Bugzilla 4.4 Upgrade
Training – Fall 2014
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Introduction

Bugzilla 4.4 Upgrade

Before this upgrade, the company is currently running Bugzilla 3.4.3, which is now unsupported. As a consequence, when we run into trouble, we cannot get help from the Bugzilla development community.

- **Security:** A number of security fixes have been made to Bugzilla.

- **New Features:** As expected, the Bugzilla community has added a number of new features and modified existing functionality. Users will note a significant improvement to the UI and its usability.

- **Customizations:** Current staffing requires that we simplify complexity and minimize customizations to ensure that we have a sustainable defect tracking infrastructure.
  - While many work practices will remain the same, we must evaluate these prior work practices and their fit to our current situation.
  - We need to consider if concepts such as “Business Unit” need to be formalized in Bugzilla as we move forward.
  - In order to reduce complexity, we plan to utilize Bugzilla’s new Extensions capability to handle TAG specific functionality.

- **Integrations:** Bugzilla integrates with a variety of systems such as Clarity via NPP, VersionOne, and FATE. In looking to simplify our IT footprint, we’ll also need to reassess the continuing need of supporting these integrations.

- **User Access Rights:** Historically, there were various approaches to grant access to Bugzilla that permitted more or less visibility into its contents. We are moving to an approach where all non-TAG employee access rights are managed via entitlements.
URLs and BU Skins

• There are four BU specific Bugzilla (BZ) URLs with related skins; all using the same instance & database
  - NetIQ: https://bugzilla.netiq.com
  - Novell: https://bugzilla.novell.com
  - openSUSE: https://bugzilla.opensuse.org
  - SUSE: https://bugzilla.suse.com

Note: By default, the URL you choose determines the:
  • BU skin
  • BU content filter
  • Preferences lets you change your default skin and content filter
URLs and Skins (continued)

• Click:
  - BZ → <account name> → Preferences → General Preferences

• Bugzilla’s general appearance (skin)
  - This preference only controls the skin
  - Options:
    - Site Default (BU Dynamic)
      - By default, the URL’s domain name selects that BU’s branded skin and filters the Classification list to the Product Lines of that BU
      - You can override the default filter using the BU Filter Preference
    - Classic (system fall back if other skins fail)
    - Dusk
    - NetIQ Branding
    - Novell Branding
    - openSUSE Branding
    - SUSE Branding

Tip:
To preserve current saved searches and reports:
• Use the Novell URL you’ve previously used
• Set you BU Filter Preference to your BU
• Set your BU branded appearance preference for Bugzilla’s general appearance (skin)
Explore

- Open BZ to one of the URLs

  - Explore New, Browse, Simple Search (product list), Advanced Search (classifications and products), My Requests (product list)

  - Note how the Classification list is reduced for each BU
URLs and BU Filters

By default, the URL also filters the content to that specific BU
- Ideal for those who focus on a single BU
- Only the selected BU’s Products are visible on: New, Browse, Search, My Requests, Classifications, and Products
  - Searches will continue to return content from other BUs if they match the search parameters
    - For example, you can access a bug for any BU if you know its Bug ID
  - Saved Searches involving Classifications of other BU products will still work
- Any bug creation link and the “Remember values as bookmarkable template” require that you include a Classification and a Product.

Notes:
- You can edit any bug but ignore any Suspicious Action warning you receive.
- You can also set the BU Filter to internal projects such as IS&T or eMarketing.

Caution: The BU Filter is NOT a security feature.
BU Filter Preference

- To access *Classifications* of other BUs you can set a *Preference* to the BUs you support

Short Cut: Click *Change* from any of these screens to update your preference: *New, Browse, Simple Search, Advanced Search, and My Requests.*
Bugzilla – Main Page

- Top menu is Bugzilla’s menu
- Bottom menu is Testopia’s menu
- Hover over your account name (email address) to access My Requests, Preferences, Administration, and Log Out
Bug Lifecycle

NEW
- New status set and managed by default ASSIGNEE:
  - Change Control Board
  - Manager
  - Developer: Note, if the Developer manages the NEW state, he will typically skip CONFERMED and go directly to IN_PROGRESS.

CONFIRMED
- Developer begins work on a fix
- The bug is valid or function is working as designed

IN_PROGRESS
- Developer is finished

REOPENED
- Status managed by Assigned Developer

RESOLVED
- QA not satisfied with solution
- The solution works

VERIFIED
- Fix turns out to be wrong

RESOLVED status set and managed by default QA CONTACT

VERIFIED status set and managed by default QA CONTACT

Possible Resolutions
- FIXED
  A fix for this bug has been checked in and tested.
- INVALID
  The problem described is not a bug
- WONTFIX
  The problem described will never be fixed.
- DUPLICATE
  The problem described is a duplicate of an existing bug.
- WORKSFORME
  Unable to reproduce the problem as described. A code review provides no clues to the described behavior. The bug can be reopened if more evidence comes to light.
- NORESPONSE
  The information provider did not respond to the NEEDINFO Flag request in a reasonable length of time.
- UPSTREAM
  The responsibility for the bug lies up stream.
  NOTE: In TAG practice its meaning varies by team but commonly means that this problem is actually tracked outside Bugzilla.
- FEATURE
  The bug entry is an enhancement request.
Bug Life Cycle – Key Points

• Changes to Status Options
  – ASSIGNED is now CONFIRMED
    – When work begins on a bug, change its Status to IN_PROGRESS
  – CLOSED is now VERIFIED
  – NEEDINFO Status is now the Flag: needinfo

Note:

• The upgrade will change the status history of each bug so that it appears that these statuses were always in existence.
• This status change will not send out email notifications while updating the old statuses to the new.
Flags (Now also used for needinfo)

