

User Guide for Bug report Creation in Mantis



url: www.votarytech.com/mantis

Login :This is the login page. Just enter your username and password and hit the login button. There is also a Save Login checkbox to have the package remember that you are logged in between browser sessions. You will have to have cookies enabled to login.

If the account doesn't exist, the account is disabled, or the password is incorrect then you will remain at the login page. An error message will be displayed.

The administrator may allow users to sign up for their own accounts. If so, a link to signup for your own account will be available.



Login	
Username	<input type="text"/>
Password	<input type="password"/>
Remember my login in this browser	<input type="checkbox"/>
Secure Session	<input checked="" type="checkbox"/> Only allow your session to be used from this IP address.
<input type="button" value="Login"/>	

[[Lost your password?](#)]



Select the Department



Logged in as: *thenesun* (Sunil Thenebanda - reporter)

2015-09-22 11:43 CEST

Project:

[My View](#) | [View Issues](#) | [Report Issue](#) | [Change Log](#) | [Roadmap](#) | [My Account](#) | [Logout](#)

Select Project	
Choose Project	<div>VT_Finance_SUPPORT ▾ VT_Finance_SUPPORT VT_Facilities_SUPPORT VT_HR_SUPPORT VT_IT_SUPPORT</div>
Make Default	





Report Issue

Step:2) Click on "Report Issue". The simple form lets you report the category, reproducibility, severity, summary, description, and additional information category.

All but Additional Information are required fields.



Logged in as: *thenesun* (Sunil Thenebanda - reporter)

2015-09-22 11:31 CEST

Project:

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Issue #

Unassigned [^] (1 - 4 / 4)

0002294	[VT_IT_SUPPORT] Beagle Board Issue [All Projects] Defect - 2015-09-18 08:36
0002278	[VT_IT_SUPPORT] Need Wireshark installation in my Desktop [All Projects] New Development - 2015-09-15 09:19
0002232	[VT_Finance_SUPPORT] Incorrect LOPs have been calculated for the april-june 2015 quarter [All Projects] Defect - 2015-09-10 14:36
0002229	[VT_IT_SUPPORT] Need help from IT team regarding access to the dedicated system [All Projects] New Development - 2015-09-10 12:33

Resolved [^] (0 - 0 / 0)

Monitored by Me [^] (0 - 0 / 0)

Report Issue

Reported by Me [^] (0 - 0 / 0)

Recently Modified [^] (1 - 10 / 15)

0002318	[VT_IT_SUPPORT] Cursor jumping and touch pad sensitivity [All Projects] Defect - 2015-09-22 09:06
0002305	[VT_IT_SUPPORT] Need access for reachsafe School Application [All Projects] General - 2015-09-22 07:44
0002251	[VT_IT_SUPPORT] Please install Python in my Laptop [All Projects] General - 2015-09-21 14:45
0002291	[VT_IT_SUPPORT] Need access to child shuttle (Reach Safe School) [All Projects] New Development - 2015-09-21 14:08
0002300	[VT_IT_SUPPORT] Install Packages - Spreadsheet::WriteExcel, List::MoreUtils [All Projects] General - 2015-09-21 12:23
0002299	[VT_IT_SUPPORT] need 24 copies of the attached file sent in the mail [All Projects] General - 2015-09-21 11:00
0002298	[VT_IT_SUPPORT] Need access on VT Road Trip Project in Mantis [All Projects] General - 2015-09-21 09:08
0002297	[VT_IT_SUPPORT] Access for Child Shuttle. [All Projects] New Development - 2015-09-21 08:58
0002294	[VT_IT_SUPPORT] Beagle Board Issue [All Projects] Defect - 2015-09-18 08:36
0002278	[VT_IT_SUPPORT] Need Wireshark installation in my Desktop [All Projects] New Development - 2015-09-15 09:19



Enter Report Details

Category

Reproducibility

Severity

Priority

Select Profile

☐ m ☐ o ☐ r ☐ f ☐ i ☐ l ☐ l ☐ n

Platform

OS

OS Version

Assign To

Summary

Description

Steps To Reproduce

Additional Information

View Status

Report Stay

☐ my issue

☒ public ☐ private

☐ check to report more issues

Reporting of Issue



Category

Category: Select the most appropriate category for the report. These categories are defined per project by the project administrator. The administrator should provide an “other” as a catch-all category.

