

Defect Tracking Tool- Bugzilla




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March-2015	1.1	4.4	Alphy Thomson	Course Revamp Activity

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Course Goals and Non Goals

➤ **Course Goals**

- At the end of this training, participants will be introduced to the Bugzilla tool .
- They will know how to log the defect in the defect tracking tool, how to search the defect and generating reports of existing defects.

➤ **Course Non Goals**


- This course does not cover the advanced privileges available to the admin users



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Pre-requisites

- The participants have attended the training on Software Testing
- The participants can understand and interpret Use Cases/have attended the “Requirements Development/Requirements Management” training covering Use Cases
- They have attended the training on Tasked Based Approach
- Participants have attended the training on Defect Report and Defect Cycle Management

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Intended Audience

➤


Test Engineers and Senior Test Engineers



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Day Wise Schedule

➤ Day 1

– Lesson 1: A Defect Tracking and Reporting tool-Bugzilla

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References

- **Book References:**
 - Class Book (presentation slides with notes)
- **Web References:**
 - <https://www.bugzilla.org>




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Next Step Courses (if applicable)


> NA

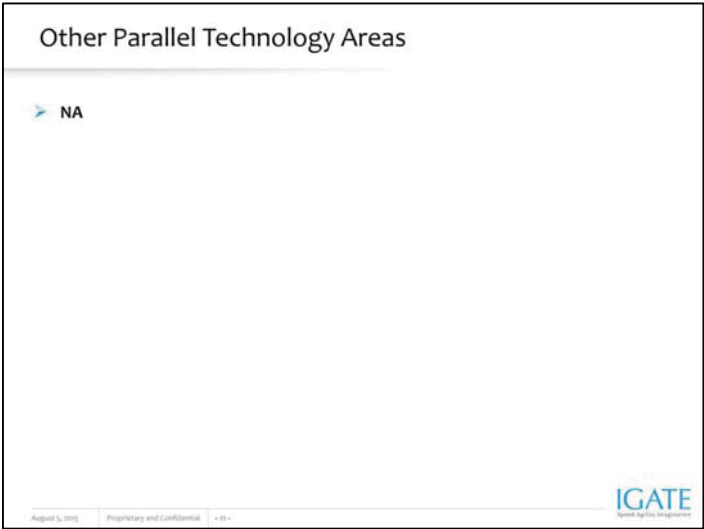


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Lesson Objectives

➤ To understand the following topics:

- Introduction to Defect Tracking Tool
- Benefits of Defect Tracking Tool
- What is Bugzilla?
- Features of Bugzilla
- Types of users
- Admin and User Privileges
- How to log the defects?
- How to search a defect?
- How to save a search?
- How to generate the reports?



Introduction to Defect Tracking tool

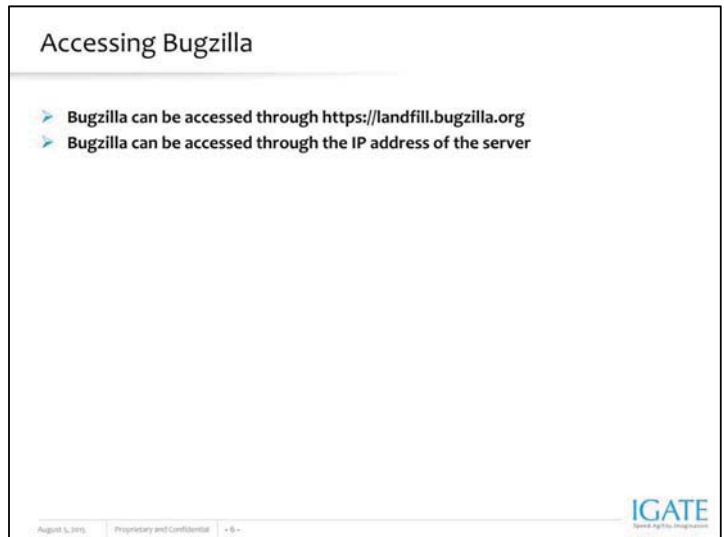
- Every application that is developed and implemented have defects, in spite of the rigorous testing conducting
- It is important to keep track of these defects identified for various purposes like future reference, enhancement etc.
- Managing, evaluating and prioritizing these thousands of defects found in any complex application is a difficult task in itself
- Defect tracking system offers a solution to this problem
- Defect tracking systems are computer database systems or software application that store defects and help people to manage them.
- It is a type of issue tracking system.
- Bug tracking systems support the concept of the life cycle for a bug which is tracked through status assigned to the bug.

Benefits of a Defect Tracking Tool

- The main benefit of a bug-tracking system is to provide a clear centralized overview of development requests and their state
- It helps programmers to keep track of reported software bugs in their work.
- A major component of a bug tracking system is a database that records facts about known bugs.
- It helps in quality assurance.
- It is termed as the “hallmarks of a good software team”

Introduction to Bugzilla

- Bugzilla is a Web-based general-purpose bug tracker and testing tool
- It is developed and used by the Mozilla project
- Bugzilla is the most popular bug tracking system available today.
- It is highly customizable and easily configurable.
- Bugzilla supports MySQL, PostgreSQL and Oracle as database servers.




