

Unit 5.4
Bug Zilla

Software Testing



An Introduction to Bugzilla



Software Engineering Laboratory

What is a “Bug”!

- Unexpected Problem!
- Technically, a software defect
- Where from?
 - Programmer’s mistake
 - Tired!
 - Misunderstanding problem definition (user request)
 - Low Quality Software!



What is Bugzilla?

- Bugzilla is a “defect tracking system” that allows individuals or groups of developers to keep track of outstanding bugs in their product effectively.
- It was developed using free open source tools and is itself free.
- Despite being free, Bugzilla has many features its expensive counterparts lack.
- Currently in use by Mozilla, Gnome, Open Office, Apache, Eclipse, Red Hat, Nasa, AMD and many more!

Some of the Important Features of Bugzilla

- Search option with advanced features
- Email notifications for any changes in the bug report
- History of all the changes
- Can link different defects for tracking purpose
- Attachment support
- Secured
- A stable backend system to store and retrieve all the data
- Various interfaces like Web and console
- Customizable user interface
- Many configuration options useful for project
- Easy and stable upgrade and maintenance

Bugzilla System Requirements

Bugzilla is a freeware and the installation includes certain procedures. It basically requires:

- Database Engine (MySQL, Postgre SQL. Oracle)
- Web server (Any web server that can run CGI scripts)
- Bugzilla Files
- Perl Modules
- Mail Transfer Agent

[Home](#) | [New](#) | [Browse](#) | [Search](#) |

[Search](#) | [\[?\]](#) | [Reports](#) | [Requests](#) | [New Account](#) | [Log In](#) | [Forgot Password](#)

Notice: Due to a recent [data disclosure](#) all current passwords have been reset and will require a new password to be set the next time this

Welcome to Bugzilla



[File a Bug](#)



[Search](#)



[Open a New Account](#)

Enter a bug # or some search terms

[Quick Search](#)

[Quick Search help](#) | [Install the Quick Search plugin](#)

[Bugzilla User's Guide](#) | [Release Notes](#)

File a Bug

- 1) Click on File a Bug icon and the page will navigate to the below-displayed page

The screenshot shows the Bugzilla interface for selecting a classification. At the top, there's a header bar with the title "Bugzilla – Select Classification" and a message "Please select the classification." Below the header is a navigation bar with links: Home, New, Browse, Search, Search (with a dropdown menu), Reports, My Requests, Preferences, Help, Log out, and an email address loginbugzilla@gmail.com.

Below the navigation bar, a notice states: "Notice: Due to a recent [data disclosure](#), all current passwords have been reset and will require a new password to be set the next time this site is accessed. To do so, click the 'Forgot Password' link." There are three buttons below this notice: "All" (selected), "Show all products", "Unclassified" (Unassigned to any classifications), "Widgets" (All widgets get classification of widget), and "Mercury" (Because classifications do exist).

At the bottom of the page, there's another navigation bar with links: Home, New, Browse, Search, Search (with a dropdown menu), Reports, My Requests, Preferences, Help, Log out, and an email address loginbugzilla@gmail.com. A "My Bugs" link is also present.

On this page, we can see all the product classification headers that are available to the user.

2) Now click on All link. This will show you all the products that are present in each of the headers.

Bugzilla - Enter Bug

Home | New | Browse | Search Search | [?](#) | Reports | My Requests | Preferences | Help | Log out logins as: ita@gmail.com

Notice: Due to a recent [data disclosure](#) all current passwords have been reset and will require a new password to be set the next time this site is accessed. To do so, click the "Forgot Password" link at the top.

First, you must pick a product on which to enter a bug:

Unclassified: Unassigned to any classifications

[FoodReplicator](#): Software that controls a piece of hardware that will create any food item through a voice interface.

[Spider Sécretions](#): Spider secretions

Widgets: All widgets get classification of widget

[Sam's Widget](#): Special SAM widgets

Mercury: Because classifications do exist

[MyOwnBadSelf](#): feh.

[WorldControl](#): A small little program for controlling the world. Can be used for good or for evil. Sub-components can be created using the WorldControl API to extend control into almost any aspect of reality.