- Bug
- Feature Missing
- Feature Modification
- Issue
- New Feature Request
- General



Logged in as: *thenesun* (Sunil Thenebanda - reporter)

2015-09-22 12:06 CEST

Project: VT_IT_SUPPORT

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Issue #

Enter Report Details

*Category	<input type="text" value="[All Projects] General"/>
Reproducibility	<input type="text" value="(select)"/>
Severity	<input type="text" value="[All Projects] Defect"/>
Priority	<input type="text" value="[All Projects] General"/>
Select Profile	<input type="text" value="[All Projects] New Development"/>



Reproducibility : This is the key to being able to quickly fix a bug.

- Always
- Some times
- Random

Have not tried

- Unable to reproduce
- N/A

Enter Report Details

*Category	[All Projects] General ▼
Reproducibility	random ▼
Severity	always
Priority	sometimes
Select Profile	random
	have not tried
	unable to reproduce
	N/A

☐ Or Fill In



Severity

Severity :Severity often dictates what bugs need to be fixed in order for a product to be shipped.
Normally a product should not ship with any major or higher bugs unless they occur very infrequently.

- Block – prevents further work/progress from being made
- Crash – crashes the application or OS
- Major – major bug
- Minor – minor bug
- Tweak – needs tweaking (graphic alignment, formatting, etc.)
- Text – error in the text, grammar, wording, etc.
- Trivial – being nitpicky
- Feature – requesting new feature

Enter Report Details

*Category	[All Projects] General ▼
Reproducibility	random ▼
Severity	minor ▼
Priority	feature ▼
Select Profile	trivial ▼
	text ▼
	tweak ▼
<input type="checkbox"/> Or Fill In	minor ▼
Platform	major ▼
OS	crash ▼
OS Version	block ▼



Priority

Select any of the option from Priority

- None
- Low
- Normal
- High
- Urgent
- Immediate



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2015-09-22 12:06 CEST

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Issue #

Enter Report Details

*Category

Reproducibility

Severity

Priority

Select Profile

☐ Or Fill In

Platform	<input type="text"/>	<input type="text"/>
OS	<input type="text"/>	<input type="text"/>
OS Version	<input type="text"/>	



The Profile option asking about 3 information

- Platform : Mention which Platform you are using (Example-Linux)
- OS: Mention which Operation system you are using (Example-Ubuntu)
- OS Version :Mention the version of Operating System.

Platform	<input type="text"/>
OS	<input type="text"/>
OS Version	<input type="text"/>



Assigning To

Assign To:

In this option you can select team member or team leader for assigning task or Bug Issue.

Enter Report Details	
*Category	[All Projects] General ▼
Reproducibility	random ▼
Severity	major ▼
Priority	high ▼
Select Profile	
Or Fill In	
Platform	<input type="text"/>
OS	<input type="text"/>
OS Version	<input type="text"/>
Assign To	<input type="text"/>
*Summary	<input type="text"/>
*Description	<input type="text"/>

Assign To

Omprasad Sirigade
Ramesh Akula
Ranjith kumar



Summary & Description

Summary : A brief one line description of the problem. Help out the developer by actually making it descriptive and meaningful.

Description : A detailed description of the problem. As a rule of thumb you should always enter enough information for the developer to feel like he is in your shoes. Describe what you were doing, what you expected to happen, what should have happened, the error, setup and system settings, software version(s), and possible ideas and suspicions. (Example- Unable to create multiple Job)

Assign To	<input type="text"/>
*Summary	<input type="text"/>
*Description	<div></div>



Additional Information : Any extra information that you didn't put into the Description should go here. This might be a dump of your error, a proposed fix, or anything that is related to but not directly a part of the bug.

View Status : You can select as Private or public.

Submit Report : This is the final step. After click on submit button bug report will submit to your particular team member or team leader. On the other hand a notification will be sent to the team member to whom you have assign the task.

Additional Information	<div></div>
View Status	<input checked="" type="radio"/> public <input type="radio"/> private
Report Stay	<input type="checkbox"/> check to report more issues
* required	<div>Submit Report</div>