## REVISION HISTORY

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Description of Change</th>
<th>Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>01/13/2014</td>
<td>Initial Publication of Document (Includes Check Print Functionality)</td>
<td></td>
</tr>
<tr>
<td>1.1 – 1.8</td>
<td>01/31/2014</td>
<td>Format Changes</td>
<td>Joe Bodmer, Director</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Division of State and Tribal Systems</td>
</tr>
<tr>
<td>1.9 - 1.10</td>
<td>6/10/2014</td>
<td>QA Review</td>
<td>TM</td>
</tr>
</tbody>
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1 About this Manual

1.1 What’s in this Guide

This guide contains an overview of the process for Model Tribal System (MTS) issue resolution and tracking using the Bugzilla software tool. This guide is not intended to be a full user’s guide for the Bugzilla system. It is designed for use by MTS users to manage issues and topics related to application functionality. It is comprised of the following chapters:

- Chapter 1, Getting Started: This section provides an overview of the Bugzilla software tool, and shows how to access and navigate through the system.
- Chapter 2, Bug Life Cycle: This section provides instructions on how to enter, modify and close a bug. It also describes the process for managing a bug from acceptance to resolution.
- Chapter 3, Bugzilla Bug Search: This section provides instructions on how to access and use the search functions.

1.2 Document Conventions

A snap-shot of key Bugzilla screens is provided in this document. Screens are highlighted with colored red □ to focus a feature or function.

Buttons are designated with brackets [Button].
2 Getting Started

This section covers the following topics: Log-In/Log-Out

When accessing Bugzilla from the website URL:
http://mtspilotissues.ocse.sysdvl.com/bugzilla/

The main page is the first page displayed when the system is opened (see Exhibit 1 below). The main page contains links to major functions of Bugzilla including searching for bugs, entering a new bug, generating reports or accessing user preferences. In order to access the system, users must enter a user name and password. Your email address serves as your user name and a password can be obtained from your system administrator.

Exhibit 1 – Main Page
3 Log-In to Bugzilla

The login screen authenticates users and enables access to Bugzilla features to authorized users.

Exhibit 2 – Main Page Log In

Procedures:
1. From the Main Page, select Log In from the top row.
2. A new dialog box will open (See Exhibit 2), enter your:
   a. Login (Email Address)
   b. Password
3. Press [Log in]

3.1 Bugzilla - Main Page Navigation

The main page functions for Bugzilla are enabled once the user is logged in. From this page the worker can navigate to the various functions (common actions). The main page contains the following:

Header: Links to navigate directly to preferred function
Common Actions: Direct navigation to screens for bug creation, search, user preferences
Find: Immediate search by Bug Number
Footer: Links to navigate directly to preferred function or setting
Exhibit 3 – Main Page Navigation
4 Entering a New Bug

Workers will enter a bug for all reported bugs, problems and questions related to the MTS application. This subsection delineates steps and options for entering a new bug.

4.1 Enter Bug Screen

A new Bug is captured through the Enter Bug screen, which allows entry of data related to the specific bug report including selection of a component and bug assignment.

Click [File a Bug] from the Bugzilla - Main Page

![Enter Bug screen](image)

Exhibit 4 – Enter Bug screen

Procedures:
1. Advance to the Bug Entry screen from the respective panel entry point.
   a. The screen will display Bugzilla – Enter Bug: in the header with the assigned product (e.g., MTS Development)
2. Complete the Entering a Bug screen. The table below provides an overview of each data attribute that appears on this screen:
   a. Reporter: Automatically displays your login name
   b. Product: Automatically identifies MTS as the product
   c. Component: This field is required. As each component is selected, a description will be provided on the right hand side of the field.
d. Severity: Assign the bug an approximate severity: High, Medium, Low, N/A

e. Version: Currently defaults to Unspecified

f. Type: Assign the bug with an appropriate type: Bug, Change Request, Enhancement, or Promote based on the scope of the issue identified and if it is an error in the original design (Bug), a relatively small change that needs to be made to the original design (Change Request), or a large change that needs to be made, such as a new module being created (Enhancement).

g. Summary: The summary should uniquely identify the bug report. It should explain the problem; it should expand on the problem identified (should be 60 or fewer characters).

h. Description: Description details of the problem report, should include some of the following:
   - Overview: More detailed restatement of summary.
   - Steps to Reproduce: Minimized, easy-to-follow steps that will trigger the bug. Include any special setup steps.
   - Actual Results: What the application did after performing the above steps.
   - Expected Results: What the application should have done, were the bug not present.
   - Build Date & Platform: Date and platform of the build in which the bug was encountered.
   - Additional Builds and Platforms: Whether or not the bug takes place on other platforms (or browsers, if applicable).
   - Additional Information: Any other useful information.

