



Department of Computer Science and Engineering

Title: Bugzilla Bug- Tracking Tools Part I

Software Testing & Quality Assurance Lab CSE 434



Green University of Bangladesh

1 Objective(s)

- To be familiar with bug tracking and reporting tools.
- To gain practical knowledge on how to create and manage bug on bugzilla.

2 Introduction

Bugzilla is an open-source tool used to track bugs and issues of a project or a software. It helps the developers and other stakeholders to keep track of outstanding problems with the product.

Bugzilla can be used as a Test Management tool since it can be easily linked with other test case management tools like Quality Centre, ALM, Testlink, etc. Bugzilla provides a powerful, easy to use solution to configuration management and replication problems. It can dramatically increase the productivity and

accountability of an individual by providing a documented workflow and positive feedback for good performance.

Most commercial and defect-tracking software vendors charged enormous licensing fees in the starting days of Bugzilla. As a result, Bugzilla quickly became a favorite among the open-source users, due to its genesis in the open-source browser project with Mozilla. It is now the most precious defect-tracking system against which all the others are measured. Bugzilla puts the power in an individual's hand to improve the value of business while providing a usable framework for natural attention to detail and knowledge store to flourish.

3 Bugzilla – Key Features

Bugzilla has many keys as well as advanced features, which makes it unique. Following is a list of some of Bugzilla's most significant features –

- Bugzilla is powerful and it has advanced searching capabilities.
- Bugzilla supports user configurable email notifications whenever the bug status changes.
- Bugzilla displays the complete bug change history.
- Bugzilla allows users to attach Bug supportive files and manage it.
- Bugzilla supports a robust, stable RDBMS (Rational Data Base Management System) back end.
- Extensive configurability as it allows to be configured with other test management tools for a better user experience.
- Bugzilla has a smooth upgrade pathway among different versions.
- Bugzilla has a wide range of customized, user preferences features.

4 Creating Account on Bugzilla

The Bugzilla installation requires several technical aspects to start with. A few websites provide the Bugzilla web application. The Bugzilla Test Server is one of these. <https://bugzilla-dev.allizom.org/> this is the testing and demonstration website. Once you navigate to the above-mentioned URL, the Bugzilla home page will display.

The process of creating an account is similar to any other web based application like Facebook, Gmail, etc. Following are the steps to create an account –

1. Go to <https://bugzilla-dev.allizom.org/>
2. On the Bugzilla home page, click the New Account link placed on the header
3. Enter the email address and click on Send
4. Within moments, the user will receive an email to the given address. This Email should have a login name and a URL to confirm the registration.
5. Once the registration is confirmed, Bugzilla will ask the real name (optional, but recommended) and ask the user to type their password and confirm their password. Depending on how Bugzilla is configured, there may be minimum complexity requirements for the password.
6. Once the details are filled, click on Create, a successful message of account creation displays on the screen, else it will display an error message. Correct the error and then click on Create.

