

## Bugzilla使用手册

Bugzilla 是一个开源的缺陷跟踪系统 (Bug-Tracking System) , 它可以管理软件开发中缺陷的提交 (new) , 修复 (resolve) , 关闭 (close) 等整个生命周期。

Bugzilla是一个搜集缺陷的数据库。它让用户报告软件的缺陷从而把它们转给合适的开发者。开发者能使用bugzilla保持一个要做事情的优先表, 还有时间表和跟踪相关性。不是所有的"bugs"都是软件缺陷。一些数据库中的内容是作为增强的请求(RFE)。一个RFE是一个严重级别字段被设为"enhancement"的"Bug".人们常说"bug",实际上意思是Bugzilla中的记录,所以RFEs经常被称作bug。

它能够为你建立一个完善的 Bug 跟踪体系, 包括报告 Bug, 查询 Bug 记录并产生报表,处理解决,管理员系统初始化和设置四部分

### 功能表现

1. 强大的检索功能
2. 用户可配置的通过Email公布Bug变更
3. 历史变更记录
4. 通过跟踪和描述处理Bug
5. 附件管理
6. 完备的产品分类方案和细致的安全策略
7. 安全的审核机制
8. 强大的后端数据库支持
9. Web, Xml, Email和控制界面
- 10.友好的网络用户界面
- 11.丰富多样的配置设定
- 12.版本间向下兼容

### 为什么使用Bugzilla

**Bugzilla**是一个拥有强大功能的错误跟踪系统。它可以使我们更好的在软件开发过程中跟踪软件错误的处理过程, 为开发和测试工作以及产品质量的度量提供数据支持, 从而有效的保证软件产品的质量。

## 问题的处理

### Bug报告状态分类 (Status)

待确认的 (Unconfirmed)

新提交的 (New)  
已分配的 (Assigned)  
问题未解决的 (Reopened)  
待返测的 (Resolved)  
待归档的 (Verified)  
已归档的 (Closed)

## **Bug处理意见 (Resolution)**

已修改的 (Fixed)  
不是问题 (Nvalid)  
无法修改 (Wontfix)  
以后版本解决 (Later)  
保留 (Remind)  
重复 (Duplicate)  
无法重现 (Worksforme)

## **指定处理人 (Assigned To)**

可以指定一个处理人  
如不指定处理人，则系统指定管理员为默认处理人

## **新建一个Bugzilla账号**

1.当以个人身份需要访问登陆系统时需要 点击 “New Account” 链接，输入你的Email地址（如：xxx@xx.com）然后点击 “send” 。

要创建一个Bugzilla帐号，所有你需要做的就是输入合法的电子邮件地址。在这个地址，您将收到一封电子邮件，以确认您的帐户的创建。您将无法登录，直到你收到的电子邮件。如果没有一个合理的时间抵达，您可以联系这个Bugzilla安装在管理员维护者。

2. 稍候，你会收到一封邮件。邮件中包含你的登录账号（与你的Email相同）和口令，这个口令时Bugzilla系统随机生成的，你可以根据你的需要进行变更。

3. 在页面的黄色页角中点击 “Log In” 链接，而后输入你的账号和口令。最后点击 “Log in”

There was an error sending mail from 'bugzilla-daemon@' to '123@163.com':  
Couldn't connect to 10.175.75.250

遇到这样问题首先要看服务器的邮件服务开启没，smtp若没启动请启动

There was an error sending mail from 'bugzilla-daemon@' to '123@163.com': Can't call method "address" on an undefined value at C:/Perl/site/lib/Email/Send/SMTP.pm line 25.