The following are guidelines to writing effective bug reports.
   - Be precise and clear (as to possibly reproduce the bug)
   - Report one issue per bug report
   - No bug is too trivial to report
   - Clearly separate fact from speculation
   - Search Bugzilla to verify whether a bug for this issue has already been reported.
   - Select the appropriate Component related to the bug

3. As the Bug Summary is entered the system will automatically identify possible duplicates for the bug as shown in Exhibit 5 below:
Exhibit 5 – Enter Bug Screen – Possible Duplicates

Please click on the bug ID for each possible duplicate and ensure that the bug being entered is not already in the system. If the bug is still unique, move on to the Description field.

4. After the description and summary have been entered, it is a good idea to attach a screen shot of the problem in MTS if possible. To add an attachment, press the [Add an Attachment] control button.
   a. Copy the MTS screen where the problem is identified
   b. Paste the image into a word document
   c. Add the document as an attachment
   d. An Add an Attachment dialogue box will appear at the bottom of the screen as shown in Exhibit 6
e. Double-check the bug report for errors and omissions. Once the bug report data is complete, press [Submit Bug] to save.

f. Screen will display the top of the Enter a bug page.
   The header will be updated to read: *Bugzilla – Bug 999 Submitted*


g. The following status information will be displayed in the region under the header:
   *Bug 999 has been added to the database*

   *Email sent to:*
   
   `RecipientName@company1Name.com`

   *Excluding:*
   
   `SenderName@company2Name.com`

5. Navigate to another function via the links in the header or footer, or update the existing bug.
5 Assigning Bugs

Once a bug has been entered it is automatically assigned to the lead developer for the MTS who assigns the bug to one of the technical team members. The technical team member then resolves the bug (See next section). As part of this process the bug Status is changed as it is handed off to the next person in the process.

Procedures:

1. When a user is assigned a bug they will receive an email with information on the current status of the bug and what information is needed.
2. Perform bug search. Select bug from list and click on ID# (Bug Number).
   a. The screen will display the Bugzilla – Entry Screen in edit mode
3. Next to the Assigned To: section select (edit) (See Exhibit 7).

        Exhibit 7 – Change Assignment

4. A new field will appear to enter in the email address of the new individual you choose (See Exhibit 8).

        Exhibit 8 – Enter Email
6 Change Status

As bugs are created and assigned, management and/or technical staff will be responsible for monitoring the list of bugs and their changing disposition (known as Status). There are two fields in the Status section of the screen as shown in Exhibit 9. When a user is assigned a bug they will be sent an email with specific instructions on what needs to happen next. The status options will change according to the individual nature of the bug you are assigned.

Exhibit 9 – Change Status

Procedures:

1. Read the email to determine what steps are needed.

2. If you are assigned a bug because it has been addressed by the technical team and corrected, the first drop down menu will say Resolved and the second will say Fixed.
   a. Go into the MTS to re-test your bug to see if it is still a problem
   b. If the bug has been corrected – change the second drop-down menu from Fixed to Pass
   c. If the bug has not been corrected – use the first drop-down menu to change the Status to Fail
   d. If the testing has failed – enter in a comment describing your experience with the bug and what remains to be addressed
   e. Select [Save Changes]
   f. The header will be updated to read:

      Changes submitted for Bug 999

      Email sent to:

      RecipientName1@company1Name.com.

3. If you are assigned a bug because the technical team has evaluated it and designated it Resolved, Not Fixed:
   a. Read the most recent comment and determine if you agree with the statement
b. Use the comment box to write up your response

c. Re-assign the bug to the developer

d. Select [Save Changes]

e. The header will be updated to read:

   Changes submitted for Bug 999

   Email sent to:

   RecipientName1@company1Name.com.