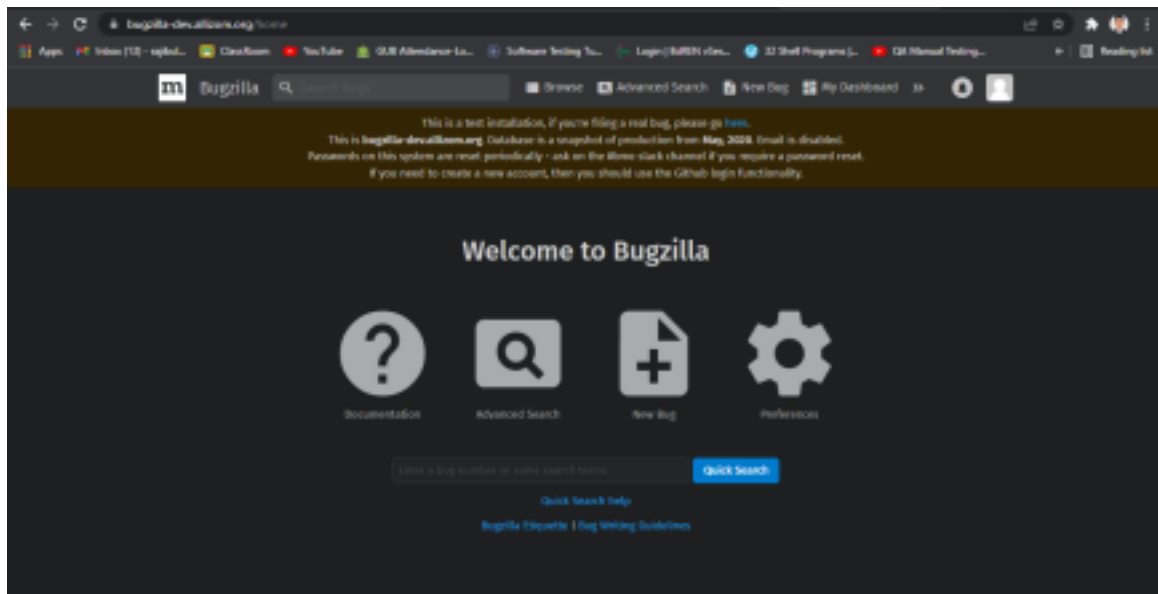
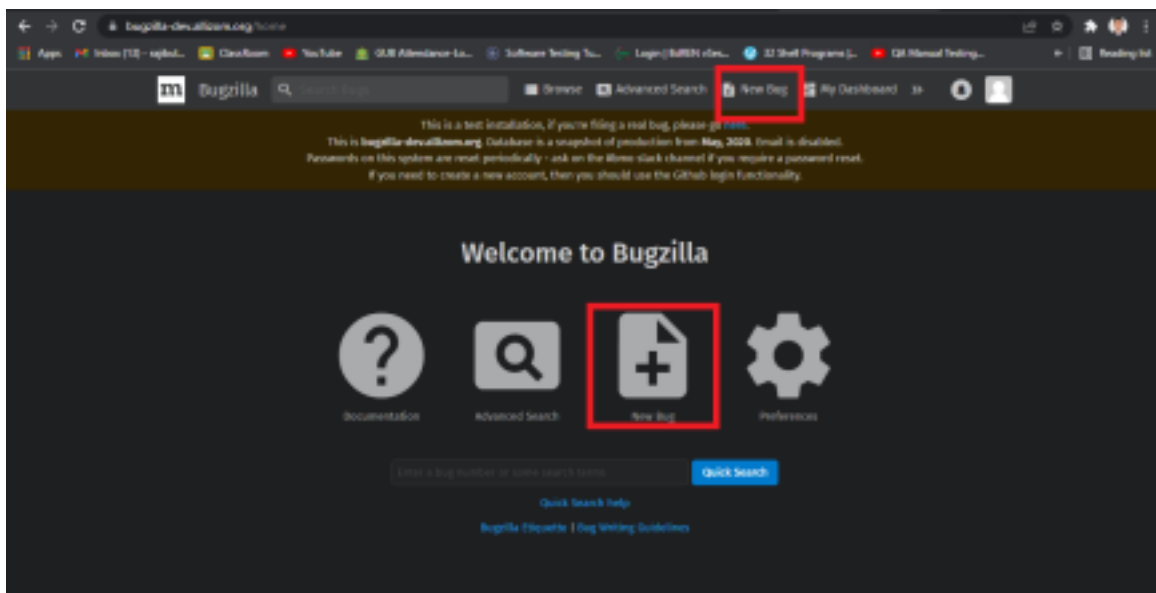