Email::MIME::CreatorBUGZILLA里自带的有SMTP，只要SMTP能够通过认证就可以了，所以第三方，以及代码什么都不用修改，只要设置params里面的参数就可以了！在..\data\params设置如下参数：

maintainer :           **123@163.com**  
mail\_delivery\_method :     SMTP  
mailfrom :           **123@163.com**  
sendmailnow:            on  
smtpserver :           smtp.163.com  
smtp\_username:          **123@163.com**  
smtp\_password :         \*\*\*\*\*

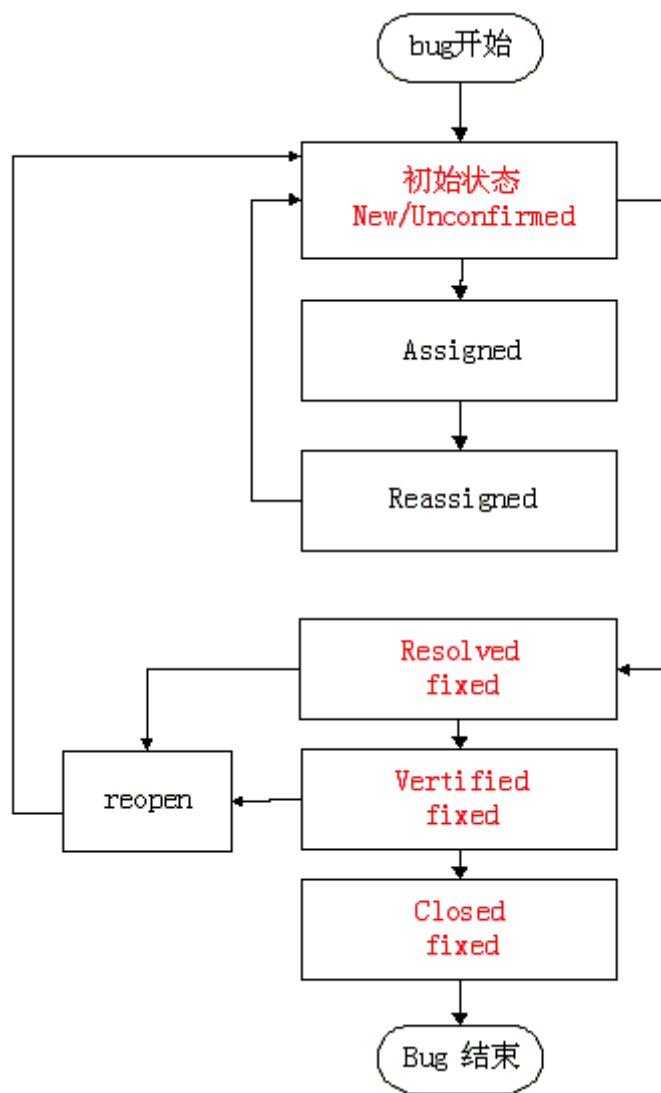
注意：maintainer、mailfrom必须相同！smtp\_username邮箱必须是存在的真实的邮箱，smtp\_password必须是你真实邮箱的真实密码（要与你所登陆邮箱时的密码相同）！邮件已经发送成功！如果还有不能连接等问题，只能说明你的邮箱和密码有问题！

## 产品和结构

Bug记录按产品分类，每种产品按功能拆分成几类。以Bugzilla产品为例，它由以下几部分构成：

- Administration
- Bugzilla-General
- Creating/Changing Bug
- Documentation
- Email
- Installation
- Query/Buglist
- Reporting/Charting
- User Accounts
- Changing Passwords
- User Interface

