by field, the calculation row is usually removed to avoid inconsistencies in the calculation as can bee seen in the example.</p> <p>Example:</p> <table><tr><th>Sprint</th><th>Sum of Issues</th><th>Actual Issue keys that are in the sprint</th></tr><tr><td>Sprint 1</td><td>2</td><td>DEMO-1, DEMO-2</td></tr><tr><td>Sprint 2</td><td>3</td><td>DEMO-2, DEMO-3, DEMO-4</td></tr><tr><td>Total sum</td><td>5</td><td>4, because there're only 4 different issues.</td></tr></table>	Sprint	Sum of Issues	Actual Issue keys that are in the sprint	Sprint 1	2	DEMO-1, DEMO-2	Sprint 2	3	DEMO-2 , DEMO-3, DEMO-4	Total sum	5	4 , because there're only 4 different issues.	<p>Group by a field that has a unique value per issue (like Assignee, Issue type or Project).</p>
Sprint	Sum of Issues	Actual Issue keys that are in the sprint											
Sprint 1	2	DEMO-1, DEMO-2											
Sprint 2	3	DEMO-2 , DEMO-3, DEMO-4											
Total sum	5	4 , because there're only 4 different issues.											

The names of my gadgets were corrupted after updating sumUp.

Possible cause	Solution
<p>The way gadget titles are stored had to be changed in sumUp 3.5.0 due to technical changes regarding the general behavior of gadgets.</p> <p>This may cause the original gadget titles to become corrupted and replaced by special characters on a few systems.</p>	<p>Unfortunately, there is no known workaround and the only fix involves rewriting the gadget title.</p>

Calculated fields are not sortable in sumUp gadgets.

Possible cause	Solution
Sorting of non-indexed fields was disabled in sumUp gadgets. This includes: <ul style="list-style-type: none">• sumUp custom fields• Jira Workflow Toolbox custom fields• Script runner fields	If possible, use indexed fields instead.

Issue Navigator

The column totals are not displayed in the Issue Navigator.

Possible cause	Solution
The calculation for this filter is disabled.	Enable the calculation for the filter or contact the owner of the filter to enable it.
No calculation rule has been configured for this field.	Configure a calculation rule for this field.

sumUp calculated fields

My calculated field does not return any value.

Possible cause	Solution
The JQL query for the calculated field does not return any issue.	Check manually if the JQL query used is valid in the Jira issue search for the issue of your choice.

Calculation rules

Which fields are supported within sumUp for calculation?

By default, all **custom fields** and text or number based fields can be used in a calculation rule. In addition to that, the **Jira standard fields** are also displayed. However, some fields that cannot be summed like Assignee or Labels, can also not be used.

For **3rd party custom fields**, it depends on their implementation. It is possible that sumUp does not support all 3rd party custom fields.

If you still have questions, feel free to refer to our [support](#) team.