

Sample of a training manual for a software tool

We use FogBugz for tracking bugs discovered in RAPPID™. I wrote this manual as a training tool for instructing the programmers and engineers in the use of FogBugz.

Using FogBugz for Bug and Feature Tracking

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Using FogBugz for Bug and Feature Tracking

Overview

FogBugz is a bug tracking and project/task management system available on both Windows and Linux.

We are going to use FogBugz to keep track of bugs found in the GUI and in OBE and tasks to be assigned to developers, whether they be fixes or new features or capabilities. For now, we will not be using the project management portion or the wiki.

FogBugz uses the term "cases" to refer to bug reports, feature requests, inquiries and schedule items. We are primarily using FogBugz to track bugs and features requests, but this document will refer to all types of cases as "bug reports" for convenience and familiarity.

We have set up projects which correspond to the different parts of RAPPID™ such as the modules in OBE, common libraries, and the GUI. You will only see the projects to which you have access. These generally correspond to the permissions you have in Perforce.

There are three areas within each project:

- Documentation
- Source
- Test Cases (this area is not available for the **Build Utility** project)

For each bug report, you select a project and an area into which the bug is categorized. See *Entering a new bug* on page 3 for more information.

Elements of a good bug report

When writing your bug reports, include the following three elements:

1. The minimal number of steps to reproduce the bug,
2. What you expected to see, and
3. What you saw instead.

The life of a bug report

A bug report starts its life when someone finds something wrong with RAPPID™ (the GUI or OBE), a test case, or the documentation.

The bug report is entered...

The person that found the bug (the submitter) enters a bug report in FogBugz, detailing the bug as described in **Elements of a good bug report** above.

The bug report is assigned to a developer...

When creating the bug report, the submitter assigns the bug to the developer whom they believe should be responsible for fixing the bug (the resolver).

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The developer receives an email about the bug...

The assigned developer receives an email in the internal email system informing them about the bug.

The bug gets analyzed...

The developer analyzes the bug, determining whether it is really a bug and whether it can be reproduced based on the steps to reproduce it listed by the submitter. See *Updating the status of a bug* on page 6 for information on what to do if it not really a bug and other issues.

The bug report is assigned back to the submitter for further details...

If it is discovered, for example, that there were not enough details in the bug report to correctly analyze and reproduce the bug, it is assigned back to the submitter explaining the need for more details.

The bug report is updated with more details about reproducing the bug...

The submitter updates the bug and assigns it back to the developer.

The bug gets analyzed again and fixed...

The developer can now reproduce the bug and determine the problem. The source code is fixed and checked in using Perforce as usual. The extra step to take is to specify the **BugzId** on a separate line in the description in the Perforce changelist. See *Associating a bug with a Perforce changelist* on page 7 for more information about integration with Perforce.

NOTE: Perforce changelists should be associated with a FogBugz ID, even if a new feature is being added. This allows us to keep better track of what we have accomplished and what we have left to complete.

The developer now updates the status of the bug report by clicking the Resolve option in the upper right corner of the bug report. See *Updating the status of a bug* on page 6 for more information.

The bug report gets assigned back to the submitter for approval and closure...

The submitter now re-tests the feature in which they found the bug and finds that it has been fixed. They close the bug report.

NOTES: The only person who should close a bug report is the person who submitted it. FogBugz does not require this, but it is our policy.

FogBugz does not allow you to close a bug report that is Active. You must resolve a bug report before it can be closed.

As a developer, work through bugs assigned to you in order of priority as assigned in the bug reports.

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Using FogBugz

Accessing FogBugz

You access FogBugz using a web browser. The following address was added to the **Favorites** menu in **Internet Explorer** in Windows and to the **Bookmarks** toolbar in **Mozilla** in Linux:

http://winsupport1/FogBugz/

NOTE: When accessing FogBugz in Linux, be sure to use the Mozilla web browser, NOT Konquerer. FogBugz does not display correctly in Konquerer.

Logging in

Everyone has an account in FogBugz that you log into using your internal email and the same password you use to log into your Windows and Linux accounts on the development network. Your email address is <your username>@rsr.com. For example, michaela@rsr.com.

Log in using the fields on the right side of the initial page of FogBugz.



Log on to FogBugz

Email:

Password:

Remember me

Log On

[Forgot password](#)

Figure 1: Logging on to FogBugz

Entering a new bug

Bugs are entered as "cases." To enter a new bug in FogBugz once you have logged in, click the **New Case** option on the toolbar.

NOTE: Do not enter a new case from the initial login page. Make sure to log in first.

The **New Case** page displays.

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Figure 2. Entering a new bug

Required information

Specify the information indicated below. Note that not all fields are currently used when entering bugs.

