

Tikal's enhancements to Bugzilla

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Overview

Tikal Bugzilla is a major component of Tikal ALM (Application Life Cycle) Suite and it's based on the latest release of Bugzilla 3.4, the most common open source issue tracking system.

Bugzilla is a good community level tool and is installed in IT departments of about 30 percent of Fortune 500 companies; but in order to perform well it needs to be highly modified.

Tikal Bugzilla has most of community Bugzilla latest features with addition of many new features as well as a whole new "application like" GUI that enables intuitive and easy to use Bugzilla.

Tikal's enhanced Bugzilla includes:

- "Application like" GUI :
 - New look
 - Dynamic menus
 - Edit Issue page redesign with actions bars
 - Add required fields indication (*) on Create and Edit issue pages
- New Bugzilla Homepage that presents:
 - Products statistics per target milestone/ version
 - The list of new and open issues for the logged user
- An Issue Type feature, for using Bugzilla as an Issue Tracker to track task, bugs, features and etc.
- Subtasks functionality - this option helps to split an issue to a number of smaller tasks that can be assigned to different components and users, thus providing a better picture of the progress on the issue. This new feature also allows each party that needs to be involved in resolving the issue to better understand what part of the process they are responsible for. Good example for use of this functionality is the Feature Management.
Additional features enabled by inclusion of Subtasks:
 - Issue of any entity type in Bugzilla can have subtasks (defined per entity type).
 - Issue of any entity type in Bugzilla can be a subtask (defined per entity type).
 - "Template" list of subtasks can be defined for an entity; additional subtasks can be

added in this case as well.

- Validation of issue's subtasks on "Resolve" can be "turned on" for an entity – means that user can not change its status to "Resolved" as long as there are open subtasks for this issue.
 - Subtask can be detached from its “parent”
 - “Common fields” validation can be performed
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- Browse Product & Classification page - shows information related to product or classification, counts per components, per severity etc.
 - Enhancements to Bugzilla original Custom Fields feature:
 - Add 5 types of mandatory indicators:
 - always
 - for new issue only
 - for existing issue only
 - for resolved fixed issue only
 - for reopened issues only
 - Add Entity field to the visibility options
 - Add default values for custom fields
 - Add “system” custom fields:
 - implemented as custom fields
 - not displayed in default templates (create and edit issue pages) – should be added in custom templates only
 - Add “system table” custom fields:
 - can get data from existing table instead of default (single and multi select fields)
 - Add custom fields to the Search
 - Add multi-valued custom fields to the Search results
 - Enhancements to the Version field:
 - Added status to the Version field: Unreleased, Released, Archived
 - Version field will show only Released versions in the drop-down list of Version on New and Edit Issue pages
 - Archived versions will not be displayed on the New & Edit Issue pages
 - Custom version fields (like Target Version & Fixed In) can be added as 'system_table' custom fields, using versions list.

- A "View SCM Activity" link, that enables to see all bug related version control activity. Support for multiple viewvc roots (per product)
- CRM Connectivity feature enables to relate bugs to specific CRM Id's (customer ticketing).
- 'do not send mail' flag to the "Edit Issue" screen – very useful for minor changes performed on an issue.
- 'Auto-Reassign' feature:
 - automatically re-assign to the reporter when status changed to RESOLVED
 - the field 'Resolver' appears in the Edit Issue screen
 - automatically re-assign to the previous assignee (Resolver) when status changed to REOPENED
- Added an option to make old Components and Milestones "invisible" for new issues, but keep the history issues with correct values.
- Template for new issue description.
- Saved reports (like saved searches)
- Commit check query – can be called from a pre-commit check from version control to verify that bug_id exists and etc.
- Parameter for Summary field length
- Indicators to use : URL, dependency feature
- HTML tags for fields: URL, Product, Component, QA Contact
- Added client side validation checks