Accessing Bugzilla through:

- **Landfill**
 - It is a test Bugzilla installation which can be used by end users. However, not all of the Bugzilla installations there will necessarily have all Bugzilla Features enabled and different installations run different versions, so some things may not quite work.
- **Specific IP Address**
 - Bugzilla installed in any machine can be accessed through->
<http://<installed machine IP address>>

Features of Bugzilla

- Excellent security to protect confidentiality
- Advanced Search Capabilities
- Advanced Query tool
- Integrated email capabilities
- Custom fields
- Customizable Workflow
- Reports and Charts
- Bug list in multiple formats
- Impersonate Users
- Automatic Duplicate Bug Detection
- Time Tracking
- Save and Share Searches



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➤ **Excellent security to protect confidentiality**

Bugzilla prevents SQL Injection (is a type of code injection in which malicious SQL statements are inserted into an entry field for execution), and has a very careful system in place to prevent Cross-Site Scripting. Bugzilla's history of patching security vulnerabilities is excellent, and the system is designed at every stage with security in mind.

➤ **Advanced Search Capabilities**

Bugzilla offers two forms of search:

A **basic** Google-like bug search that is simple for new users and searches the full text of a bug.

A **very advanced search** system where you can create any search you want, including time-based searches (such as "show me bugs where the priority has changed in the last 3 days") and other very-specific queries.

➤ **Advanced Query tool**

Bugzilla offers Advanced query tool that can remember your searches

➤ **Integrated email capabilities**

The Email Notifications can be controlled By User Preferences.

You can get an email about any change made in Bugzilla, and which notifications you get on which bugs is fully controlled by your personal user preferences.

➤ **Custom Fields**

Bugzilla supports adding custom fields to your bug database, to capture and search data that is unique to your organization! Many different types of custom fields are supported, and you can even display them based on the value of another field, to only use them when they are relevant.

➤ **Custom Workflow**

Bugzilla comes with a default list of bug statuses and resolutions, as well as a default workflow. But they can all be edited to better match your needs. This means bug statuses and resolutions can be created or deleted very easily, and the workflow is fully customizable.

Reports and Charts

Bugzilla has very advanced reporting systems. If you want to know how your bug database looks right now, you can create a table using any two fields as the X and Y axis, and using any search criteria to limit the bugs you want information on. For example, you could pick Product as the X axis, and Status as the Y axis, and then you would see a report of how many bugs were in each Status, in each Product. You can also view that same table as a line graph, bar graph, or pie chart. You can also specify a "Z axis" to generate multiple tables or graphs. You can even export these reports as CSV so that you can work with them in a spreadsheet.

Bug Lists in Multiple Formats (Atom, iCal, etc.)

When you search for bugs, you can get the results in many different formats than just the basic HTML layout. Bug lists are available in Atom, if you want to subscribe to a search like it was a feed. They're also available in iCalendar format, so if you're using the time-tracking Features of Bugzilla you can see where your bugs fit into your calendar! There are even more formats available, such as a long, printable report format that contains all the details of every bug, a CSV format for importing into spreadsheets, and various XML formats.

Impersonate Users

Bugzilla administrators can impersonate any user in the system (except other administrators). This helps for troubleshooting, and also is useful at other times.

Automatic Duplicate Bug Detection

When filing a bug in Bugzilla, as soon as you start typing a short summary for it, Bugzilla will automatically look for similar bugs in the system and allow the user to add themselves to the CC list of one of those bugs instead of filing a new one.

Time Tracking

You can estimate how many hours a bug will take to fix, and then keep track of the hours you spend working on it. You can also set a deadline that a bug must be complete by.

For installations that don't need time-tracking, you can turn off these fields. You can also control who is able to see them. (Just modify the `timetrackinggroup` parameter)

Save and Share Searches

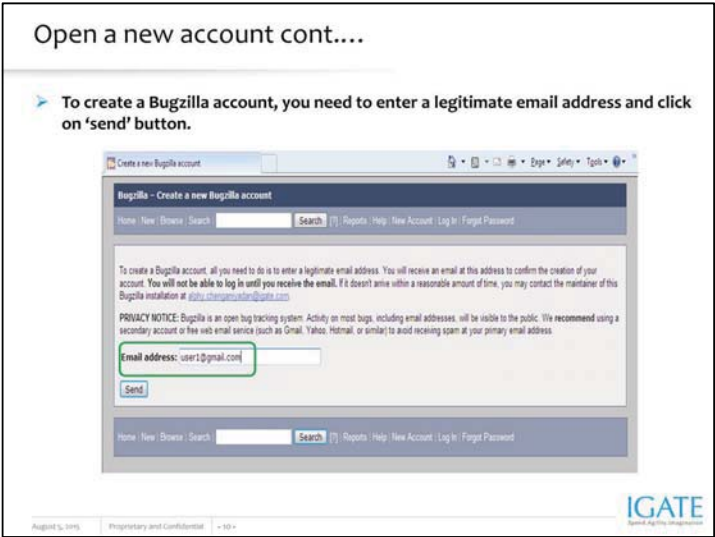
Once you have performed a search, you can "save" it so that it appears in the footer of every page and all you have to do to run it again is click the link.

Once you have saved a search, if you have the right permissions you can also share that search with any group that you belong to in Bugzilla. Then they will have the option of displaying your search in their footer along with their searches!