一个Bug的生存周期



### 1. 1. 用户登录及设置流程:

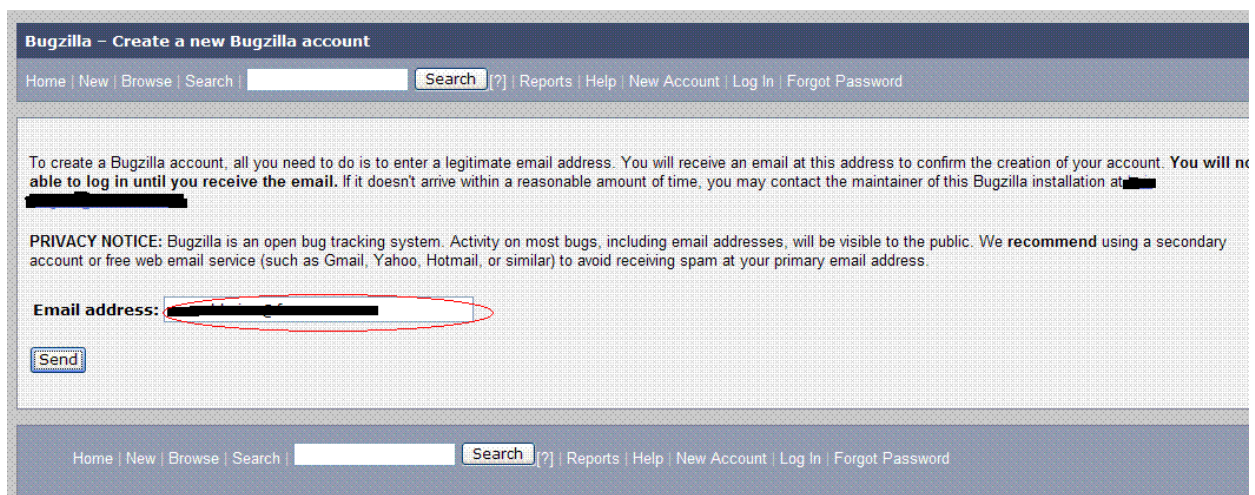
打开浏览器，输入Bugzilla服务器地址: <http://server/bugzilla/>



进入主页面后，点击【新建帐号】New Account，进入注册页面。

在注册页面中输入E-Mail地址和用户代号，然后，点击【New Account】，随后，你将收到一封包含初始密码的E-Mail。

如图所示：



在收到E-Mail之后，点击【登录】，在帐号栏输入注册时使用的E-Mail地址，在密码栏输入邮件里通知的初始密码，然后，点击【Log In】。

如忘记密码，在登陆页面中点击Forgot PassWord，点击【Reset PassWord】，根据收到的邮件进行重新设置密码。

(1)File a Bug (2)Search (3) Open a New Account

一、File a Bug 里面。首先选中一个产品后点击New时增加新的Bug

二、在Search 里面

Simple Search (简单搜索)选择Product的产品比如testproduct在点Search后可以快速定位到某一个产品的所有的Bug如图所示。

Bugzilla – Simple Search

Home | New | Browse | Search |   (?) | Reports | New Account | Log In | Forgot Password

Simple Search

Advanced Search

Find a specific bug by entering words that describe it. Bugzilla will search bug descriptions and comments for those words and return a list of matching bugs sorted by relevance.

For example, if the bug you are looking for is a browser crash when you go to a secure web site with an embedded Flash animation, you might search for "crash secure SSL flash".

Status:

Product:

Words:

Home | New | Browse | Search |   (?) | Reports | New Account | Log In | Forgot Password

还可以高级搜索Advanced Search 如图所示：

Bugzilla – Simple Search

Home | New | Browse | Search |   (?) | Reports | New Account | Log In | Forgot Password

Simple Search

Advanced Search

Find a specific bug by entering words that describe it. Bugzilla will search bug descriptions and comments for those words and return a list of matching bugs sorted by relevance.

For example, if the bug you are looking for is a browser crash when you go to a secure web site with an embedded Flash animation, you might search for "crash secure SSL flash".

Status:

Product:

Words:

Home | New | Browse | Search |   (?) | Reports | New Account | Log In | Forgot Password



Simple Search

Advanced Search

Hover your mouse over each field label to get help for that field.

Summary:

contains all of the strings

Search

Product:

TestProduct

Component:

TestComponent

Status:

UNCONFIRMED  
CONFIRMED  
IN\_PROGRESS  
RESOLVED  
VERIFIED

Resolution:

FIXED  
INVALID  
WONTFIX  
DUPLICATE

► Detailed Bug Information

Narrow results by the following fields: Comments, URL, Bug Numbers, Version, Severity, Priority, Hardware, OS

► Search By People

Narrow results to a role (i.e. Assignee, Reporter, Commenter, etc.) a person has on a bug

► Search By Change History

Narrow results to how fields have changed during a specific time period

► Custom Search

Didn't find what you're looking for above? This area allows for ANDs, ORs, and other more complex searches.