Field	Purpose
Project	Select the project corresponding to the where you found the bug, e.g., global or engineering common services, an OBE module, the GUI (GUI - Main).
Area	Indicate whether the bug seems to occur in the way the program operates (Source), due to the values in a test case (Test Cases), or an error in the Documentation . If there is an error in one or more test cases, indicate the filename(s) for the test case(s) in the testcases directory, or the project name and case name(s) of the test case(s) in the GUI.

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Field	Purpose
Category	<p>Select the category for the report.</p> <ul style="list-style-type: none"> ● Bug: Use this option to indicate a problem with in the RAPPID™ software, a test case or documentation. ● Feature: Use this option to specify a new feature, test case, or section of documentation to be added to the indicated portion of RAPPID™. ● Inquiry: Use this option to submit questions about the software, test cases, or documentation. ● Schedule Item: Use this option to request a meeting, to schedule a code review, or for other items to be scheduled.
Assigned To	Select the person who is responsible for fixing the bug. If you are not sure to who to assign the bug, assign it to the Administrator, who will assign it to the correct person.
Priority	Select the priority of the bug depending on its severity and how seriously it affects the operation of RAPPID™.
Version	For the version, enter the date the executable or library containing the problem was fetched or built. [Revision number?]
Status	When initially submitting a bug, the Status is automatically set to Active. Change the status after examining a bug that has been assigned to you. See <i>Updating the status of a bug</i> on page 6 for more information about options available when updating the status of a bug.
Main description box	Enter a description of the bug, making sure to include the steps to reproduce the bug, the expected behavior, and the actual behavior.
Attach a file	If a screenshot helps describe the bug or a text file with results or more information, you can attach one or more files to the bug report. See <i>Attaching files</i> on page 6 for more details.

When you are done inputting information about the bug into FogBugz, click **OK** below the main description box to submit the bug report.

The ID of the bug report displays in the upper left corner of the submitted bug report.

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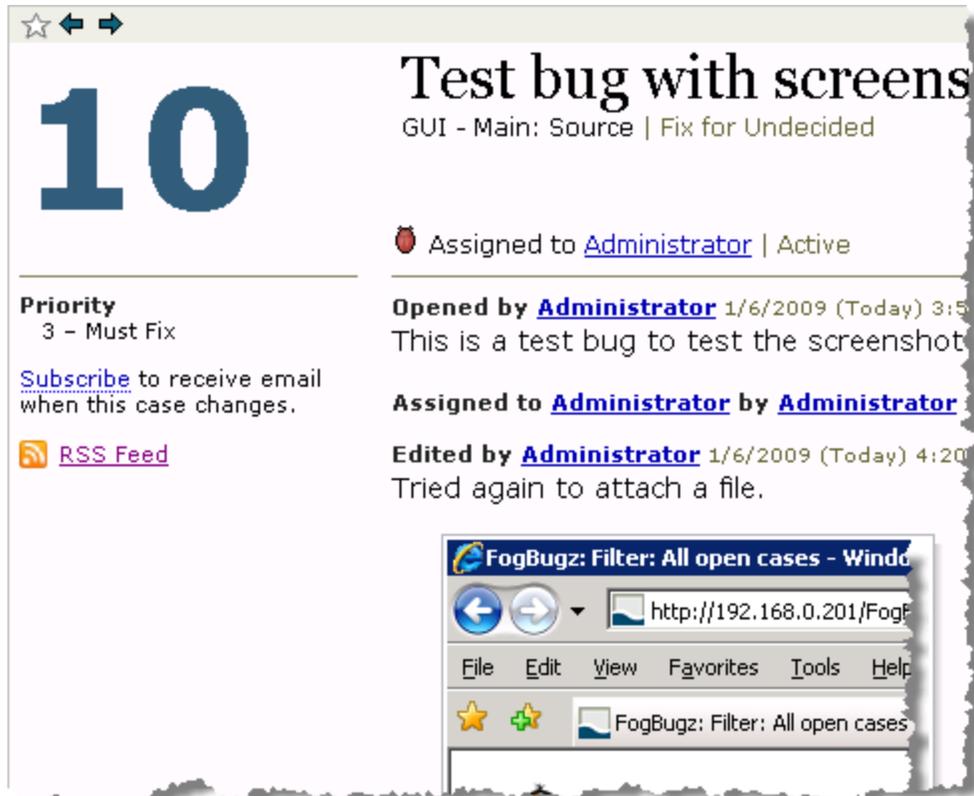


Figure 3: The ID (10) of the bug report in the upper left corner

Attaching files

To attach a screenshot, a text file, a Word file, or any other file that helps to describe or provide more information about the bug, click the **Attach a file** link on the bug report. The **Choose file** dialog box displays. Navigate to the file you want to attach, select it, and click **Open**. The file is listed at the bottom of the bug report.