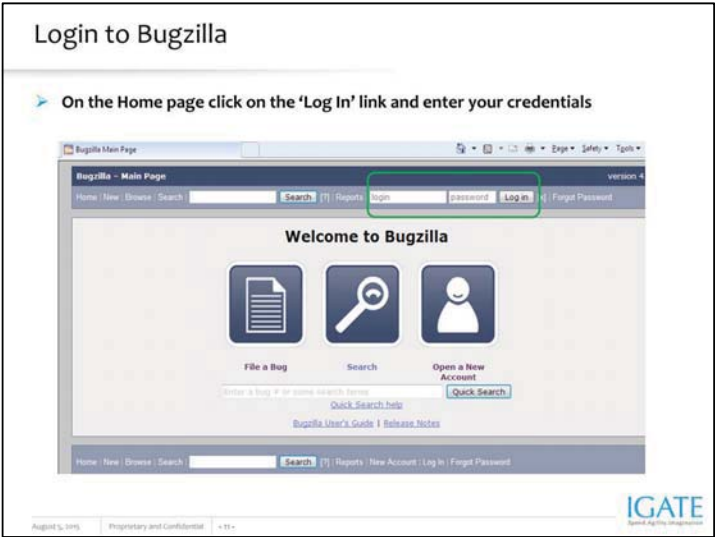
Open a new account

- You need to have an account to start using Bugzilla
- The administrator who installs bugzilla should create an account for the user as shown below
- Click on the “Open a New Account” or on the “New Account” link on the top of the home page





You will receive an email at this address to confirm the creation of your account. **You will not be able to log in until you receive the email**



Demo

- Accessing Bugzilla (both ways)
- Open a new account
- Login using the account created.



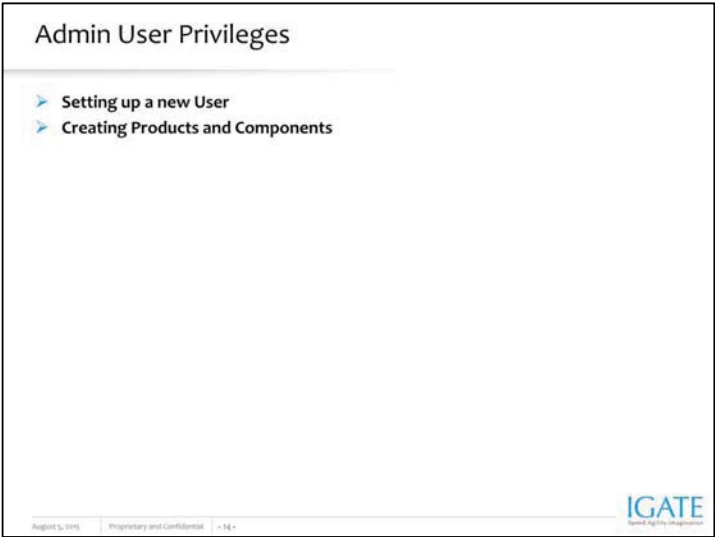
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Add the notes here.

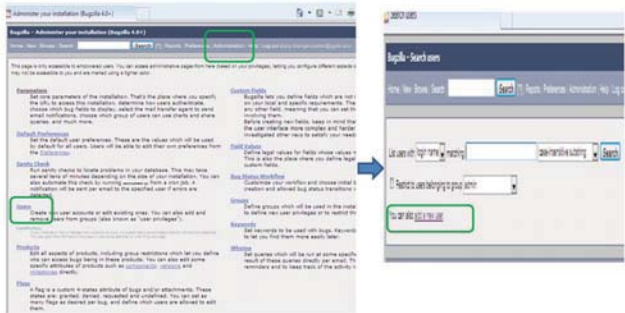
Users

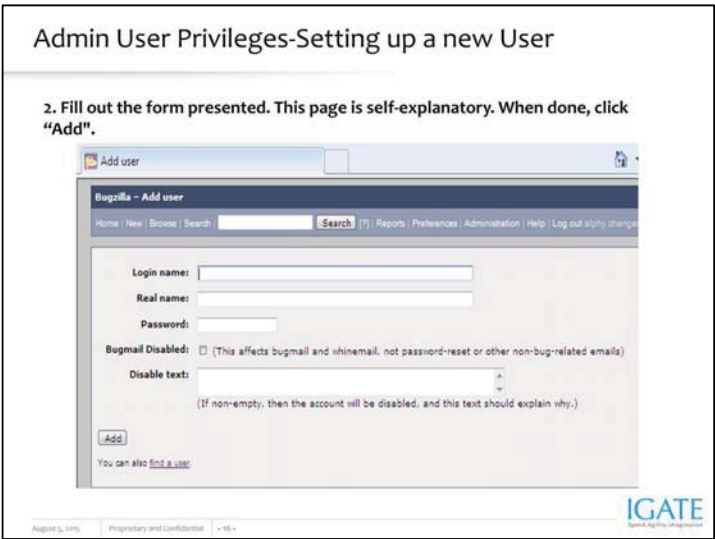
- After the installation of Bugzilla, the super administrator user will be created by default.
- The Super administrator can create other users.
- Before you begin entering bugs, make sure you add some new users.
- Bugzilla users are classified into two types :administrator users and normal users .
 - Admin User
 - Responsible for creating, modifying, deleting the Bugzilla users & assigning, modifying permissions to them.
 - Have complete access to configure Bugzilla and have access to the entire issue/defect data.
 - Normal User
 - responsible for creating or modifying or viewing the issue/defect details depending on the permissions assigned to them by the admin user.



Admin User Privileges-Setting up a new User

- Administrators, can create user accounts for other users:
1. After logging in, click the "Users" link at Administrators page, and then click "Add a new user".





Admin User Privileges- Creating Products

- **Products**
 - Products typically represent real-world shipping products.
 - Products can be given Classifications
 - For E.g.: if a company makes computer games, they could have a classification of "Games", and a separate product for each game.
 - This company might also have a "Common" product for units of technology used in multiple games, and perhaps a few special products that represent items that are not actually shipping products (for example, "Website", or "Administration")

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Creating New Products

To create a new product:

1. Select "Administration" from the footer and then choose "Products" from the main administration page.
2. Select the "Add" link in the bottom right.
3. Enter the name of the product and a description. The description field may contain HTML.
4. When the product is created, Bugzilla will give a message stating that a component must be created before any bugs can be entered against the new product. Follow the link to create a new component.

Admin User Privileges- Creating Components

Components

- Components are subsections of a Product.
- E.g. the computer game you are designing may have a "UI" component, an "API" component, a "Sound System" component, and a "Plugins" component, each overseen by a different programmer.
- It often makes sense to divide Components in Bugzilla according to the natural divisions of responsibility within your Product or company.
- Products and components should be created before bugs are filed

Game Product

UI Component

API Component

Subsystem Component

Plugin Component

Product: Game Product

Components: UI Component, API Component, Subsystem Component, Plug-in Component

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To create a new Component:

1. Select the "Edit components" link from the "Edit product" page
2. Select the "Add" link in the bottom right.
3. Fill out the "Component" field, a short "Description", the "Default Assignee", "Default CC List" and "Default QA Contact"(if enabled). The "Component Description" field may contain a limited subset of HTML tags. The "Default Assignee" field must be a login name already existing in the Bugzilla database.

Demo

Admin User privileges

- Setting up a new User
- Creating Products and Components



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Normal User Privileges

- **File a Bug**
- **Searching Bug**
 - Simple Search
 - Advanced Search
- **Generating Reports**

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Normal User Privileges – File a Bug

➤ Principles

- Be precise
- Be clear - explain it so others can reproduce the bug
- One bug per report
- No bug is too trivial to report - small bugs may hide big bugs
- Clearly separate fact from speculation

➤ Preliminaries


- Reproduce your bug using a recent build of the software, to see whether it has already been fixed.
- Search Bugzilla, to see whether same bug has already been reported.

Normal User Privileges – File a Bug

- **Two ways to file a Bug**
 - Option 1: Click on New link at the bottom of the page
 - Option 2: Select file a bug from home page
- **Filing New Bug – Steps**
 - Click on New link
 - Select the product
 - Enter the details of the Bug

Normal User Privileges – File a Bug with basic fields

➤ File a new bug with basic fields



The screenshot shows a web form for reporting a bug. At the top, a message reads: "Before reporting a bug, please read the [bug reporting guidelines](#), please look at the list of [most frequently reported bugs](#), and please [search](#) for the bug." Below this is a link "Show Advanced Fields" and a note "(*) = Required Field". The form is divided into several sections. The "Product:" field is set to "Samsung". The "Component:" field is a dropdown menu with "Electronic" selected. The "Reporter:" field is "lgate@lgate.com". The "Component Description" field contains "Electronic component". The "Version:" field is a dropdown menu with "1.0" selected. The "Severity:" field is a dropdown menu with "enhancement" selected. The "Hardware:" field is a dropdown menu with "PC" selected. The "OS:" field is a dropdown menu with "Windows" selected. Below these fields, a message states: "We've made a guess at your operating system and platform. Please check them and make any corrections if necessary." The "Summary:" field is a text input field. The "Description:" field is a large text area. At the bottom, there is an "Attachment:" section with a button "Add an attachment" and a "Submit Bug" button.

Before reporting a bug, please read the [bug reporting guidelines](#), please look at the list of [most frequently reported bugs](#), and please [search](#) for the bug.

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

Product: Samsung

Reporter: lgate@lgate.com

Component: Electronic

Component Description
Electronic component

Version: 1.0

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](#)

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Here is some help understanding the form:

- **Component:** In which sub-part of the software does it exist?
This field is required. Click the word "Component" to see a description of each component. If none seems appropriate, look for a "General" component.
- **Reporter:** The person who filed the bug.
- **Version:** The "Version" field is usually used for versions of a product which have been released, and is set to indicate which versions of a Component have the particular problem the bug report is about.
- **Severity:** This indicates how severe the problem is - from blocker ("application unusable") to trivial ("minor cosmetic issue"). You can also use this field to indicate whether a bug is an enhancement request. The severity options are blocker, critical, major, normal, minor, trivial and enhancement.

Blocker : Blocks development and/or testing work

Critical : crashes, loss of data, severe memory leak major

Major : loss of function

Normal : regular issue, some loss of functionality under specific

circumstances

Minor : minor loss of function, or other problem where easy workaround

is present

Trivial : cosmetic problem like misspelled words or misaligned text

Enhancement : Request for enhancement

- **OS:** On which operating system (OS) did you find it? (e.g. Linux, Windows XP, Mac OS X.). If bug identified OS isn't listed, choose Other.

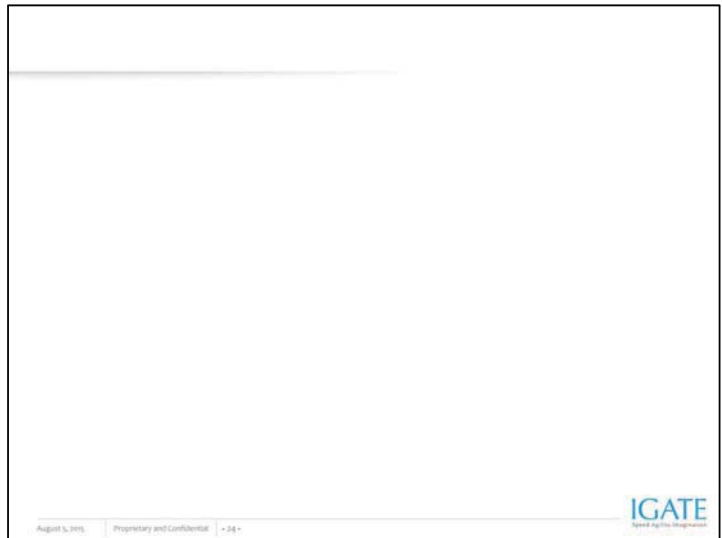
- **Summary:** A good summary should **quickly and uniquely identify a bug report**. It should explain the problem, not your suggested solution.

Eg:

Good: "Cancelling a File Copy dialog crashes File Manager"

Bad: "Software crashes"

Bad: "Browser should work with my web site"

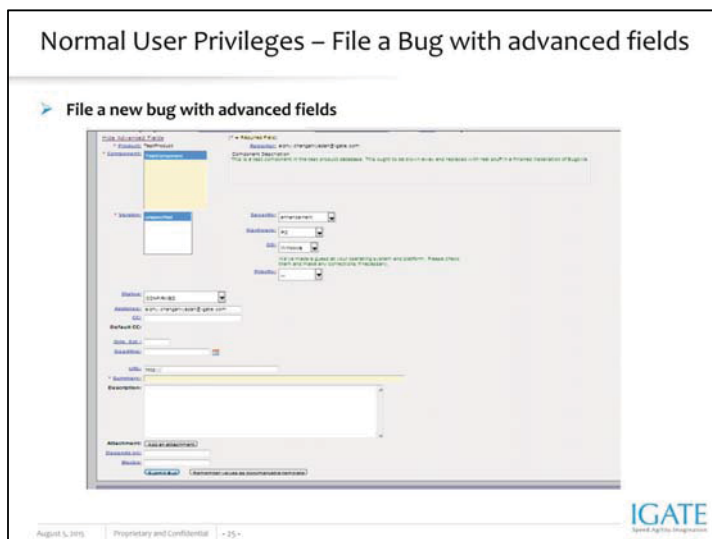


- **Description:** The details of problem report, including:
 1. **Overview:** More detailed restatement of summary.
 2. **Steps to Reproduce:** Minimized, easy-to-follow steps that will trigger the bug. Include any special setup steps.
 - View any web page. (used the default sample page is , resource:/res/samples/test0.html) .
 - Drag-select the page. (Specifically, while holding down the mouse button, drag the mouse pointer downwards from any point in the browser's content region to the bottom of the browser's content region).

Actual Results: What the application did after performing the above steps.
E.g. : The application crashed or working fine or only that functionality is not working.

Expected Results: What the application should have done, if the bug was not present.
E.g.: The window should scroll downwards.
Scrolled content should be selected.
(Or, at least, the application should not crash.)
- **Attachment:** More information about the bug can be added in this report. Like screenshot

Note that the labels for most fields are hyperlinks; clicking them will take you to context-sensitive help on that particular field. Fields marked * may not be present on every installation of Bugzilla



Advanced Fields:

Priority: This field describes the importance and order in which a bug should be fixed compared to other bugs. This field is utilized by the programmers/engineers to prioritize their work to be done ranging from highest priority to lowest priority.

Status: The Status field indicates the current state of a bug from not even being confirmed as a bug, through to being fixed and the fix confirmed by Quality Assurance.

Assignee: The person responsible for fixing the bug.

CC list: A list of people who get mail when the bug changes.

Orig.Est. : This field shows the original estimated time. Mention the duration in hours.

Deadline: This field shows the deadline for this bug.

URL : Bugs can have a URL associated with them - for example, a pointer to a web site where the problem is seen.

Depends on : If this bug cannot be fixed unless other bugs are fixed, their numbers are recorded here.

Blocks: This bug must be resolved before the bugs listed in the 'blocks' field can be resolved.

Demo

➤


File a bug

—

With basic features

—

With advanced features



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Add the notes here.

Normal User Privileges–Searching a Bug

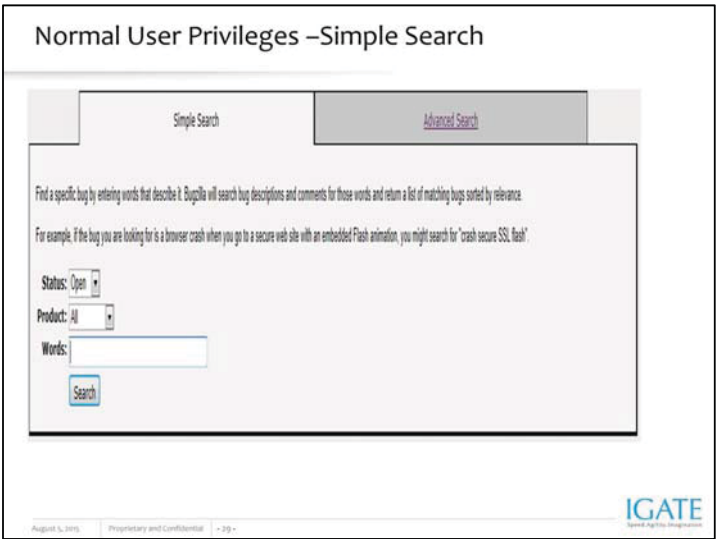
➤ User can search a bug

- Using Search button at the center of the Home page after logging in.
- Search link provided at the top of the Home page after logging in.
- Reports link provided at the top of the Home page after logging in. Reports in turn call the Search option for displaying the bug list.
- User can search a particular bug by entering a bug id in the text box and then clicking on the Search button provided at the top of the Home page after logging in



Normal User Privileges –Searching a Bug

- The format of the bug list is configurable
- It can be sorted by clicking on the column heading
- It can be seen in Long format, XML format or CSV format just by clicking on link
- Searching option will take the user to the screen where he has to select one of the 2 search types provided by Bugzilla.
- Two ways of search
 1. Simple search
 2. Advanced search



Three fields are involved in the search.

Field: the items being searched

Operator: the comparison operator

Value: the value to which the field is being compared

Simple Search: The bug can be searched based on status, product or based on the specific words.

Status: The bug can be searched based on the status of the bug like open, closed or all.

Products: The bug can be searched based on the specific product or for all products.

Words: 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

Normal User Privileges– Advanced Search

Summary: contains all of the strings

Product: Samsung
TestProduct

Component: Electronic
TestComponent

Version: 1.0
unspecified

The URL: contains all of the strings

DeadLine: from to (YYYY-MM-DD or relative dates)

Signatures: UNCONFIRMED
NEW
ASSIGNED
REOPENED
RESOLVED
VERIFIED
CLOSED

Resolution: FIXED
INVALID
WONTFIX
DUPLICATE
WORKSFORME
MOVED

Severity: blocker
critical
major
normal
minor
enhancement

Priority: Highest
High
Normal
Low
Lowest
--

Hardware: All
PC
Mainframe
Other

OS: All
Windows
Mac OS
Linux
Other

Email Addresses and Bug Numbers

Any of:
☒ the bug assignee
☐ the reporter
☐ a CC list member
☐ a commenter
contains

Any of:
☒ the bug assignee
☐ the reporter
☐ a CC list member
☐ a commenter
contains

Only include bugs numbered:
(comma-separated list)

Bug Changes

Only bugs changed between:
and
(YYYY-MM-DD or relative dates)

where one or more of the following changed:
Bug creation
File
Assignee
CC list accessible

and the new value was:

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If the user wanted to search for a particular bug information based on multiple field values, it is possible through advanced search in bugzilla.

Normal User Privileges -Search Results

Search Results

1591 Bugs, 0 Duplicates

Status: UNCONFIRMED, CONFIRMED, IN_PROGRESS

This result was limited to 500 bugs. See all search results for this query.

ID	Product	Component	Assignee	Status	Resolution	Summary
25529	FoodRepl	Salt	justdave	CONF	---	Need
25023	FoodRepl	Salt	justdave	CONF	---	script to copy some generated files
15908	FoodRepl	SpiceCo	tara	CONF	---	script to copy some generated files
15058	Sam's Wt	Widget G	sam.fukushima	CONF	---	script to copy some generated files
15882	FoodRepl	Salt S	justdave	CONF	---	script to copy some generated files
15382	Sam's Wt	Widget G	sam.fukushima	CONF	---	script to copy some generated files
23093	Spider S	Web	geriv	CONF	---	script to copy some generated files
23156	MyOwnBad	Comp1	justdave	CONF	---	script to copy some generated files
8294	FoodRepl	VoiceBot	tara	CONF	---	script to copy some generated files
20281	FoodRepl	Salt	skshaythakkar25	IN_P	---	script to copy some generated files
25285	FoodRepl	VoiceBot	tara	CONF	---	script to copy some generated files
23139	WorldCon	Economic	tara	CONF	---	script to copy some generated files

Useful Features at the bottom of the list

15712

MyOwnBad

Comp1

tara

CONF

AA

15710

MyOwnBad

Comp1

tara

CONF

AA

2309

WorldCon

WeatherC

tara

CONF

AA

25246

WorldCon

WeatherC

jama.bapi

IN_P

AA

12525

MyOwnBad

Comp1

tara

CONF

AA

29113

Spider S

Digestiv

geriv

CONF

AA

54598

MyOwnBad

Comp1

justdave

CONF

AA

6582

WorldCon

Economic

tanun_0880

CONF

AA

9080

FoodRepl

SaltSpri

tara

CONF

AA

15883

FoodRepl

SaltSpri

tara

CONF

AA

This result was limited to 500 bugs. See all search results for this query.

Long Format

CSV

Feed

Calendar

Change Columns

Edit Search

Remember search

as

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If you run a search, a list of matching bugs will be returned.

The format of the list is configurable. For example, it can be sorted by clicking the column headings. Other useful Features can be accessed using the links at the bottom of the list:

- Long Format:** this gives you a large page with a non-editable summary of the fields of each bug.
- XML:** get the buglist in the XML format.
- CSV:** get the buglist as comma-separated values, for import into e.g. a spreadsheet.
- Feed:** get the buglist as an Atom feed. Copy this link into your favorite feed reader. If you are using Firefox, you can also save the list as a live bookmark by clicking the live bookmark icon in the status bar. To limit the number of bugs in the feed, add a limit=n parameter to the URL.
- iCalendar:** Get the buglist as an iCalendar file. Each bug is represented as a to-do item in the imported calendar.
- Change Columns:** change the bug attributes which appear in the list.
- Edit Search:** If you didn't get exactly the results you were looking for, you can return to the Query page through this link and make small revisions to the query you just made so you get more accurate results.
- Remember Search As:** You can give a search a name and remember it; a link will appear in your page footer giving you quick access to run it again later

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Normal User Privileges -Saved Bug

- After a search is run, you can save it as a Saved Search using “Remember Search as”, which will appear in the page footer as a link. If you have permissions for sharing the saved searches then, you may share your queries with other users.
- You can run any saved searches that you have created and also saved searches that other users have created and shared.

The screenshot shows the Bugzilla search results page. At the top, there's a table of results with columns for ID, Product, Component, Assignee, Status, and Summary. The first two results are for 'FoodRepl' with status 'closed'. Below the table, there are links for 'Long Format', 'CSV', 'Feed', 'Calendar', 'Change Columns', and 'Edit Search'. A 'Remember search as' button is highlighted with a green box, and the text 'FoodRepl Closed' is entered next to it. Below this, there's a link to 'File a new bug in the "FoodReplicator" product'.


The screenshot shows the Bugzilla footer. It includes navigation links like 'Home', 'New', 'Browse', 'Search', 'Log out', and 'My Recent Searches'. A 'Remember search as' button is highlighted with a green box, and the text 'FoodRepl Closed' is entered next to it. Below this, there's a link to 'File a new bug in the "FoodReplicator" product'.

In the screen shot provided in the slide above, a basic search is made on the product “FoodReplicator” with Status as “closed”. The search list is then saved by using the “Remember search” feature. The search is named as ‘FoodRepl Closed’.

In the second screen shot the name ‘FoodRepl Closed’ is found as a link at the footer.

Demo

- Searching a bug
- Saving a search




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Add the notes here.


Normal User Privileges – Generating Reports

- Bugzilla has another way of viewing the set of bugs .“Reports” links available at the top of the home page provides this feature.
- Reports can be generated either in the Tabular format or the Graphical format.
- Report will be generated in the table form by default and user would be given the options to display the report in BAR, LINE or CSV.



The screenshot shows the 'Bugzilla - Reporting and Charting Kitchen' interface. It has a navigation bar with links: Home, New, Browse, Search, Reports, Preferences, Administration, Help, and Log out. Below the navigation bar, there is a search box and a 'Search' button. The main content area is titled 'Bugzilla allows you to view and track the state of the bug database in all manner of exciting ways.' It contains two sections: 'Current State' and 'Change Over Time'. The 'Current State' section lists three options: 'Search' (list sets of bugs), 'Tabular reports' (tables of bug counts in 1, 2 or 3 dimensions, as HTML or CSV), and 'Graphical reports' (line graphs, bar and pie charts). The 'Change Over Time' section lists two options: 'Old Charts' (plot the status and/or resolution of bugs against time, for each product in your database) and 'New Charts' (plot any arbitrary search against time. Far more powerful).

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A report is a view of the current state of the bug database. You can run either an HTML-table-based report, or a graphical line/pie/bar-chart-based one. Once you've defined your parameters and hit "Generate Report", you can switch between HTML, CSV, Bar, Line and Pie.

Note: Pie is only available if you didn't define a vertical axis, as pie charts don't have one

Normal User Privileges –Generating reports- Tabular

- User Should select Horizontal Axis , Vertical Axis and the table content from the drop down menus
- For e.g: Suppose Priority has selected in Horizontal axis , severity has selected in Vertical Axis and Status has selected in Multiple Tables then the report will be produced based on severity and priority based on each status.

Choose one or more fields as your axes, and then refine your set of bugs using the rest of the form.

Horizontal Axis:
Priority

Vertical Axis:
Severity

Multiple Tables:
Status

Summary: contains all of the strings

Generate Report

Classification:
Unresolved
Vulnerabilities
Memory

Products:
Firefox
MyOwlBall
Barn's Village
VirusControl
Spider Bayrears

Components:
Comp1
comp2
Objective Gen
EconomicControl
PanicAttack
newmanComponent

Status:
UNCONFIRMED
CONFIRMED

Resolution:
Fixed

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To generate the report, user should select Horizontal Axis , Vertical Axis and the table content from the drop down menus.

For eg:

Suppose Priority has selected in Horizontal axis , severity has selected in Vertical Axis and Status has selected in Multiple Tables then the report will be produced based on severity and priority based on each status.

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Normal User Privileges - Generating reports- Tabular

➤ The report has generated to display the severity wise priority details for each status ('unconfirmed' and 'Confirmed' shown below) of the bug

Report Status / Severity / Priority

UNCONFIRMED

Severity	Priority					Total
	P1	P2	P3	P4	P5	
critical	5	-	-	1	5	11
critical	-	1	2	2	-	5
major	2	2	2	2	-	8
normal	-	118	2	2	-	122
minor	-	2	2	-	-	4
trivial	-	-	2	-	-	2
enhancement	-	2	2	-	-	4
Total	7	125	10	5	5	147

CONFIRMED

Severity	Priority					Total
	P1	P2	P3	P4	P5	
critical	5	-	-	1	5	11
critical	-	1	2	2	-	5
major	2	2	2	2	-	8
normal	-	118	2	2	-	122
minor	-	2	2	-	-	4
trivial	-	-	2	-	-	2
enhancement	-	2	2	-	-	4
Total	7	125	10	5	5	147

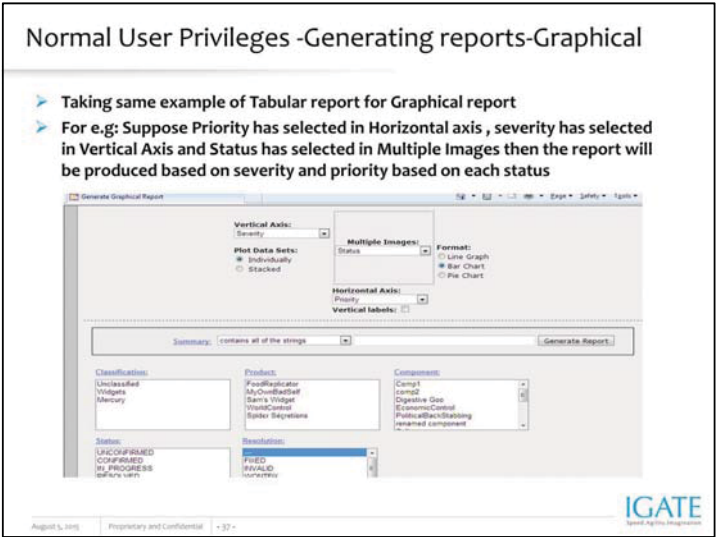
IN_PROGRESS

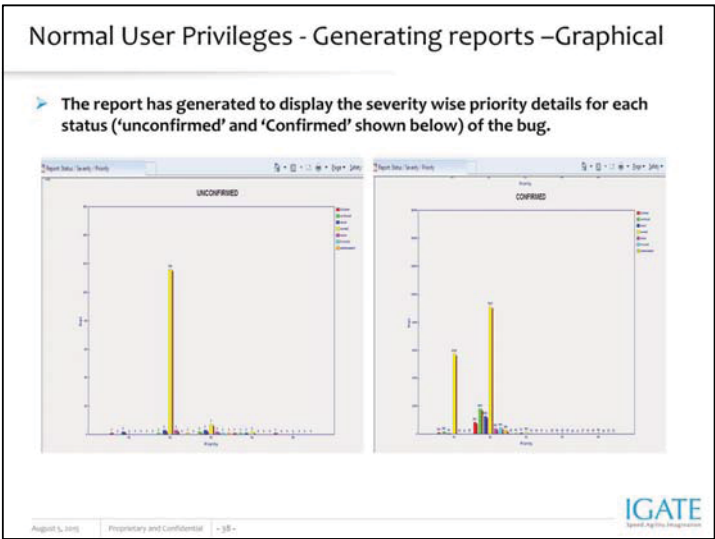
Priority					
P1	P2	P3	P4	P5	Total

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Normal User Privileges -Generating reports-Graphical

- Taking same example of Tabular report for Graphical report
- For e.g: Suppose Priority has selected in Horizontal axis , severity has selected in Vertical Axis and Status has selected in Multiple Images then the report will be produced based on severity and priority based on each status






Demo

Generating Reports


- Tabular
- Graphical



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Add the notes here.

Summary

➤ In this lesson, you have learnt:

- The importance of Defect Tracking tools
- Bugzilla
- Features of Bugzilla
- Types of Users. Admin and Normal users
- Privileges of Admin and Normal user
- How to add, search a Bug using Bugzilla
- How to save a search
- How to generate the report in Bugzilla based on various parameters.



Add the notes here.

Defect Tracking Tool - Bugzilla

V2.0

Lab Book

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Document Revision History

Date	Revision No.	Author	Summary of Changes
19/06/13	1.0	Selvalakshmi P	New artifact creation
15/07/2015	2.0	Shilpa Bhosle	Material Revamp

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1:1 Defect Report for Product Enquiry form: 4

Lab 1. Defect Report - Bugzilla

Goals	<ul style="list-style-type: none">Understand the application and report defects in defect report tool Bugzilla
Time	180 min

1.1 Defect Report for Product Enquiry form:

Product Enquiry & Book A Test Ride

Customer Name *	<input type="text" value="FirstName"/>	<input type="text" value="LastName"/>
Mobile No. *	<input type="text"/>	Tel. <input type="text"/>
Email	<input type="text"/>	
Vehicle Model *	<input type="text" value="Select"/>	
State *	<input type="text" value="Select State"/>	
District *	<input type="text" value="Select District"/>	
City *	<input type="text"/>	
Existing Vehicle *	<input type="text" value="Select Vehicle"/>	
When would you like a Test Ride	<input type="text"/>	
Dealer State *	<input type="text" value="Select State"/>	
Dealer *	<input type="text" value="Select Town"/>	
Brief About Enquiry	<input type="text"/>	
<input type="button" value="Submit"/> <input type="button" value="Reset"/>		

Refer to the negative test cases written for the above Product Enquiry form in the Lab 2 from Testing Concepts. Assume that the test cases written by you are to test the functionality of the application are failing due to the problem in the application. You need to make necessary defect entries in Defect tracking tool Bugzilla for the defects.

1.2 Refer to the Lab 1 – 1.1 lab assignment from Defect Reporting and Defect Life Cycle Management and make necessary defect entries for the defects in Defect Tracking Tool – Bugzilla for the defects mentioned in the lab book.