Sort results by: Reuse same sort as last time

Search

☐ and remember these as my default search options

## 一：首先有管理员登录系统 进入系统后进行系统配置

### Administrator进入如下图所示

This page is only accessible to empowered users. You can access administrative pages from here (based on your privileges), letting you configure different aspects of this installation. Note: some sections may not be accessible to you and are marked using a lighter color.

**Parameters**

Set core parameters of the installation. That's the place where you specify the URL to access this installation, determine how users authenticate, choose which bug fields to display, select the mail transfer agent to send email notifications, choose which group of users can use charts and share queries, and much more.

**Default Preferences**

Set the default user preferences. These are the values which will be used by default for all users. Users will be able to edit their own preferences from the [Preferences](#).

**Sanity Check**

Run sanity checks to locate problems in your database. This may take several tens of minutes depending on the size of your installation. You can also automate this check by running `sanitycheck.pl` from a cron job. A notification will be sent per email to the specified user if errors are detected.

**Users**

Create new user accounts or edit existing ones. You can also add and remove users from groups (also known as "user privileges").

**Classifications**

*If your installation has to manage many products at once, it's a good idea to group these products into distinct categories. This lets users find information more easily when doing searches or when filing new bugs.*

**Products**

Edit all aspects of products, including group restrictions which let you define who can access bugs being in these products. You can also edit some specific attributes of products such as [components](#), [versions](#) and [milestones](#) directly.

**Flags**

A flag is a custom 4-states attribute of bugs and/or attachments. These states are: granted, denied, requested and undefined. You can set as many flags as desired per bug, and define which users are allowed to edit them.

**Custom Fields**

Bugzilla lets you define fields which are not implemented by default, based on your local and specific requirements. These fields can then be used as any other field, meaning that you can set them in bugs and run any search involving them. Before creating new fields, keep in mind that too many fields may make the user interface more complex and harder to use. Be sure you have investigated other ways to satisfy your needs before doing this.

**Field Values**

Define legal values for fields whose values must belong to some given list. This is also the place where you define legal values for some types of custom fields.

**Bug Status Workflow**

Customize your workflow and choose initial bug statuses available on bug creation and allowed bug status transitions when editing existing bugs.

**Groups**

Define groups which will be used in the installation. They can either be used to define new user privileges or to restrict the access to some bugs.

**Keywords**

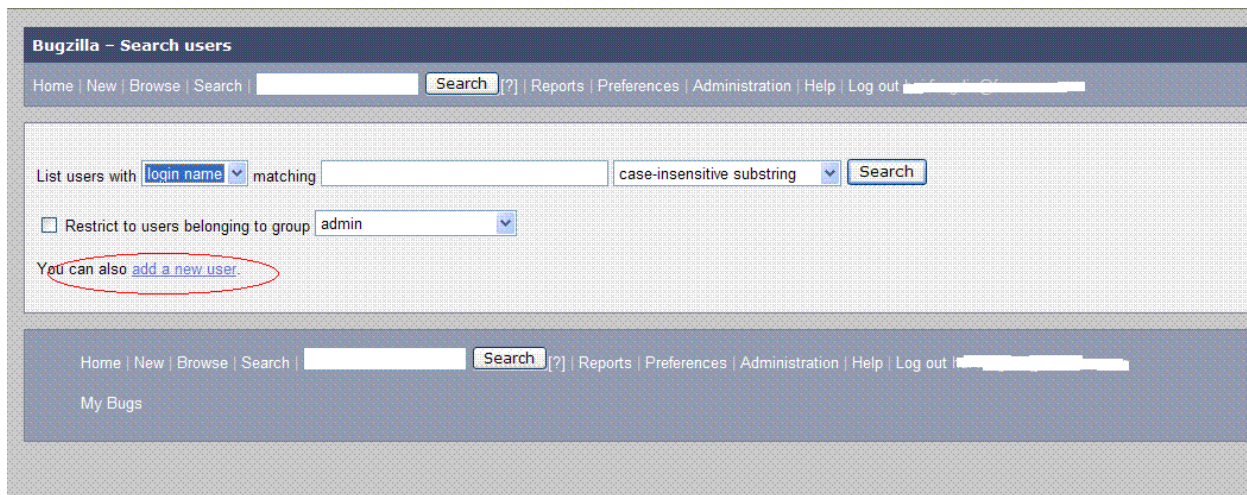
Set keywords to be used with bugs. Keywords are an easy way to "tag" bugs to let you find them more easily later.

