

6. Troubleshooting



Part of the **Agile Project Management** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4.1 General setup](#), [4.2 Labels](#), [4.3 Project task templates and checklists](#), [4.4 Notifications](#), [5.1 The board](#), [5.2 Working with cards](#), [5.3 Project task cards](#), [5.4 Ticket cards](#), [5.5 Labels](#).

A project doesn't appear on the Kanban board(s)

A project only has a board when it is a **Kanban Ticket** project, is not a template and is not in the trash. Check its type first on the project's **Agile Project Management** tab. On the global **Kanban** board, a project whose state is flagged **Finished** (Setup → Dropdowns → Project states) is also left out unless **Show finished projects** is switched on in the **Filter projects** window, and a project unticked in that window stays hidden until it is ticked again.

Card actions are missing or greyed out

Every card action (add, move, edit title, edit description, edit planned dates, delete, restore, permanently delete, assign a user, assign a label, edit the checklist, edit real dates, link tickets to a task, add a comment) is its own box under **Administration** → **Profiles** → a profile → **Agile Project Management**. None of them implies another, so a user missing one box loses exactly that one action and keeps the rest. Check the box for the missing action rather than assuming the whole board is locked. Deleting a ticket card also needs the right to update the project. A field you can't edit is greyed out and locked, with a tooltip, and a card you can't move can't be dragged at all.

A ticket card can't be moved to a column

This is expected. A ticket card's column follows the ticket's own status, so the board only lets you drag it to **Pending**, which puts the ticket on hold; any other drop is refused with a message. Assign, solve or close the ticket in its own form (the **Open full form** button in its card window), and its card moves to the matching column by itself.

A ticket is missing from the board

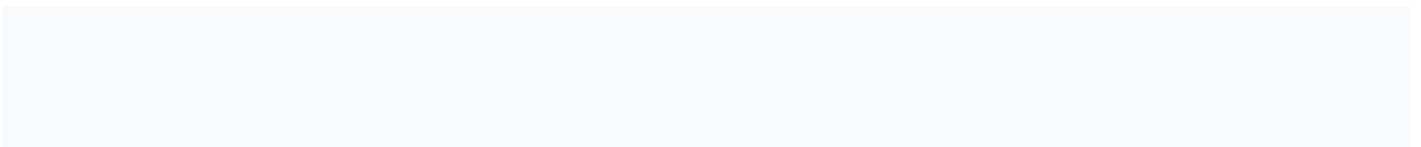
Tickets linked to one of the project's tasks, rather than to the project itself, have no card of their own until **Show tickets linked to a task** is switched on in the toolbar; they are always counted on their task's card. A closed ticket may also be one of the older closed cards that the Closed column only counts (see **Closed cards shown** in the configuration).

Labels, the checklist, real dates or the Tickets section are read-only

Each of these has its own box on the profile's **Agile Project Management** tab: **Assign a label to a card**, **Edit a card checklist**, **Edit real dates** and **Link tickets to a task**. Updating the plugin ticks new boxes once on the profiles that can update projects; if an administrator unticked one since, it stays unticked. Tick the box for the part that is read-only.

Real start or end dates stay empty

The board fills in the real dates only when a task is moved on the board. The **Real start date** is set when the task leaves the first column (or the No status column), and the **Real end date** when it reaches a column whose project state is flagged **Finished** (**Setup** → **Dropdowns** → **Project states**). A task edited elsewhere in GLPI, or moved into a state that is not flagged Finished, keeps its dates as they were. Moving a task back out of a finished column clears its end date. A user with **Edit real dates** can set either date by hand in the card window.



Hours look wrong, or a task shows as Late

The hours spent on a task are its **Effective duration** plus the time logged on the tickets linked to it (**Tickets duration**, read-only in the card window); hover the hours on the card to see the breakdown. A task is late when that total is over its **Planned duration**; a task with no planned duration is never late. Check that the task's planned duration is set and that time logged on its tickets was meant for this task.

A task's progress doesn't change on its own

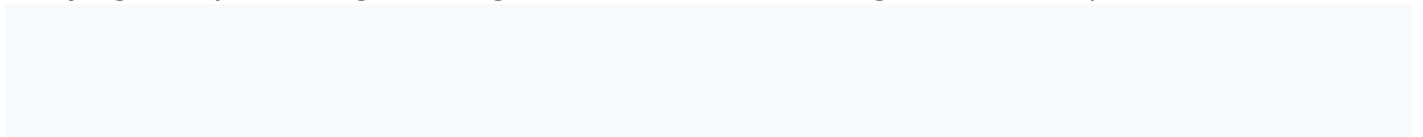
Automatic progress only runs when **Calculate task progress from tickets and checklist** is on for the task's project. Check the project's **Agile Project Management** tab first: it can keep the global setting or switch it on or off for that project only, and the global value is shown next to the field. A task with neither linked tickets nor a checklist always keeps the percent typed by hand. A ticket counts as done only once it is solved or closed, and a checklist item once it is ticked.

A task's date is red or black

The date's colour compares today with the task's planned end, using the same thresholds as a ticket's Time to resolve: amber when the end is approaching, red when it is close, black once it has passed, or when the task finished after it. Change the planned end date if the plan has moved; this needs the **Edit planned dates** right.

Private comments are missing for some users

Whether a user sees a ticket card's private comments depends on GLPI's own **See private ones** right for followups, on the profile's **Assistance** tab, not on anything in the plugin's tab. A user with every Agile Project Management right but without that GLPI right never sees private comments on



the board either.

A notification event never fires

Check three things, in order. First, the notification is still **Active** under **Setup → Notifications → Notifications** (search on item type **Kanban**). Second, it has a recipient who should receive this event: on install, every event notifies only the project's **Manager**, so team members get nothing until a recipient such as *Project task team user* is added on the notification's **Recipients** tab. Third, the recipient has a valid e-mail address.

A project state doesn't show up as a board column

A column exists only for a project state chosen in one of the six fields of the **Kanban Ticket** block of the configuration (**Setup → General → Agile Project Management**). Adding a state under **Setup → Dropdowns → Project states** does not add a column by itself. Cards whose state is not chosen there are not lost: they appear in the **No status** column at the far left of the board until their state is mapped or changed.

Followups written by the board have the wrong request source

Comments posted on a ticket card, and the followup written when a ticket card is moved to the Pending column, use the **Request sources by default** option of the configuration. Left empty, GLPI's own default request source applies, which may not be the one expected. Set it under **Setup → General → Agile Project Management → General options**.

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