4. If you are assigned a bug because the technical team has evaluated it and designated it Resolved, Duplicate:

   a. Read the most recent comment to identify which bug is the suspected duplicate

   b. Search for the duplicate bug using the Bugzilla search field

   c. Read the bug and determine if you agree with the designation

   d. Search for your original bug

   e. Use the comment box to write up your response

   f. Re-assign the bug to the developer

   g. Select [Save Changes]

   h. The header will be updated to read:

      Changes submitted for Bug 999

      Email sent to:

      RecipientName1@company1Name.com
7 Bug Search

This section covers the following topics:

- Basic Search
- Advanced Search
- Single Bug Search
- Search Results
- Save a Search

7.1 Basic Search

The basic search function allows the user to search on three fields; status, product and keywords.

7.1.1 Accessing the Simple Search

To access the basic search screen, click the Search link in the Actions row of the header or footer. Depending on the last search screen visited, that search page is displayed.

Exhibit 10 – Simple Search

From the Simple Search screen, perform the following:

Procedures:
1. Select Open, Closed, or All as the Status.
2. Select MTS Support as the Product.
3. Enter text that describes the bug in the Words field. This field searches the Summary and Description fields in a bug. If this field is left blank, Bugzilla displays all of the bugs that meet the Status and Product criteria.
4. Press [Search]
5. Bugzilla displays all bugs which meet the criteria defined in the above steps
If *All* is selected for the Status and Product fields and the Words field is left blank, Bugzilla displays all of the bugs in the system. After a search is complete, the Bug List is displayed with the results.

7.2 Advanced Search

7.2.1 Accessing the Advanced Search

To access the advanced search screen, click the Search link in the Actions row in the header or footer. Depending on the last search screen visited, that search page is displayed. If the *Advanced Search* screen is not displayed, click the *Advanced Search* link.

7.2.2 Using the Advanced Search

The advanced search allows search by every field in the database. It also provides flexibility to search on multiple fields at one time, such as selecting multiple statuses or severities. This feature also allows the user to save search criteria for the advanced search.

Exhibit 11 – Advanced Search
7.3 Single Bug Search

7.3.1 Using the Single Bug Search

Bugzilla allows a quick search using a specific bug number. Bugzilla provides a quick search in the header on every screen. On the right of the Search link in the Actions row, enter the number of the bug in the field labeled bug# and click [Search]. This displays the Bugzilla bug details screen.

7.4 Search Results

Once the Search button is clicked from either the basic or advanced search screen, the list of bugs that match the search criteria will be displayed. The user can scroll through this list, clicking on a Bug Number (ID) to advance to the panel which displays the bug data detail.

Exhibit 12 – Search Results

7.4.1 Customizing the Bug List

The bug list contains several customizing features. First, the columns can be sorted based on ID#, Assignee (Technical Staff assigned to the bug), and Status. Secondly, the list can be displayed in Long Format which provides the details of each bug in the list (See Exhibit 12).

7.4.2 Viewing the Bug Report

To view a bug report, click the link of the bug desired. After a change is made to a bug, the bug report confirmation page is displayed. Click the Show List link to return to the search results.
7.5 Save a Search

If the same search is repeatedly used, Bugzilla allows for saved searches. Bugzilla creates links in the footer of the page that perform a saved search when the link is clicked. After a search is completed the user can save the search from the Bug List screen.

To save a search, do the following steps:

**Procedures:**

1. Run the search that is to be saved.
2. When the search is complete, enter a name for the search in the *Remember Search* text field, which is located on the bottom of the screen.
3. Click the [Remember Search] control button to save.
   
   a. A message is displayed stating, *OK, you have a new search named Some Bugs*
4. A link is added in the footer in the Saved Searches row.
5. To save a search and/or modify or delete the search, go to the *Saved Searches* tab in the Preferences section, found in the Footer, under *Actions*. There is also a Saved Search link labeled My Bugs. This search displays all of the bugs assigned to your user account. This is a default search link when the user account is created.
8 User Preferences

User preferences encompasses the various settings that can be changed to fit the user preferences related to:

- **General Preferences** – allows the user to change the appearance of various screens, language used in email, email format and other options
- **Email Preferences** – allows the user to set their desired choices for when emails are sent from the system
- **Saved Searches** – identifies all searches that have been saved by the user
- **Account Information** – allows the user to change their password as needed
- **Permissions** – identifies the permissions for the specific user

Exhibit 13 – User Preferences