Life Cycle of a Bug

New bug from a user with canconfirm or a product without UNCONFIRMED state

UNCONFIRMED

Bug is reopened, was never confirmed

Bug confirmed or receives enough votes

Developer takes possession

NEW

Development is finished with bug

Ownership is changed

ASSIGNED

RESOLVED

Bug is closed

QA not satisfied with solution

QA verifies solution worked

REOPEN

VERIFIED

Bug is reopened

Bug is closed

CLOSED
Using Bugzilla

You need to have an account created before you can use Bugzilla. Consult with the administrator responsible for your department to get an account set up. (Administrative Systems employees already have accounts set up for them.)

Note: This document uses Administrative Systems examples. Both Problems and Requests will be referred to as BUGS.

In this document you will learn how to

- Log in to Bugzilla
- Change your Password
- Search for BUGS in Bugzilla
- File a new BUG report in Bugzilla

To login to Bugzilla

- Start a web browser
- Enter http://pasweb.cc.umanitoba.ca/webapp/at/bugzilla/index.cgi in the Address box

Bugzilla uses cookies to remember you so, unless you have cookies disabled or your IP address changes, you should only have to login once.

If you have logged into Bugzilla before Bugzilla will remember you and you will get the following screen...
If you have never logged into Bugzilla before you will get the following screens...

- Click Login to an existing account

- Type your White Pages e-mail address (**Firstname_Lastname@UManitoba.CA**) in the Login: box
- Type in your password in the Password: box  (contact Administrator for password)

You are now logged in.

**NOTE:** You should change your password after your first login
To change your password…

Click Change password or user preferences link

Once at this page you can change your…

- Password
- Permissions
- User Preferences
- Account Settings
- E-mail settings
- Look at previously saved searches

For more help on this section click the Bugzilla link at the top to go to the http://www.bugzilla.org/ web site.
Searching for a BUG...

Once logged in, there are a number of ways to search for an existing BUG.

From this page you can

- Enter a BUG number (if you know it), or specific search terms into the box beside the Show button. Then press the Show button to retrieve your BUGS. You can click the [Help] link for detailed help on how to search.

Or...

- Click Search existing bug reports link to take you to a more advanced search page
From this page, you can search for BUGS by filling in the boxes provided with…

- Status, Product and/or Keywords
  - Selecting the type of BUG Status: *from the dropdown list*
  - Selecting the type of Product: *from the dropdown list*
  - Entering Keywords in the Words: box
  - Then press the Search button

- Entering a specific BUG *number* in the bug# box
  - then pressing the Find button

Or…

- Click on the Advanced Search link at the top to further define search options
Sample of **Advanced Search** criteria.
Upon completion of the search, a **Bug List** page will be returned stating which, if any, **BUGS** were found...

- In this example case, none were found that matched the search criteria.

- When you do get a list of **BUGS** returned, you can sort the page in different orders by clicking on the underlined column titles at the top.

- Most other underlined fields are links that will take you to more detailed information on the field.
To report or file a new BUG

• Click the Enter a new bug report link

• Click on the link that applies to your BUG (Security for this example)
Enter your **specific data**

Click **Commit** button
Problem and Request Tracking System

Confirm Match

One or more of the names/email addresses you entered into fields on the previous page produced results which require confirmation. Please carefully examine the matches below, selecting users from the lists if necessary, or go back to the previous page to revise the names you entered.

CC: David_Young@Umanitoba.CA matched David Young <David_Young@UManitoba.CA>

Press Continue button
Your BUG has been reported

Note: the BUG number at the top

For more detailed information on how to use Bugzilla visit http://www.bugzilla.org/