Home | New | Browse | Search Search | [?](#) | Reports | My Requests | Preferences | Help | Log out logins as: ita@gmail.com

My Bugs

3) Now click on the product in which you want to log a bug. In this article, we will consider the Food Replicator product from the Unclassified header.

The user is now in entering Bug for FoodReplicator screen.

Bugzilla – Enter Bug: FoodReplicator

Home | New | Browse | Search | Search | Reports | My Requests | Preferences | Help | Log out loginbugzilla@gmail.com

Notice: Due to a recent [data disclosure](#) all current passwords have been reset and will require a new password to be set the next time this site is accessed. To do so, click the 'Forgot Password' link at the top. Before reporting a bug, please read the [bug writing guidelines](#), please look at the list of [most frequently reported bugs](#), and please [search](#) for the bug.

(* = Required Field)

* Product: FoodReplicator Reporter: loginbugzilla@gmail.com

* Component: renamed component - Component Description
Select a component to read its description.

* Version: 1.0 - Severity: normal

Hardware: PC OS: Windows NT

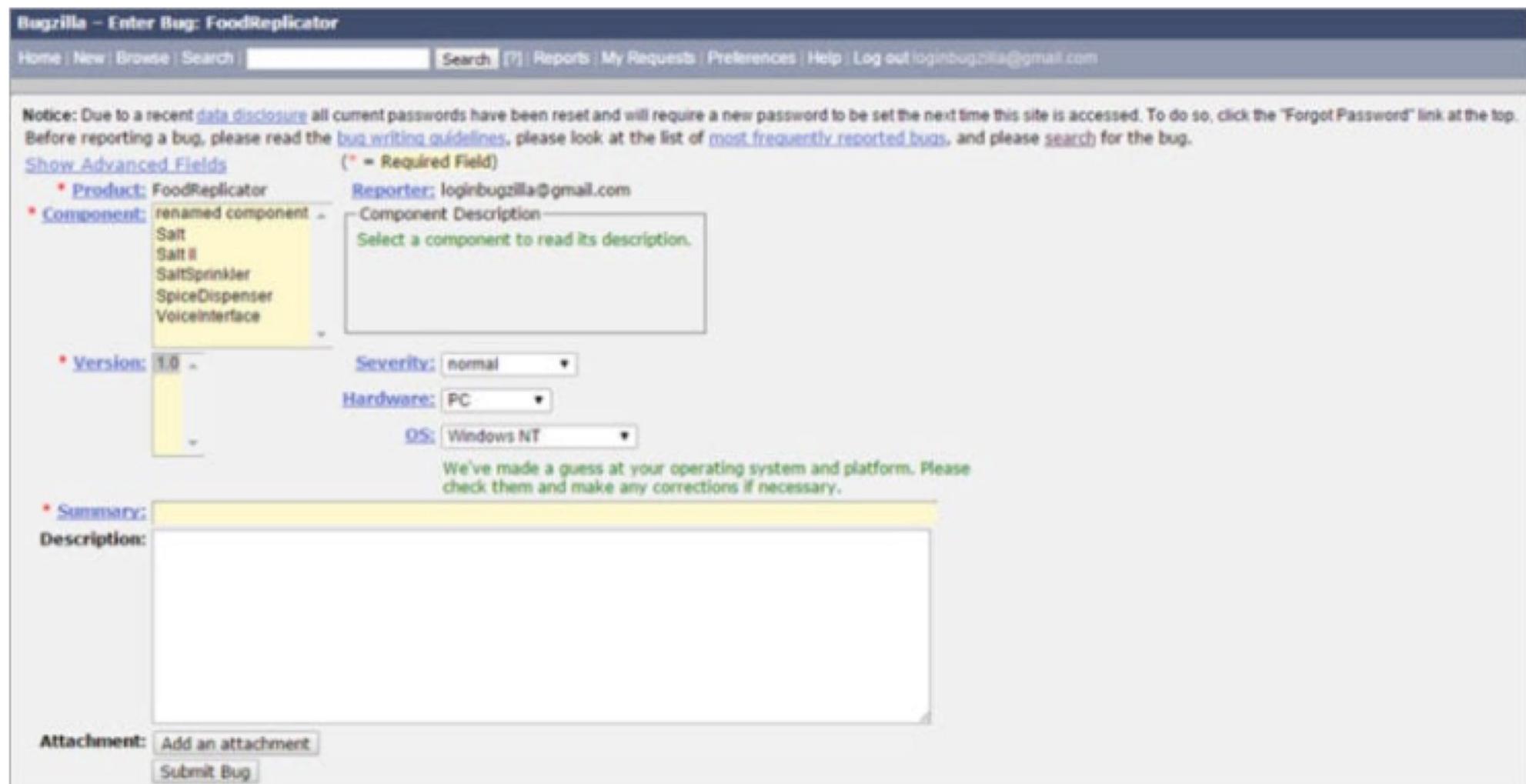
We've made a guess at your operating system and platform. Please check them and make any corrections if necessary.