Figure 1: Bugzilla homepage

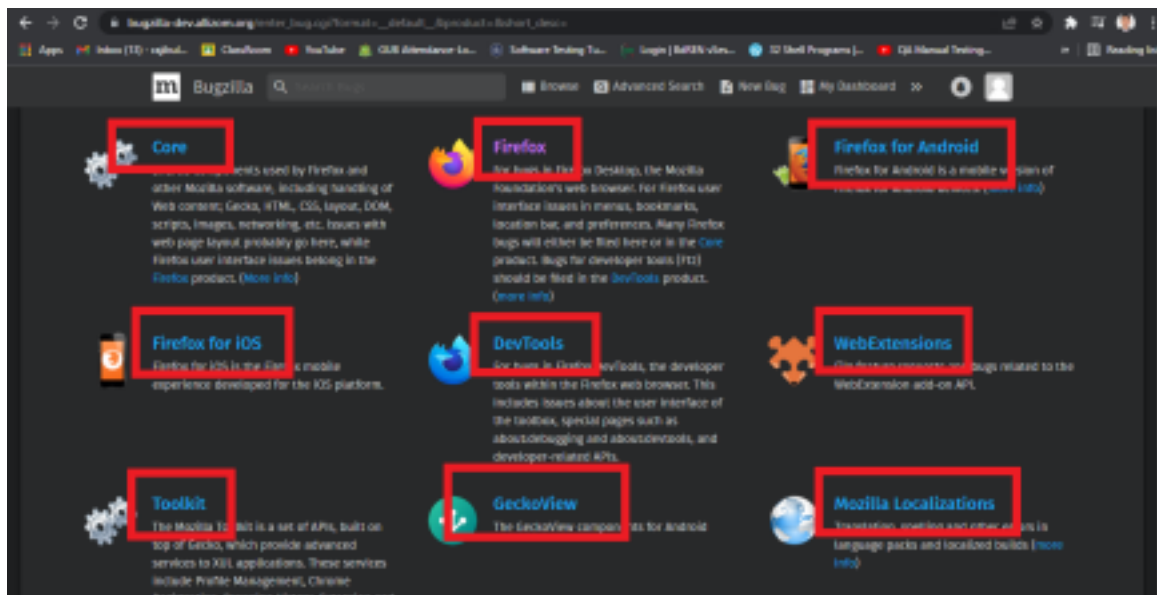
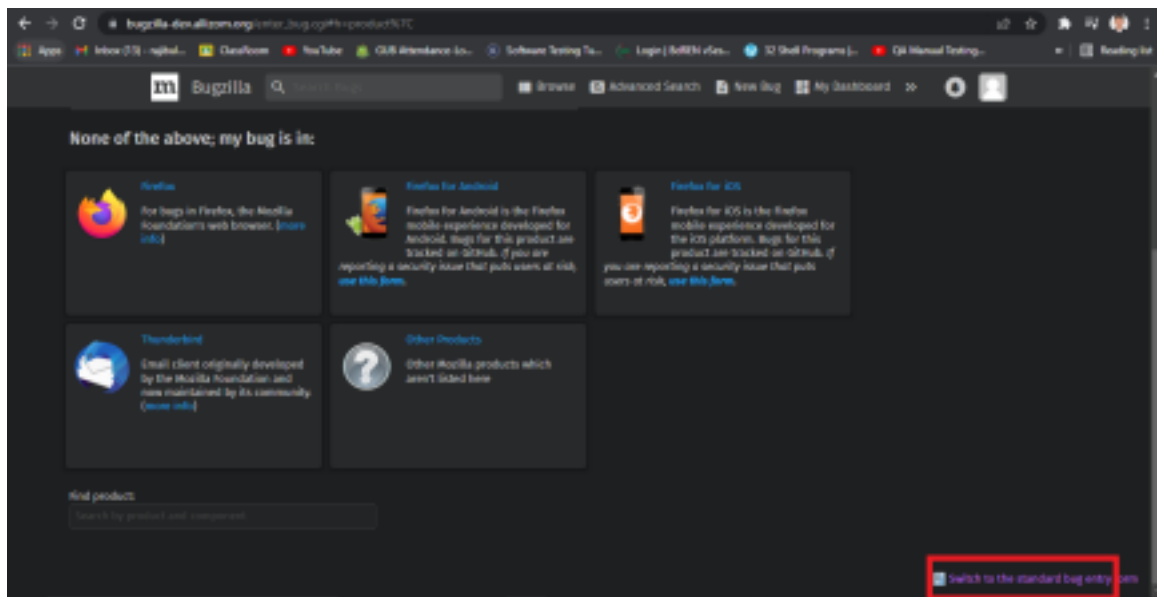
5 Creating & Reporting a New Bug

The procedure of filling a new bug is quite simple and has been explained below.

