

Bugzilla Email Ingestion

From Nirvana

A feature to create and update Bugzilla bugs via e-mail with a set rules

Contents

- 1 Introduction
- 2 Preparation
- 3 Known Problems
- 4 Settings
- 5 Valid parameters
- 6 Example
- 7 Commenting a Bug
- 8 Procmailrc
- 9 Admin Guide
- 10 Further reading

Introduction

Bugzilla has an add-on that allows user to submit new bugs through e-mail. A procmail init script is placed in a user's home directory. This script redirects the bug into a parser and call Bugzilla API to create or update a bug through a defined template. If a user deviates from this template, system will send a reply message with the error message. If a bug submission is successful, system will write a confirmation e-mail.

Preparation

1. Create a Bugzilla account. Email martin.margo@ga.com with your phone number to create an account from your primary e-mail account
2. Log in to Bugzilla <https://www2.nirvanaware.com/bugzilla> with your username and password
3. Click **Preferences** link near the top of the page
4. Click **Email Preferences** tab
5. Click **Enable All Mail** button
6. Scroll down to the end of the page and click **Submit Changes**

Known Problems

- If an unknown user (user who doesn't have a bugzilla account) sends in a bug, an error message is generated. Unauthorized user may not submit a bug
- The manual says e-mail signature is ignored but in practice, email signature will be inserted in the bug. To prevent this problem, insert a line prior to signature containing '--'

- @op_sys is a required field. It represents Operating System (OS) in Bugzilla. Error message that user will get is confusing

You must select/enter a OS.

- If you send a HTML e-mail (versus regular text e-mail), the bug created will have additional two attachments (one .dat file and .html file. Both of these are your e-mail file). You may delete it manually by logging in to bugzilla
- Bugzilla cannot handle included e-mail correctly. If not careful, bug will be populated with previously quoted message. User should clear e-mail body prior to typing a new comment, otherwise the old quoted e-mail will be duplicated in the bug comment list.

Settings

Destination e-mail address : **srbissues@nirvanacare.com**

Valid parameters

- product (string) **Required** - The name of the product the bug is being filed against. Sample values
 - Customer - HPCMP SRB
 - Customer - HPCMP SAM
- component (string) **Required** - The name of a component in the product above. Sample values
 - Acommands
 - API
 - Authentication
 - Daemons
 - DAI
 - Documentation
 - Gateways
 - Java Admin
 - Java Client
 - MCAT DB
 - MCAT Server
 - Other
 - Scommands
 - SRB Agent
 - Web Client
- summary (string) **Required** - A brief description of the bug being filed. ****NOTE:**** This field is substituted with subject line of e-mail if not specified.
- version (string) **Required** - A version of the product above; the version the bug was found in. Sample values
 - SRB 2012
 - SRB 2012 R2
 - SRB 2012 R2 SP1
 - SRB 2012 R3

- SRB 2012 R3 SP1

- description (string) Defaulted - The initial description for this bug. Some Bugzilla installations require this to not be blank.
- op_sys (string) **Required** - The operating system the bug was discovered on. Sample values:

op_sys is the internal table name in Bugzilla. In the web view, it is referred to as OS / Operating System

- - AIX PPC 32bit
 - AIX PPC 64bit
 - HP-UX PARISC 32bit
 - HP-UX PARISC 64bit
 - Linux x86 32bit
 - Linux x86 64bit
 - Solaris SPARC 32bit
 - Solaris SPARC 64bit
 - Solaris x86 32bit
 - Solaris x86 64bit
 - Window x86 32bit
- platform (string) **Required** - What type of hardware the bug was experienced on. Sample values:
 - -- (reads double dashes)
- priority (string) Defaulted - What order the bug will be fixed in by the developer, compared to the developer's other bugs. Sample values:
 - Low
 - Normal
 - High
- severity (string) Defaulted - How severe the bug is. Sample values:
 - Critical
 - Major
 - Minor
 - Inquiry
- cf_itracker_issue_id - Old iTracker issue number. Sample values:
 - 6048

Example

This is an e-mail that I wrote

```
From: martin.margo@ga.com
Subject: Testing from my Win7 PC
To: srbissues@nirvanacare.com

@product = Customer - HPCMP SRB
@component = MCAT DB
@version = SRB 2012 R3
@severity = Minor
@op_sys = Solaris x86 64bit
```

```
@platform = --
```

Sample bug issues submitted to HPCMP project with attachment.

And this is the e-mail I receive

```
From: srbissues@nirvanacare.com
Subject: [Bug 440] New: Testing from my Win7 PC
To: martin.margo@ga.com
https://www2.nirvanaware.com/bugzilla/show_bug.cgi?id=440
```

```
    Priority: ---
    Group: HPCMP
    Bug ID: 440
    CC: christopher.lindner@ga-asi.com,
    Constantin.Scheder@ga.com, martin.margo@ga.com
    Assignee: bugs@nirvanaware.com
    Summary: Testing from my Win7 PC
    Severity: Minor
    Classification: Unclassified
    OS: Solaris x86 64bit
    Reporter: martin.margo@ga.com
    Hardware: --
    Status: NEW
    Version: SRB 2012 R3
    Component: MCAT DB
    Product: Customer - HPCMP SRB
```

```
Created attachment 64
--> https://www2.nirvanaware.com/bugzilla/attachment.cgi?id=64&action=edit
attachment-17210-0.html
```

Sample bug issues submitted to HPCMP project with attachment.

```
Martin W Margo | General Atomics | Nirvana, Software Developer
3550 General Atomics Court, San Diego, CA 92121 | martin.margo@ga.com
Phone: (858) 455-2284 | Fax: (858) 455-3586
```

```
--- Comment #1 from Martin Margo <martin.margo@ga.com> --- Created attachment 65
--> https://www2.nirvanaware.com/bugzilla/attachment.cgi?id=65&action=edit
attachment-17210-1.dat
```

```
--- Comment #2 from Martin Margo <martin.margo@ga.com> --- Created attachment 66
--> https://www2.nirvanaware.com/bugzilla/attachment.cgi?id=66&action=edit
ID44227_600.jpg
```

```
--
You are receiving this mail because:
You are on the CC list for the bug.
You reported the bug.
```

Commenting a Bug

Please consider the 'Known Issues' Section before proceeding

There are two ways to comment on a bug in Bugzilla from your local e-mail client.

- A. If you are the reporter of the bug
- B. If you know the bug_id number (bug number)

A. Users who report the bug should have a confirmation e-mail from Bugzilla. To add a comment to this bug:

1. Find and open bug confirmation e-mail from srbissues@nirvanacare.com
2. Click **'Reply'** button in your e-mail client
3. Clear out (delete all existing lines in the e-mail body) **Note:** If you skip this step, confirmation text will be included in your comment
4. Type your comment
5. (Optional): You may add one or more attachments
6. Click **Send**

B. If you know the bug_id number (bug number) Users can find the bug number through Bugzilla search, reports, e-mail links, etc.

1. Create new e-mail message
2. set the recipient to **srbissues@nirvanacare.com**
3. Enter random string as subject as it will be ignored
4. In e-mail body type

```
@product = Test
@component = Test
@version = unspecified
@platform = --
@op_sys = All
@bug_id = 1669
This is my comment. etc etc etc. Please note that I'm updating bug 1669 (specified in @bug_id)
This is an example, in real workflow, user need to specify correct product, component, version,
platform, op_sys, bug_id.
```

1. (Optional): You may add one or more attachments
2. Click **Send**

Procmailrc

Admin Guide

Further reading

- [1] (http://www.bugzilla.org/docs/3.0/html/api/email_in.html)

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Category: Lab

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