* Summary:

Description:

Attachment: Add an attachment

Submit Bug



Editing a Bug

39884 - cee27995-8985-4cfe-aa54-a9813cec9e0f [\(edit\)](#) [Save Changes](#)

Status: CONFIRMED [\(edit\)](#)

Alias: None [\(edit\)](#)

Product: MyOwnBadSelf

Component: comp2 [\(show other bugs\)](#)

Version: unspecified

Hardware: All

Importance: P2

Target Milestone: ---

Assignee: tara@tequilarista.org [\(edit\)](#) [\(take\)](#)

QA Contact: [\(edit\)](#) [\(take\)](#)

URL:

Whiteboard:

Keywords:

Personal Tags:

Depends on: 38933 [\(edit\)](#)

Blocks:

Show dependency [tree](#) / [graph](#)

Orig. Est.:	Current Est.:	Hours Worked:	Hours Left:	% Complete:	Gain:	Deadline:
0.0	0.0	0.0 + 0	0.0	0	0.0	<input type="button" value=""/>

Reported: 2017-02-19 12:40 PST by Ashish

Modified: 2017-02-19 12:40 PST [\(History\)](#)

CC List: Add me to CC list
2 users [\(edit\)](#)

Ignore Bug Mail: (never email me about this bug)

See Also: [\(add\)](#)

Large text box: [\(edit\)](#)

A multiple-select box: Always Appears
 Also Always Appears
 Third Value, Always

Drop Down List: ---

Date Time:

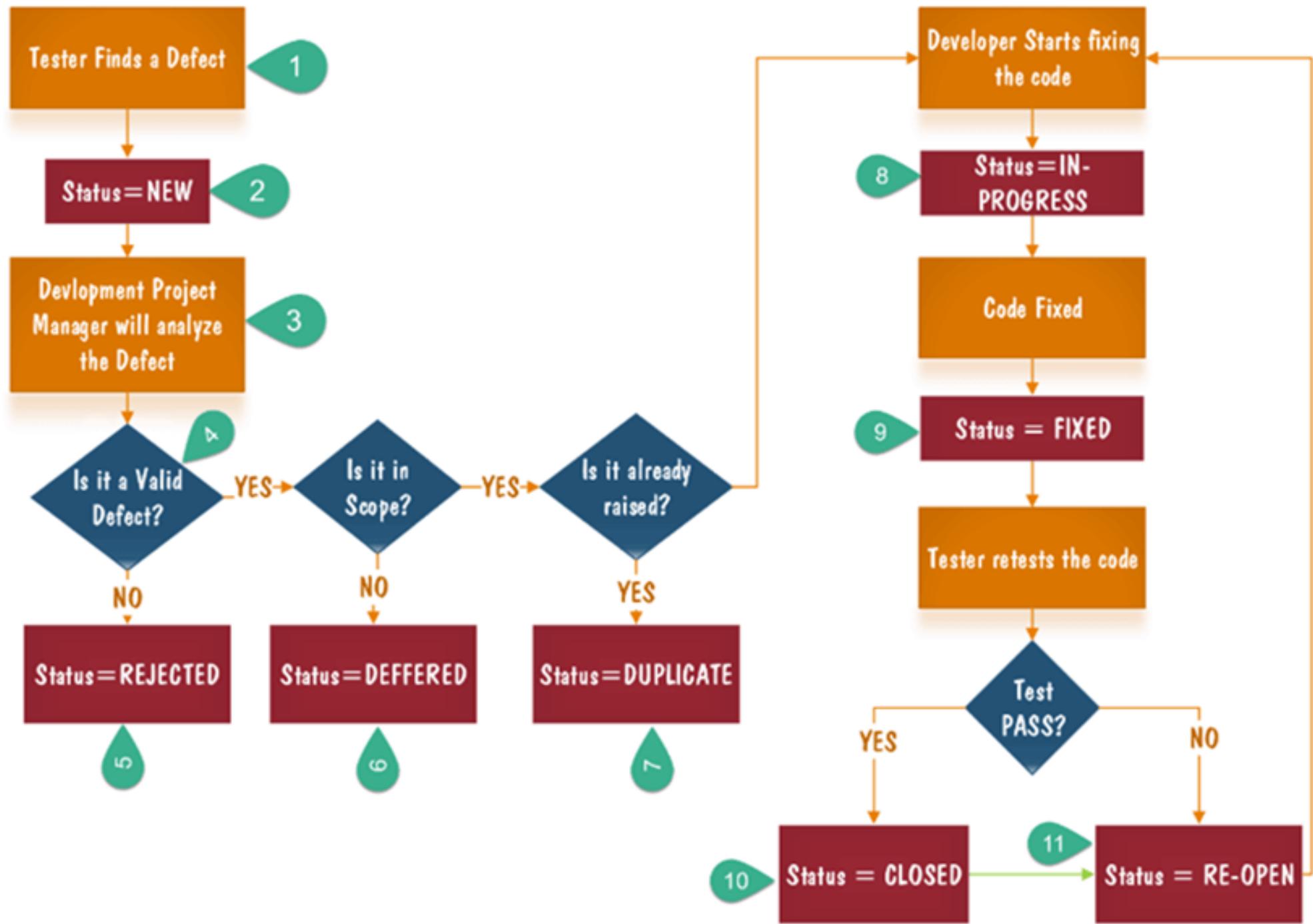
Bug ID Field:

Flags: None yet set [\(set flags\)](#)

The fields that are present in the default bug screen are:

- **Product** – Which we selected on the previous page
- **Component** – Each product can be split into one or more components based on the use or functionality etc.
- **Version** – Version of the product in which the bug was detected
- **Reporter** – Email id of the person logging the bug
- **Severity** – Severity of the bug
- **Hardware and OS** – Machine details from which bug is logged
- **Summary** – To provide a summary for the bug
- **Description** – A complete description of the bug
- **Add an Attachment** – To provide any supporting file as an attachment
- **Submit a Bug** – To submit the bug and create a Bug ID

Bug/ Defect Life Cycle Explained



A Bugs Life by Bugzilla 3.0

- NEW
- ASSIGNED (ACCEPTED)
 - Dev. Accept bug
 - Dev. Lead assigned to some Dev.
- RESOLVED
 - FIXED INVALID WONTFIX LATER
 - REMIND DUPLICATE WORKFORME
- VERIFIED

A Bugs Life by Bugzilla 3.0

- **FIXED**

- A fix for this bug is checked into the tree and tested.

- **INVALID**

- The problem described is not a bug

- **WONTFIX**

- The problem described is a bug which will never be fixed.

- **LATER**

- The problem described is a bug which will not be fixed in this version of the product.

A Bugs Life by Bugzilla 3.0

- **REMIND**

- The problem described is a bug which will probably not be fixed in this version of the product, but might still be.

- **DUPLICATE**

- The problem is a duplicate of an existing bug. Marking a bug duplicate requires the bug# of the duplicating bug and will at least put that bug number in the description field.

- **WORKSFORME**

- All attempts at reproducing this bug were futile, reading the code produces no clues as to why this behavior would occur. If more information appears later, please re-assign the bug, for now, file it.

Severity: impact of a bug

- **Blocker**
 - Blocks development and/or testing work
- **Critical (S2 fatal error)**
 - crashes, loss of data, severe memory leak
- **Major (S3 error)**
 - major loss of function
- **Minor (S4 Warning)**
 - minor loss of function, or other problem where easy workaround is present
- **Trivial (S5 Light Warning)**
 - cosmetic problem like misspelled words or misaligned text
- **Enhancement (S6 it's better if...)**
 - Request for enhancement