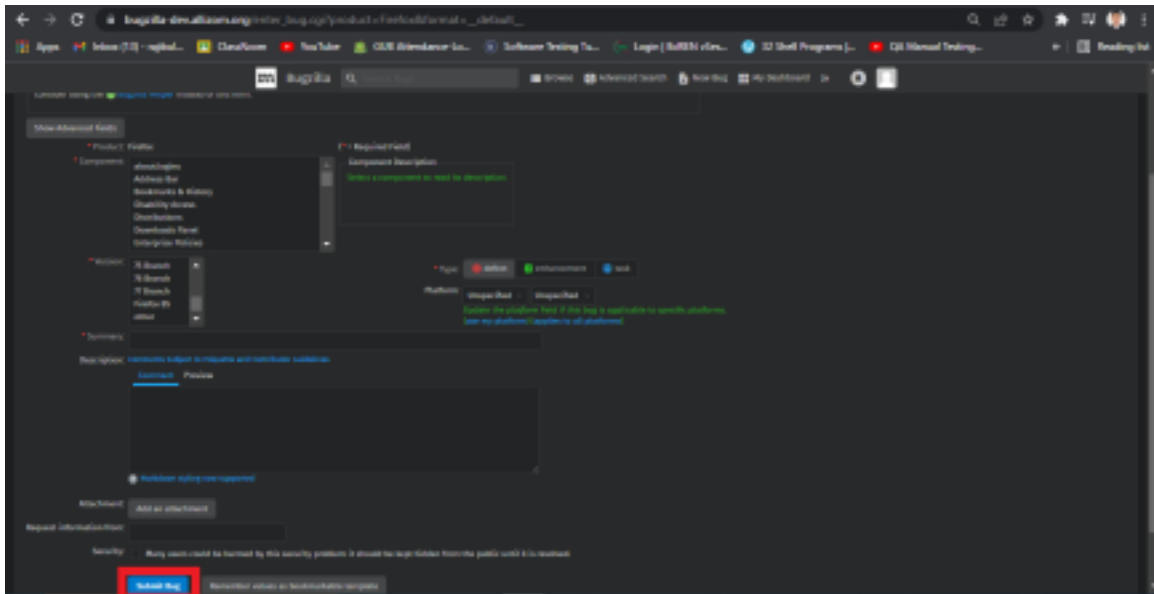
- Click on the 'New Bug' link, present on the header or the body on the home page as shown in the following screenshot.



- Now switch to the standard bug entry form placed at the bottom of the page.



- This site is developed by Mozilla and it is hosted on the web. so you can't track bug of your customized product, you have to choose product from the list.
- Now a form will appear where the user should enter the following details related to the bug –
 - Enter Product
 - Enter Component
 - Give Component description
 - Select version
 - Select severity
 - Select Hardware
 - Select OS
 - Enter Summary
 - Enter Description
 - Attach Attachment



- As soon as the user clicks on the Submit bug button, a Bug Id is generated with the details that of bug as that were entered.

A user can also add additional information to the assigned bug like URL, keywords, whiteboard, tags, etc. This extra-information is helpful to give more details about the Bug that is created.

