

# **WP10 - Training and Technical Support**



## **Deliverable D10.1 - Bug Tracking System Specification**

**WP10 - Training and Technical Support : Deliverable D10.1 - Bug Tracking System Specification**

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# Table of Contents

<b>Document presentation .....</b>	<b>i</b>
<b>1. Document overview .....</b>	<b>1</b>
<b>2. OCERA Bug Tracking System .....</b>	<b>2</b>
2.1. Introduction.....	2
2.2. Hosting the Bug Tracking System .....	2
2.3. Location .....	2
<b>3. Trackers at OCERA .....</b>	<b>3</b>
3.1. Overview .....	3
3.2. The trackers .....	3
3.3. The Categories of trackers for bugs .....	4
3.4. The groups for Support Request.....	4
3.5. The Categories of trackers for Support Request .....	5
<b>4. How to use the OCERA Trackers .....</b>	<b>6</b>
4.1. Browsing the Trackers.....	6
4.2. Send a bug report.....	6
<b>5. Administration of the OCERA Trackers.....</b>	<b>7</b>
5.1. Overview .....	7
5.2. Assigning responsibilities.....	7
5.2.1. Assigning responsibilities for Bugs Tracker .....	7
5.2.2. Assigning responsibilities for Support Request Tracker.....	7
5.2.3. Assigning responsibilities for Patches and Feature Request Tracker...	8
5.3. What to do in case of problem .....	8
5.3.1. SourceForge Site temporarily not available.....	8
5.3.2. SourceForge Site definitivly not available .....	8

# List of Tables

1. Project Co-ordinator .....	i
2. Participant List .....	i

# Document presentation

**Table 1. Project Co-ordinator**

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**Table 2. Participant List**

<b>Role</b>	<b>Id.</b>	<b>Name</b>	<b>Acronym</b>	<b>Country</b>
CO	1	Universidad Politécnica de Valencia	UPVLC	E
CR	2	Scuola Superiore S. Anna	SSSA	I
CR	3	Czech Technical University in Prague	CTU	CZ
CR	4	CEA	CEA	FR
CR	5	UNICONTROLS	UC	CZ
CR	6	MNIS	MNIS	FR
CR	7	VISUAL TOOLS S.A.	VT	E

# Chapter 1. Document overview

This document present the OCERA Bug Trackin System server structure and the way to use it for developpers and guests.

This document is subject to change allong the project, to reflect the up-to-date project rules.

- The *Introduction* will present the Bug Tracking System.
- The *Trackers* chapter will present different event that will be tracked by the system, and how they are organized.
- The *Usage* chapter will present how developpers and guests can access the Bug Tracking System to send events (bugs or requests) or to consult the event database.
- The chapter on *Administration* will present how the events will be managed by the support group in OCERA project.

# Chapter 2. OCERA Bug Tracking System

## 2.1. Introduction

This document present the OCERA Bug Trackin System server structure and the way to use it for developpers and guests.

This document is subject to change allong the project, to reflect the up-to-date project rules.

## 2.2. Hosting the Bug Tracking System

We used SourceForge to host the OCERA Bug Tracking System, because it is the most popular OpenSource hosting provider used by the Linux community, it is known for good

- **popularity**

SourceForge it is the most popular OpenSource hosting provider used by the Linux community.

- **functionalities**

SourceForge proposes a lot of integrated functionalities dedicated to developpers that we can use at the side of the cvs server, like CVS, mailing lists, news

- **and an easy administration**

The administration of the SourceForge Bug Tracking System is easy and can be accessed from all over the Internet.

## 2.3. Location

The Bug Tracking System server is located at SourceForge, URL:  
[https://sourceforge.net/tracker/?group\\_id=51629](https://sourceforge.net/tracker/?group_id=51629)

# Chapter 3. Trackers at OCERA

## 3.1. Overview

The Bug Tracking System at Source Forge, allow us to define Categories and groups for each tracked event.

Each Categories has an email address assigned to it in a way that each time a new event is coming up in this categories an email is sent to the associated email address.

An event can be set to be from a group, the group allow the traker's administrator to sort events.

## 3.2. The trackers

SourceForge define four default trackers: Bugs, Support Request, Patches and Feature Request.

The OCERA Bug Tracking System uses these Trackers and we also add one more Tracker: a port tracker.

- **Bugs**

Someone met a bug by using the OCERA componants.

This will be, for good reasons or not, the mostly used trackers for the development project OCERA.

The *bugs tracker* is divided in six categories, so that, as seen above, each category can be associated to a different tracker's administrator.

The different categories are explain later in this chapter.

- **Support Request**

The *Support Request tracker* will be used for people requiring help to use or developp OCERA componants.

The *Support Request tracker* is divided in five categories, so that, as seen above, each category can be associated to a different tracker's administrator.

This tracker allows 2 groups: user or developper.

The different categories and groups are explain later in this chapter.

- **Patches**

Someone want to send us a patch. This can happen if someone works on the subject and made changes for a special application and this feature can not integrate the main development tree or is incompatible with a part of the main tree.

