

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
- Tikal 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. Default issue type can be defined on system and product levels.
- 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 issue type in Bugzilla can have subtasks (defined per issue type).
 - Issue of any issue type in Bugzilla can be a subtask (defined per issue type).

- "Template" list of subtasks can be defined for an issue type; additional subtasks can be added in this case as well.
 - Validation of issue's subtasks on "Resolve" can be "turned on" for an issue type – 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 Issue Type 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)
 - supports only Version table at the moment – used for Target Version, Fixed In fields
 - Add custom fields to the Search
 - Add multi-valued custom fields to the Search results
 - Add visibility fields columns to the valid values list pages
Display the value of the control field that make the custom field value visible in the Field Values page
 - Add 'inactive' option for custom fields values – a possibility to make a value "invisible" for new issues, but keep the history issues with correct values

- Templates by Product & Issue Type mechanism for Create/Edit Issues pages
There are cases when issues for different products and/or issue types should have a different layout and/or different validations, and this feature gives a possibility to easily add a new layout which will be picked u automatically by Bugzilla.
For example, if you want to have a different layout for Task issue type, all you need is to create templates named create-Task.html.tpl (for Create Issue page) and edit-Task.html.tpl (for Edit Issue page) and put them in correct folders. If your issue type is 'Task', Bugzilla will load it with this template. Same for the product Product1 - create-Product1.html.tpl (for Create Issue page) and edit-Product1.html.tpl (for Edit Issue page).
You can also create a template for combination of the product and issue type, for example: create-Product1-Bug.html.tpl
- Enhancements to the Version field:
 - Added status to the Version field: Unreleased, Released, Final and 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.
 - Added sortkey for Versions
- 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" and "Add Attachment" pages – 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
- 'SendMail' link on the Edit Issue page - opens an email to the issue assignee with all issue details
- Added client side validation checks on Create/Edit Issue and Add Attachment pages
- 'Search by Groups' options that appears in the Search page
- Several utilities for Administrators: utilities functions that can be called from external applications or command line