User Guide for Bug report Creation in Mantis



IT - Team



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.









[Lost your password?]

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Select the Department



Logged in as: thenesun (Sunil Thenebanda - reporter)

2015-09-22 11:43 CEST

Project: All Projects

My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout

Select Project	
Choose Project	VT_Finance_SUPPORT ▼
Make Default	VT_Finance_SUPPORT VT_Facilities_SUPPORT VT_HR_SUPPORTVT_IT_SUPPORT

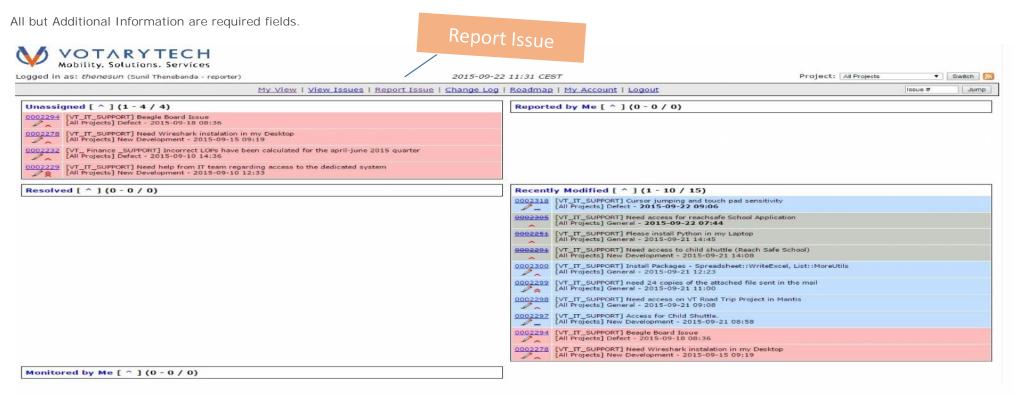
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Report Issue

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





Reporting of Issue

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Logged in as: thenesur (Surf Transfer dan reporter)

2015-99-22 12:06 CCST

My View [Work Expert Issue: | Change Lee | Headmap | My Account | Locout

dume Enter Report Details ·Category * Reproducibility have nottried Severity Priority normal Y Select Profile or Fill In 05 OS Version Assign To Summary Description Steps To Reproduce Additional Information View Status @ public O private Report Stay check to report more issues SubmitReport





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



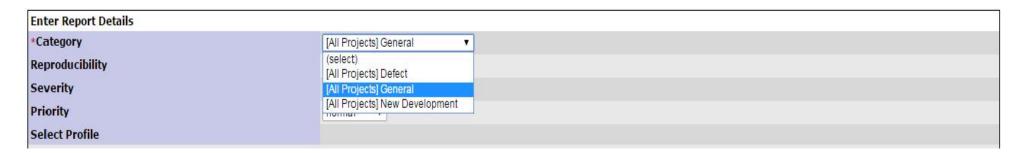
Logged in as: thenesun (sunil Thenebanda - reporter)

2015-09-22 12:06 CEST

Project: VT_IT_SUPPORT ▼ Switch 5

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Issue # Jump





Reproducibility

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



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2015-09-22 12:06 CEST

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Project: VT_IT_SUPPORT ▼

Enter Report Details *Category [All Projects] General • Reproducibility random always Severity sometimes Priority random have not tried Select Profile unable to reproduce ⊕ Or Fill In N/A

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



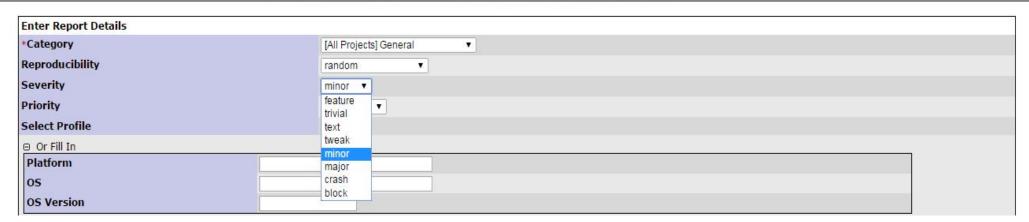
Logged in as: thenesun (Sunil Thenebanda - reporter)

2015-09-22 12:06 CEST

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Project: VT_IT_SUPPORT ▼ Switch Support

| Issue # | Jump |





Project: VT_IT_SUPPORT

Issue #



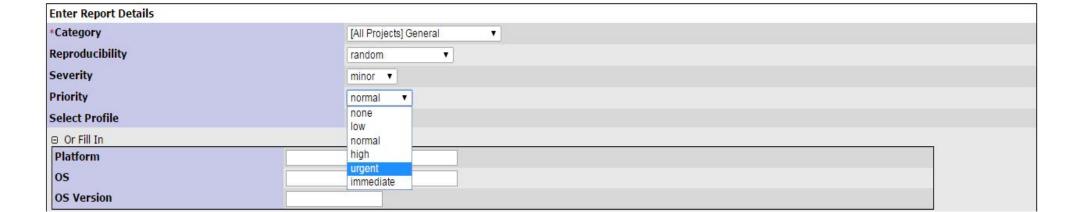
Select any of the option from Priority

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



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2015-09-22 12:06 CEST



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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.

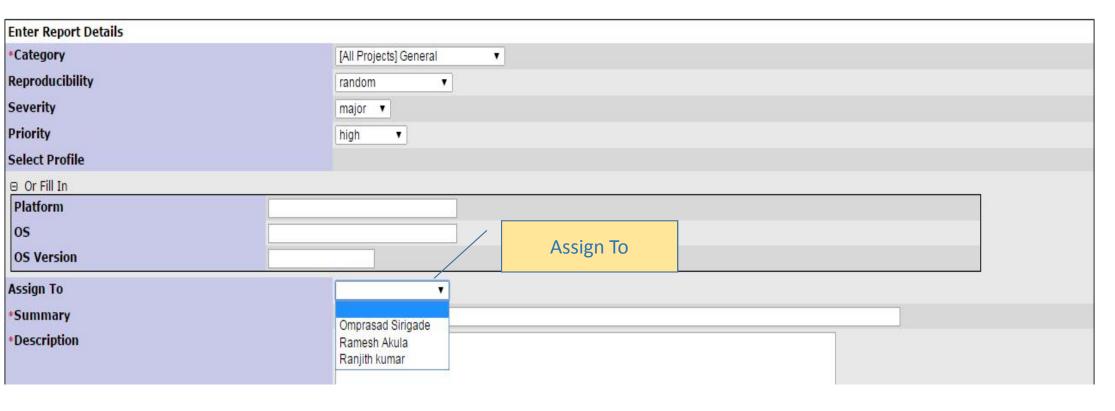
Platform	
OS	
OS Version	





Assign To:

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





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)





Additional Information / View Status / Submit Report

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		
View Status	public O private	
Report Stay	check to report more issues	
* required	Submit Report	