NOTE: If you need help creating screenshots in Windows and/or Linux, ask Lori for help.

If you attach a graphic file, such as a .PNG file, the graphic displays in the bug report when it is submitted.

NOTE: The maximum allowed attachment size is 100 MB. However, you should NEVER attach large files. Instead, provide the path where the file(s) can be found.

Updating the status of a bug

The status of a bug report should be kept updated at all times. For example, as a developer, when you fix a bug, determine it is not reproducible or it is there by design, etc., click **Resolve** in the upper right corner of the bug report. The bug report opens in edit mode and you have six options for updating the status:

- **Resolved (Fixed):** Select this option if you have fixed the bug and checked the fixed code into Perforce, including the FogBugz ID in the description within the changelist.

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- **Resolved (Not Reproducible):** Select this option if you cannot reproduce the bug as described by the submitter. If you choose this option, Assign it back to the submitter explaining that you need more details about steps to reproduce the bug.
- **Resolved (Duplicate):** Select this option if you have discovered that this bug report is the duplicate of another bug report already in FogBugz.
- **Resolved (Postponed):** Do not use this option.
- **Resolved (Won't fix):** Do not use this option.
- **Resolved (By Design):** Select this option if the bug is not really a bug at all, but works that way intentionally.

In all cases, the bug report needs to be assigned back to the submitter at this stage.

Closing a bug report

If you have submitted a bug report in FogBugz, you are responsible for testing it when it is resolved in some manner and assigned back to you and closing it when applicable. If a bug report is ready to be closed, as the submitter, click **Close** in the upper right corner of the bug report. Enter a description as applicable and click **OK**.

You might also, as the submitter, change the status to one of the **Resolved** options and close the bug report at the same time by clicking **Resolve** in the upper right corner of the bug report, entering a description, and clicking the **Resolve & Close** button.

Associating a bug with a Perforce changelist

As a developer, when you fix a bug, you have checked out files in Perforce to change and checked them in when the bug is fixed. In the changelist's description, when checking in the files, specify on a separate line in the description the FogBugz ID with which the changelist is associated. The following is an example of the format to use:

BugzId: 10

NOTE: Every changelist you check in to Perforce should be associated with a bug report or a feature request in FogBugz.

Filtering bug reports

When you log into FogBugz, bug reports are listed according to the current filtering criteria selected. Click **Filter** to drop down a list of the filters available. Click the plus sign next to a filter to view the options available.

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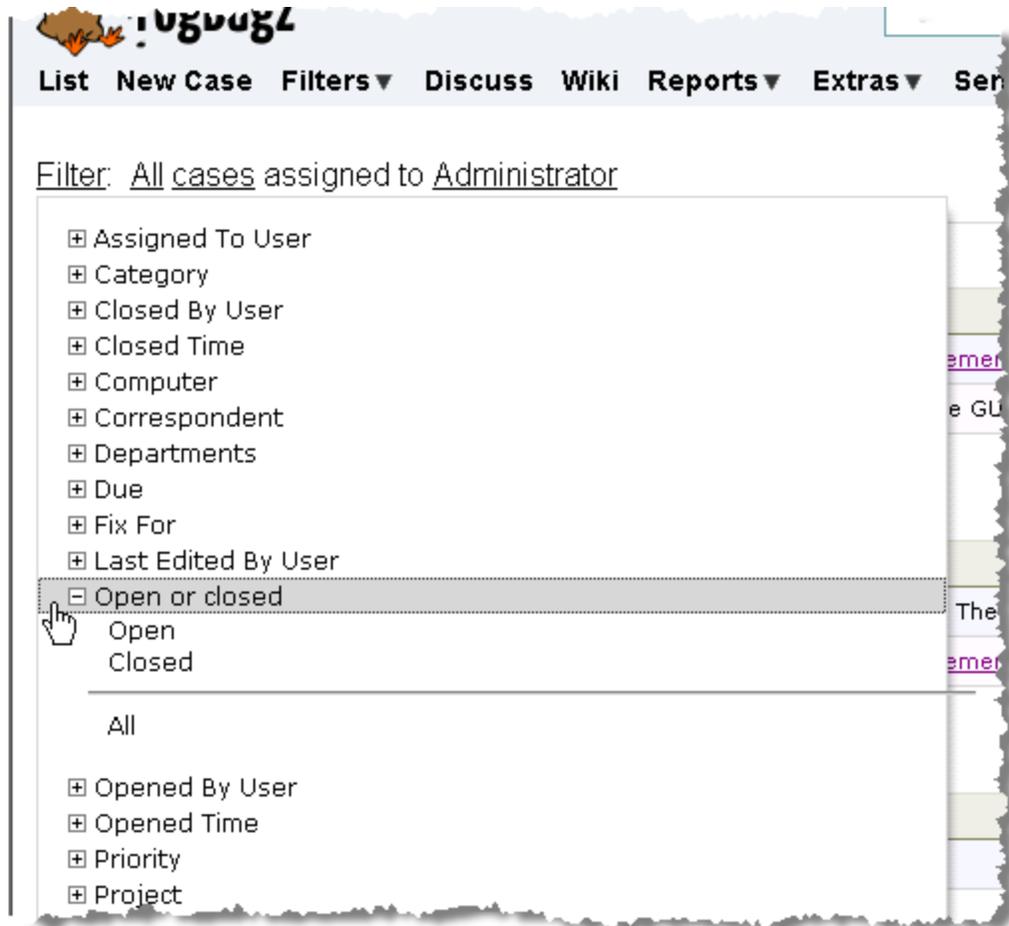


