



Bug Tracking System

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EECS 448

Software engineering problem

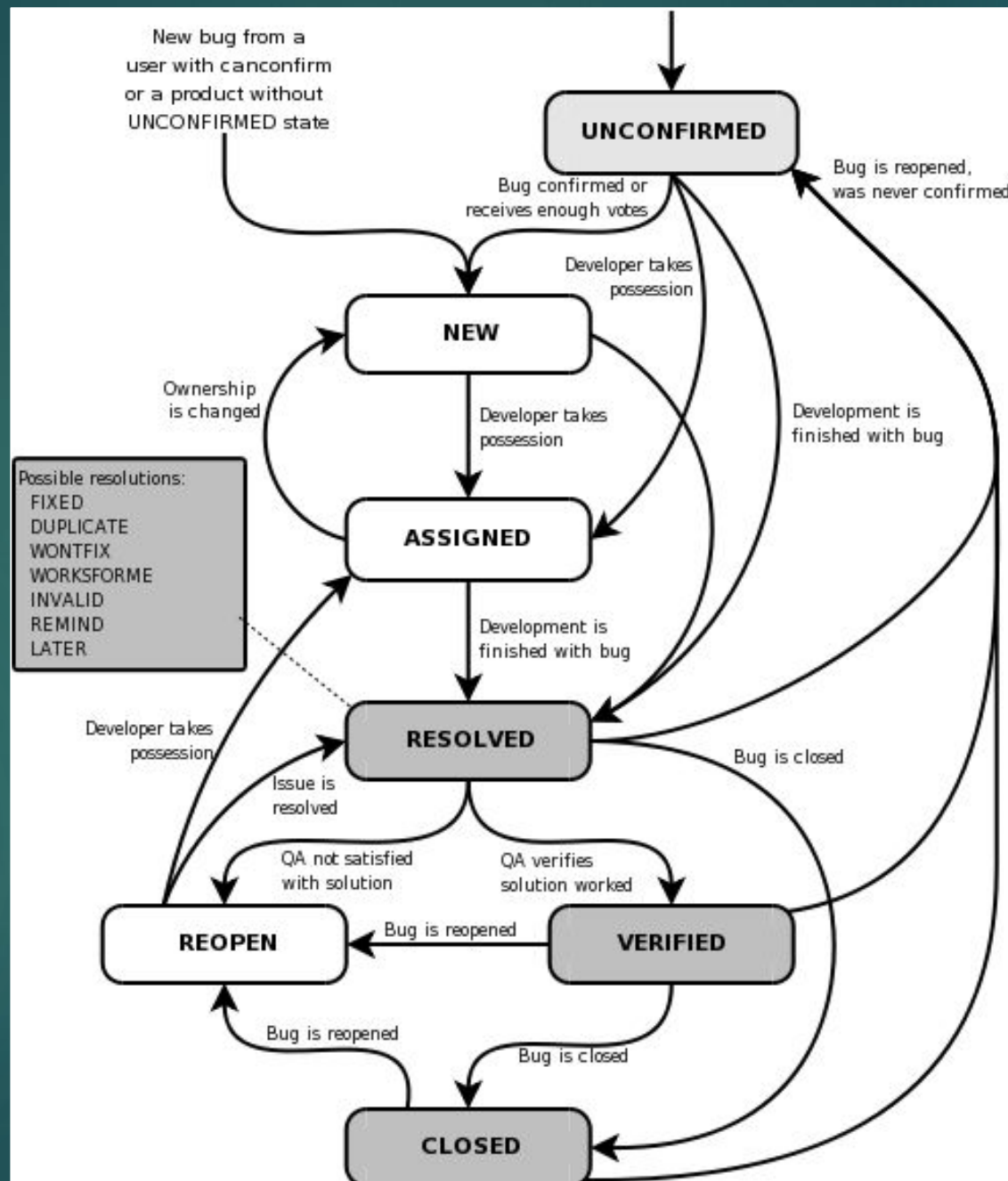
- ▶ User is not precise when reporting a bug.
- ▶ Only few people know about a problem and its solution.
- ▶ The same bug is reported several times.
- ▶ Many programmers work in the same problem because they do not communicate.

Solution to the problem

- ▶ Bug tracking system is an unified way to solve all these problems.
- ▶ There are many different bug tracking systems.
- ▶ Each system has its own features.
- ▶ In general, bug tracking systems store and organize information about bugs.

Ways to address the problem

- ▶ Enables users to report bugs.
- ▶ Records facts about bugs in a database
- ▶ Uses the concept of life cycle for a bug
- ▶ A bug has its state changed many times until it is deleted.
- ▶ Document techniques to solve the problem.
- ▶ Administrators set permissions to programmers.



Specific implementations



- ▶ Bugzilla
- ▶ JIRA
- ▶ Mantis
- ▶ Trac
- ▶ Redmine
- ▶ HP ALM
- ▶ FogBugz
- ▶ ClearQuest
- ▶ Lighthouse
- ▶ Zoho



Features of solution

- ▶ Documentation reporting
- ▶ Test planning integration
- ▶ Customizable workflow
- ▶ Custom fields
- ▶ SLA (Service level agreement)
- ▶ Other products integration
- ▶ Multiple projects
- ▶ Public and Private projects

Preferred implementation

Mantis Bug Tracker

- ▶ License: GPLv2
- ▶ Open source contributors
- ▶ Implemented language: PHP
- ▶ Database: ADOdb (MySQL, PostgreSQL, SQL Server, etc.)
- ▶ Launch date: 2000



Preferred implementation

Mantis Bug Tracker

- ▶ Stable Release: Reliable
- ▶ Development Release: Destined to familiars with PHP and able to troubleshoot
- ▶ Nightly Builds: Minimally tested



Preferred implementation

Mantis Bug Tracker

- ▶ Simple to use
- ▶ Easy to install
- ▶ Multiple projects
- ▶ Public and Private Projects
- ▶ Built-in Reporting (Report and Graphs)
- ▶ Source Control integration (GIT, SVN, CVS)
- ▶ Email notification



Thank you!