• Flags
  - A Flag is used to make a request and then reply to it
    - Three Flag states:
      ? (question mark) = a request to a specific individual, or if left blank, to anyone
      + (plus sign) = accept, approve, yes, etc. (commonly not used for needinfo)
      - (minus sign) = reject, deny, no, etc. (commonly not used for needinfo)

NOTE: The specific meaning of + (plus sign) and – (minus sign) varies by flag.
needinfo Flag

• The *needinfo Flag* is used to request more details
  - It is not expected that the – (minus sign) nor the + (plus sign) will be used with this flag

• Note the two check boxes under the comment field
  - The first lets you remove the *needinfo Flag* from the bug
  - The second, lets you reset the *needinfo Flag* and specify an *info provider*; it also sets the status to ? (question mark)
  - You can request information from more than one person

**TIP:** You may prefer using these two checkboxes under *Additional Comments* to set and manage the *needinfo Flag*. 
**Partner ID and Partner Links**

are now **See Also**

- **See Also** lets you reference an external defect tracking system
- The `<partner id>-<id#>` automatically creates a URL to a specific defect record in the Partner’s system

<table>
<thead>
<tr>
<th>External System</th>
<th>Syntax</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAG Bugzilla</td>
<td><code>&lt;id#&gt;</code> or alias</td>
</tr>
<tr>
<td>CVE</td>
<td>CVE-&lt;id#&gt;</td>
</tr>
<tr>
<td>FATE</td>
<td>FATE-&lt;id#&gt;</td>
</tr>
<tr>
<td>IBM LTC Bugzilla</td>
<td>LTC-&lt;id#&gt;</td>
</tr>
<tr>
<td>NovaCoast Mantis Bug</td>
<td>NVC-&lt;id#&gt;</td>
</tr>
<tr>
<td>Oracle MetaLink</td>
<td>SR-&lt;id#&gt;</td>
</tr>
<tr>
<td>SGI Bugworks</td>
<td>SGI-&lt;id#&gt;</td>
</tr>
<tr>
<td>TAG TID</td>
<td>TID-&lt;id#&gt;</td>
</tr>
<tr>
<td>Unisys Product Support</td>
<td>UIS-&lt;id#&gt;</td>
</tr>
<tr>
<td>TAG VersionOne Defect</td>
<td>V1-&lt;id#&gt;</td>
</tr>
</tbody>
</table>

**NOTE:** You must now use a – (minus sign) between the `<partner id>` and `<id#>` instead of a space.

- An invalid *Partner ID* displays an error
Security: Private Checkbox

IMPORTANT: Private content must be manually tagged. No content is automatically tagged Private as it was previously.

- Who can no longer see Private content:
  - Technology Partners (only a sub-set had this privilege)
  - Knowledge Partners
  - Employees of Translation Houses (L10N)

WARNINGS:
- Contingent employees who have been provisioned Bugzilla access can see Private content.
- Unless you click Save Changes, checking the Private checkbox will have no effect.

NOTE: Checking either the check box on the attachment screen or the attachment notification comment have the same effect.
Quicksearch & Duplicate Detection

• Quicksearch
  - To see all the added fields and new functionality click the ? (question mark) just right of the to the Search button

• Automatic Duplicate Bug Detection
  - As you begin typing in the Summary field, BZ suggests possible duplicates.
Autocomplete

TIP: Use arrow keys + Enter to select a suggestion.

- User Name Autocomplete: After entering three characters, BZ will attempt to autocomplete
  - Enter real name or email address
  - BZ will not list disabled accounts

- Keywords:
  - Clicking in the entry field displays the full list of Keywords
  - Start typing, and BZ will filter the Keyword list
Searches in Different Browser Tabs

- If you like to use multiple browser tabs, BZ now let’s you step through two different bug lists, one bug at a time, independent of each other.
Paste Text as an Attachment

• You can attach a text passage to a bug without first saving it to a file

• Click *Add an attachment* → then paste your text

**TIP:**
Great for long email threads and log files.
Improved Searches

• Complex queries now take exponentially less time to complete.

• Improved Advanced Search
  – You can now search for all bug fields
  – You can show/hide search fields grouped by
    - Detailed Bug Information
      - Search for an SR here
    - Search By People
    - Search By Change History
    - Custom Search
      - Significantly improved
      - Formerly Advanced Searching Using Boolean Charts
    - Search here for See Also URLs
  - For URLs created via a Partner ID, you have to search for a string or sub-string included in the URL; you cannot search for the Partner ID code
    - See Get Help topic to review list of Partner ID URLs
MIME Detection and Saving Reports

• Attachment MIME Auto-Detection
  - BZ auto-detects attachment types itself in addition to what the browser provides, resulting in more accurate MIME detection.

• Tabular and Graphical Report Saving
  - In addition to saving/sharing a search’s URL, you can now save a **Report** similar to how you can save a search.
  - Like saved searches, a link is displayed in the footer, but unlike searches, you cannot share them with others.
    - After entering a name for your report, click **Remember report**, and BZ will display a link to it in the footer.

![Example of a saved report](image.png)
Improved Tagging

• Users can now tag bugs from the bug itself. You can also search for bugs you’ve tagged.

NOTE: Remember that Tags are private to you, however if you share a search URL that includes a Tag, it will still work.
Help

• Get Help
  - Only available from the home page

NOTE:
• Help topics tailored to TAG practices.
• Hover over a field label to display a brief help message.
• Click a field label to display its help topic

TIP:
• After clicking on a field label on a screen, browse the page for other topics.
4 COMPANIES THAT GET IT
1 PURPOSE
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