**Whining**

Set queries which will be run at some specified date and time, and get the result of these queries directly per email. This is a good way to create reminders and to keep track of the activity in your installation.

## 点击各个配置如参数配置Parameters 进入页面后进行配置

### 1若增加用户则点击Users创建新用户 如图所示



在点击Add a New User

如图所示：

禁止一个用户:填写Disabled text 输入框即可

输入用户名和密码后点击保存会进入另一个页面设置一下

Login name:必须是用户的邮箱地址

Password是修改密码,

Bugmail Disabled:表示如果有人提交了新Bug后是否自动向我们的邮箱发送信息  
设置一下是否有这些问题的权限。

Disable text: 禁用文本

之后再点击保存ADD。

要创建一个Bugzilla帐号，所有你需要做的就是输入一个合法的地址。在这个地址，您将收到一封电子邮件，以确认您的帐户的创建。您将无法登录，直到您收到。如果没有一个合理的时间抵达，您可以联系这个Bugzilla安装的维护者

创建成功后页面如图所示：



Home | New | Browse | Search | Search [?] | Reports | Preferences | Administration | Help | Log out

The user account **test@bz.com** has been created successfully. You may want to edit the group settings now, using the form below.

**Login name:**  [Impersonate this user](#)

**Real name:**

**Password:**  (Enter new password to change.)

**Bugmail Disabled:** ☒ (This affects bugmail and whinemail, not password-reset or other non-bug-related emails)

**Disable text:**

(If non-empty, then the account will be disabled, and this text should explain why.)

**Group access:** Can turn these bits on for other users

**User is a member of these groups**

- ☐ **admin:** Administrators
- ☐ **bz\_canusewhineatothers:** Can configure whine reports for other users
- ☒ **bz\_canusewhines:** User can configure whine reports for self
- ☐ **bz\_quip\_moderators:** Can moderate quips
- ☐ **bz\_sudoers:** Can perform actions as other users
- ☐ **bz\_sudo\_protect:** Can not be impersonated by other users
- ☐ **canconfirm:** Can confirm a bug or mark it a duplicate
- ☐ **creategroups:** Can create and destroy groups
- ☒ **\* \* \*** **editbugs:** Can edit all bug fields
- ☐ **editclassifications:** Can create, destroy, and edit classifications
- ☐ **editcomponents:** Can create, destroy, and edit components
- ☐ **editkeywords:** Can create, destroy, and edit keywords
- ☐ **editusers:** Can edit or disable users

除了第一个admin之外其他的最好全部选中 然后点击save changes  
最后出现如图所示界面：

The following changes have been made to the user account **test@bz.com**:

- The account has been added to the bz\_sudoers, bz\_sudo\_protect, canconfirm, creategroups, editbugs, editclassifications, editcomponents, editkeywords, editusers, tweakparams groups.

**Login name:**

**Real name:**

**Password:**  (Enter new password to change.)

**Bugmail Disabled:** ☒ (This affects bugmail and whinemail, not password-reset or other non-bug-related emails)

**Disable text:**

(If non-empty, then the account will be disabled, and this text should explain why.)

**Group access:** Can turn these bits on for other users

**User is a member of these groups**

- ☐ **admin:** Administrators
- ☒ **bz\_canusewhineatothers:** Can configure whine reports for other users
- ☒ **bz\_canusewhines:** User can configure whine reports for self
- ☒ **bz\_quip\_moderators:** Can moderate quips
- ☒ **bz\_sudoers:** Can perform actions as other users
- ☒ **bz\_sudo\_protect:** Can not be impersonated by other users
- ☒ **canconfirm:** Can confirm a bug or mark it a duplicate
- ☒ **creategroups:** Can create and destroy groups
- ☒ **\* \* \*** **editbugs:** Can edit all bug fields
- ☒ **editclassifications:** Can create, destroy, and edit classifications
- ☒ **editcomponents:** Can create, destroy, and edit components
- ☒ **editkeywords:** Can create, destroy, and edit keywords
- ☐ **editusers:** Can edit or disable users

① 如果要删除一个账户请在参数配置里面 点击【Index】进入界面后如图所示

All parameters are displayed below, per section. If you cannot find one from here, then the parameter does not exist.