Figure 4: Clicking Filter to view available filters

Select an option to apply that filter to your list of bug reports.

If you want to remove a filter criteria you have previously applied, click the name of the filter criteria you want to remove and select the option available that will display all bug reports that match that criteria. For example, if you had selected to view all open cases and now you want to see all cases, whether they are open or closed, click open and select **All** from the drop-down list that displays.

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Figure 5: Removing a filter criteria

You can save filters so you can quickly change how your list of bug reports is displayed. Once you have set up a filter with all the criteria you want, click the Save button in the upper right corner of the screen

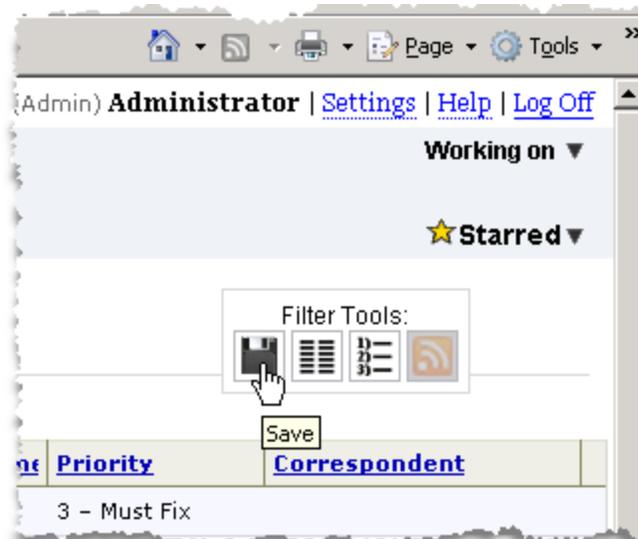


Figure 6: Saving a filter

above the list of bug reports.

Type a name for the filter in the edit box and click **OK**. The name of the filter now displays where "Filter" displayed previously.

Entering existing bugs into FogBugz

Over time, you may have collected miscellaneous notes about bugs you have found, features to be added to a code at a later date, etc. These should be entered into FogBugz, but do not spend a lot of time doing so. Enter them over time, so as not to severely interrupt your current tasks.

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Getting Help

For more information about using FogBugz, click the **Help** link in the upper right corner of the FogBugz screen.

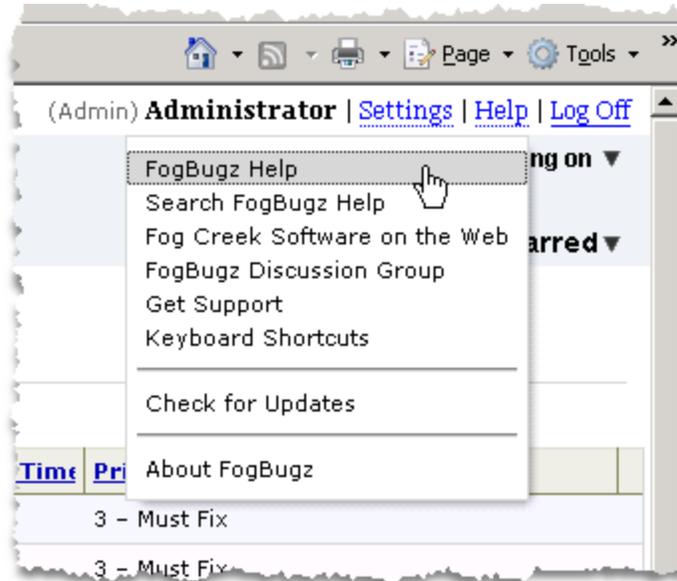


Figure 7: Accessing help within FogBugz