- Large text box
- URL
- Whiteboard
- Keywords
- Tags
- Depends on
- Blocks

6 Clone an Existing Bug

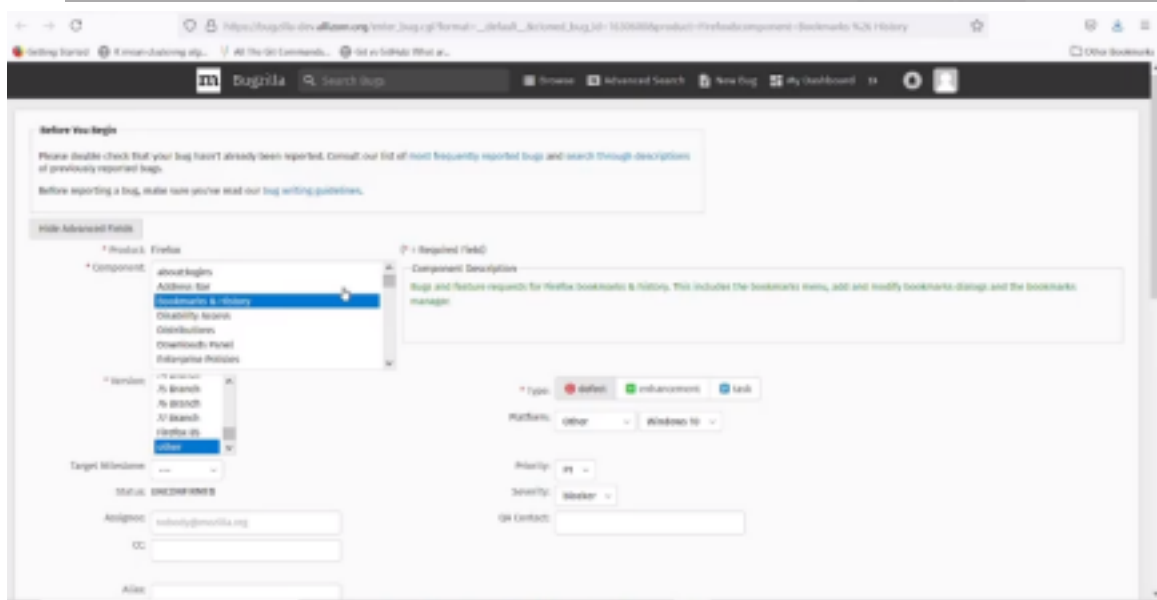
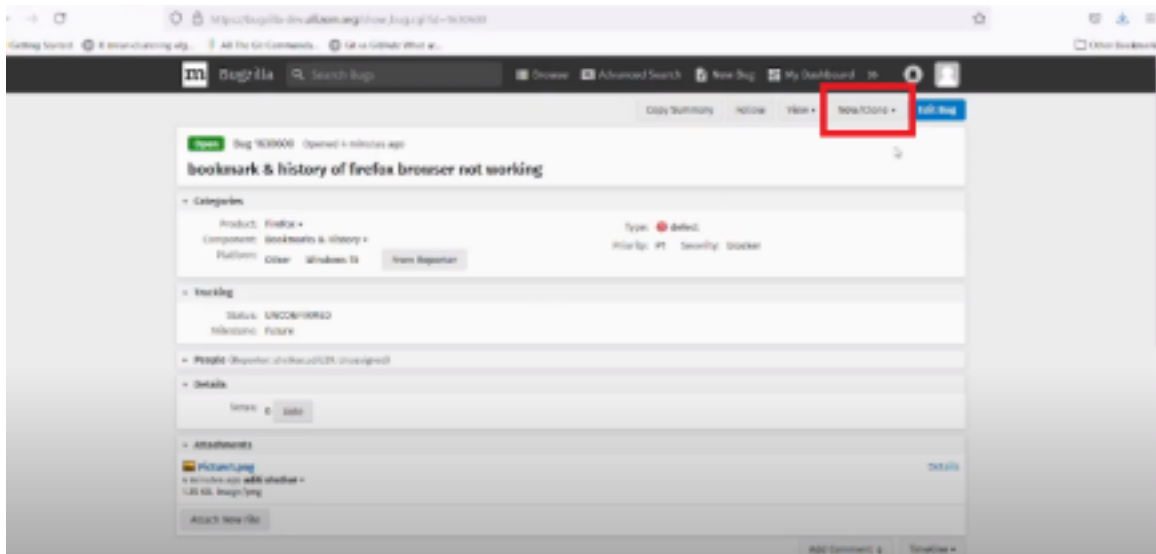
Bugzilla has the provision of "Cloning" an existing bug. The newly created bug keeps most of the settings from the old bug. This helps in tracking similar concerns that require different handling in a new bug. To use this, go to the bug that user wants to clone. Then click on the "Clone" link on the bug page as shown in the screen-shoot below. Enter the Bug page that is filled with the values same as the old bug has. The User can change the values and/or text if needed. Then, click on Submit Bug. Bug is logged successfully with dependency details.

7 Discussion & Conclusion

Based on the focused objective(s) to understand about the sorting algorithms, the additional lab exercise made me more confident towards the fulfilment of the objectives(s).

8 Lab Task (Please implement yourself and show the output to the instructor)

1. Create a new bug on <https://bugzilla-dev.allizom.org/>
2. Clone an existing bug.



9

Lab Exercise (Submit as a report)

1. Create a new bug for Thunderbird using Bugzilla.

10 Policy

Copying from internet, classmate, seniors, or from any other source is strongly prohibited. 100% marks will be *deducted* if any such copying is detected.

11 Resources

https://www.tutorialspoint.com/bugzilla/bugzilla_clone_bug.htm