Parameter	Section
<a href="#">cookiepath</a>	Required Settings
<a href="#">ssl_redirect</a>	Required Settings
<a href="#">sslbase</a>	Required Settings
<a href="#">urlbase</a>	Required Settings
<a href="#">announcehtml</a>	General
<a href="#">docs_urlbase</a>	General
<a href="#">maintainer</a>	General
<a href="#">shutdownhtml</a>	General
<a href="#">upgrade_notification</a>	General
<a href="#">utf8</a>	General
<a href="#">allowbugdeletion</a>	Administrative Policies
<a href="#">allowemailchange</a>	Administrative Policies
<a href="#">allowuserdeletion</a>	Administrative Policies
<a href="#">auth_env_email</a>	User Authentication
<a href="#">auth_env_id</a>	User Authentication
<a href="#">auth_env_realname</a>	User Authentication
<a href="#">createemailregexp</a>	User Authentication
<a href="#">emailregexp</a>	User Authentication
<a href="#">emailregexpdesc</a>	User Authentication
<a href="#">emailsuffix</a>	User Authentication
<a href="#">password_complexity</a>	User Authentication

然后点击【allowuserdeletion】或者直接点击左侧列表菜单【Administrative Policies】进入页面如图所示：选择ON 后然后点击Save Changes 保存更改。

This lets you edit the basic operating parameters of Bugzilla. Be careful! Any item you check "Reset" on will get reset to its default value.

**allowbugdeletion**  
The pages to edit products and components can delete all associated bugs when you delete a product (or component). Since is a pretty scary idea, you have to turn on this option before any such deletions will ever happen.

☒ On ☐ Off

☐ Reset

---

**allowemailchange**  
Users can change their own email address through the preferences. Note that the change is validated by emailing both address so switching this option on will not let users use an invalid address.

☒ On ☐ Off

☐ Reset

---

**allowuserdeletion**  
The user editing pages are capable of letting you delete user accounts. Bugzilla will issue a warning in case you'd run into inconsistencies when you're about to do so, but such deletions remain kinda scary. So, you have to turn on this option before such deletions will ever happen.

☒ On ☐ Off

☐ Reset

[Save Changes](#)

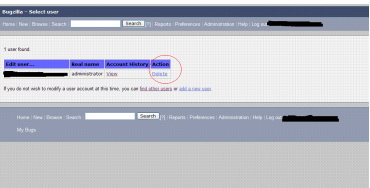
② 在初次设置时一只设置不成功会出现报错之类的信息：Can't rename data\params.nhYFB to ./data/params: Permission denied at Bugzilla/Config.pm line 301

③ 这时就需要添加你登陆web server 用户对bugzilla文件夹的所有权限，如果用的是 administrator登陆：右键c:\bugzilla—>共享和安全—>安全中勾选administrator的所有



权限。如果你设置的超级管理员权限用户登录的而在服务器没有超级管理员权限必须设置 users完全控制权限 然后在设置系统参数配置就会成功。

④ 这样你在对users用户管理一项时进入设置页面有个search按钮全部查询或者根据条件查询显示出users群组这样后面就会有删除【delete】按钮的权限如图所示：