This, may lead to an *official* patch integrating the CVS Patch directory if we find the patch of interest.

- **Feature Request**

Someone want a special feature, or find that a special feature would be kind of interest.



This can be examine to see if this feature is interressant to developp as a patch or as a part of the main tree.

### 3.3. The Categories of trackers for bugs

- **Real time**

The *Real time tracker* category is intended to be uses for all problems that are directly related to real time, we could also name it *RTLlinux tracker*.

- **Linux level**

The *Linux level tracker* category is intended to be uses for all problems that are directly related to programs or libraries working in at Linux level, it can be soft real time, or programs using the OCERA libraries.

- **Communication**

The *communication* category is intended to be uses for all problems that are directly related to the communication between the OCERA system and any other system, with an OCERA componant or with a standard Linux communication programm using an OCERA interface.

- **Posix Interface**

The *Posix Interface* category is intended to be uses for all problems that are directly related to the interface to the OCERA components.

- **Quality Of Service**

The *Quality Of Service* category is intended to be uses for all problems that are directly related to the Quality Of Service offered by OCERA components.

This Tracker can be used to follow tests done by other users involving Quality Of Service or other performance test.

- **Other**

The *Other* tracker will be use to tracki every thing that is not in an above category.

### 3.4. The groups for Support Request

We defined two groups for the support request, it will help us to distinguish the type of request wanted if the description is not giving enough informations.

The group may be set or changed internaly from the administrator if needed.

- **Developer**

The *Developer's group* is intended to be used by developpers wanting a support from the OCERA consortium.

- **User**

The *User's group* intended to be used by users wanting a support from the OCERA consortium.

## 3.5. The Categories of trackers for Support Request

It is interressant to know from the begining how the *User* or the *Developer* see its own request to respond clearly to his demand.

- **Install**

The *Install category* is intended for demands concerning installation, kernel generation, first time usage ...

- **Utilisation**

The *Utilisation category* is intended for demands concerning the general usage of the OCERA system, or questions like how to, what for,

- **Adaptation**

The *Adaptation category* is intended for demands concerning adaptation to new hardware or portage.

- **Compatibility**

The *Compatibility category* is intended for demands concerning the compatibility of applications with the OCERA system software.

- **Other**

The *Other category* is intended for demands that cannot fit in any of the above categories.

# Chapter 4. How to use the OCERA Trackers

## 4.1. Browsing the Trackers

The simplest way to browse the trackers is to use the SourceForge interface at <http://www.sourceforge.net/projects/ocera>

You can then use the web interface to search for a particular item.

## 4.2. Send a bug report

The simplest way to add a bug report to one of the trackers is to use the SourceForge interface at <http://www.sourceforge.net/projects/ocera>

You can then use the web interface to add a bug report for a particular item.

# Chapter 5. Administration of the OCERA Trackers

## 5.1. Overview

The administration on a foreign system forces us to be very careful in the choices we made when creating the trackers and the groups because we won't be able to remove groups from trackers.

For this, we will restrict the administrative access to the Bug Tracking System to two people. The administrators are named on the SourceForge site.

## 5.2. Assigning responsibilities

Each tracker has a person who receives emails each time someone sends a bug report.

It is the responsibility of this person to dispatch the bug report or to solve the problem.

Every tracker is initialized with an email address of:

support@ocera.org

this generic address must be redirected to the real mail box of the trackers administrator, like *pmorel@mnis.fr* and to a special address like *ocera-bts@mnis.fr* for archiving purpose.

It is the duty of the administrator to dispatch the event to one of the administrators.

### 5.2.1. Assigning responsibilities for Bugs Tracker

Tracker	Category	eMail
Bugs	Real time	
Bugs	Linux level	
Bugs	Communication	
Bugs	Posix Interface	
Bugs	Quality Of Service	
Bugs	Others	

### 5.2.2. Assigning responsibilities for Support Request Tracker

Tracker	Category	Group	eMail
Support Request	Install	User	
Support Request	Utilization	User	
Support Request	Adaptation	User	
Support Request	Compatibility	User	
Support Request	Other	User	
Support Request	Install	Developer	
Support Request	Utilization	Developer	
Support Request	Adaptation	Developer	
Support Request	Compatibility	Developer	

Support Request	Other	Developer	
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### 5.2.3. Assigning responsibilities for Patches and Feature Request Tracker

Tracker	eMail
Patches	
Feature Request	

## 5.3. What to do in case of problem

### 5.3.1. SourceForge Site temporarily not available

The best thing is to wait until it is available. We have no possibility to act on the availability of the SourceForge site.

### 5.3.2. SourceForge Site definitively not available

If the SourceForge site for ocera is becoming unavailable for some yet unknown reason, we will establish a new Bug Tracking System on another system hosted by MNIS.

Every event on the Bug Tracking System will be kept at MNIS by archiving the emails sent by the Bug Tracking System from SourceForge.