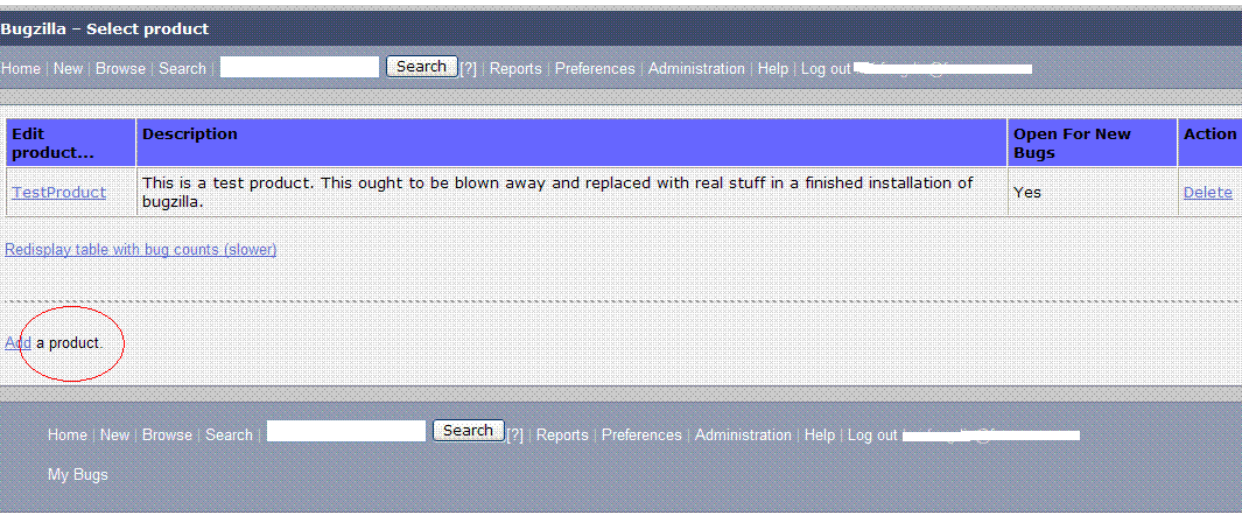


对超级管理员的切记不要随意删除，对已不存在项目组的普通用户可以删除修改。  
点击yes delete 删除用户成功。

## 2、创建项目

Administrator进入后点击Products创建新Products

如图所示：



点击Add a Product

---输入产品名称和描述后点击Add 进入详细页面

Product:

Description:

Open for bug entry: ☒

Enable the UNCONFIRMED status in this product: ☒

Version:

Create chart datasets for this product: ☒

[Edit other products.](#)

3、当管理员将所有的配置项目都设置好后就可以发Bug了

发Bug的流程为：

点击首页后--->NEW -->File a Bug-->点击某一个产品比如Test， 如图所示

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.

[Show Advanced Fields](#) (\* = Required Field)

**Product:** TestProduct **Reporter:** hui-feng.liu@foxconn.com

**Component:** TestComponent **Component Description:** This is a test component in the test product database. This ought to be blown away and replaced with real stuff in a finished installation of Bugzilla.

**Version:** unspecified **Severity:** enhancement

**Hardware:** PC **OS:** Windows

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

其中**Component:**为哪一个模块组建。

Component Description: 组建描述

Version: 为版本。

**Product:** 产品

**Reporter:** 报告者

severity代表问题的严重程度

Blocker为最严重的。

Critical严重 死机，丢失数据，内存溢出

Major 较大的功能缺陷

Normal 正常

Minor 较小的功能缺陷

Trivial 细小 拼写、对齐类的错误

enhancement为最轻微的需要改进的。

Hardware硬件。

Os代表操作系统。

输入Summary 摘要和Description 描述后

还可以添加Attachment写上附件的描述后点击提交。一个Bug即提交了。

同时。在我们的邮件里面会马上收到一封邮件。

确定保存后进入下一页面如图所示：

Bug 2 - test (edit)

Save Changes

Status: IN\_PROGRESS (edit)

Reported: 2012-03-26 16:23 CST by administrator

Product: TestProduct

Modified: 2012-03-26 16:36 CST (History)

Component: TestComponent

CC List: 1 user including you (edit)

Version: unspecified

See Also: (add)

Platform: PC Windows

Importance: Highest blocker

Assigned To: administrator (edit)

URL:

Depends on:

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	

Summarize time (including time for bugs blocking this bug)

Attachments

Add an attachment (proposed patch, testcase, etc.)

Additional Comments: