

Using the RUSA Bugzilla Bug Tracking System

RUSA website issues and bugs are tracked via the Bugzilla Bug Tracking System (for the geekily-inclined, you can study up on it here: <https://www.bugzilla.org/>)

Advantages of Using a Bug Tracking System

The advantages of a bug tracking system are as follows:

- The bug reports are stored independently of anyone's mailbox or folder
- All members of the web team have access to the bug reports, as well as any attachments relating to the bug (screen shots, etc)
- The bug submitter is automatically updated on all progress and communication on bug resolution
- The bug submission does not get overlooked

Getting Started

RUSA Bugzilla can be accessed by the "Contact Us" link in the RUSA Website page footer. Or, you can get there directly via this link: <https://rusa.org/report-issue>.

You'll need to create an account. I've had best results with my gmail email address. Comcast didn't work.

On the "Contact Us" page, you'll see a list of issue/bug categories. Click on the one which best matches the issue you'd like to report.

Website Store or RUSA Awards – store orders, shipping, awards applications, awards listings

Website Content – typos, broken links, missing images, can't find something

Membership Issues – duplicate memberships, missing members, etc

Website Code Issues or Error Message – everything else.

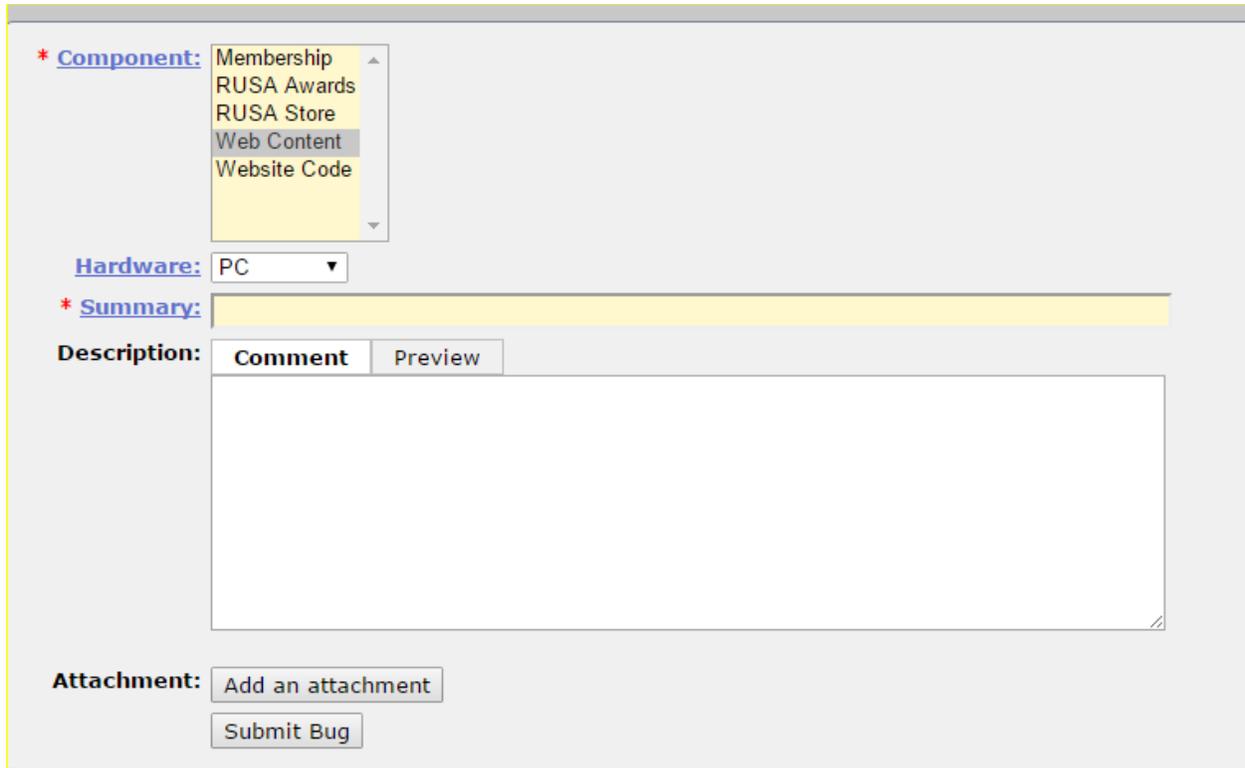
Please don't default to code issues – it very often is what we call a "data" issue, and would be addressed by the committee in charge of that set of data.

Aside: *the RUSA website has, if you will, two "sides".*

- *The **code** side is the machinery which manages the data, generates the data-based pages, such as results, membership, ride and permanent searches, lists of award recipients, provides an interface for committees to enter and maintain data, runs the store (the items in the store are data), provides a mechanism for members to join RUSA, and so on.*
- *The **data** side is the information which is accessed by the code side in generating those pages. The data is created and edited by the various RUSA committees, via some data management*

applications. So, for example, if a ride result or calendar listing is incorrect, either the Brevet Coordinator or Permanents Coordinator has to fix it; there is no code fix to that issue.

So, after selecting a category, you'll see the following:



The screenshot shows a web form for submitting a bug report. It includes the following elements:

- * Component:** A dropdown menu with options: Membership, RUSA Awards, RUSA Store, Web Content (highlighted), and Website Code.
- Hardware:** A dropdown menu with the option: PC.
- * Summary:** A single-line text input field.
- Description:** A section with two tabs: "Comment" (selected) and "Preview". Below the tabs is a large multi-line text area for entering details.
- Attachment:** A button labeled "Add an attachment".
- Submit Bug:** A button at the bottom of the form.

At the very simplest, you need to select your computer type and provide a summary of the issue. There is also a field to provide a more detailed description (we love it if you detail out the steps you took to get there, as well as provide the specific page URL(s)).

You can also add an attachment – typically a screen shot – via the button under the Description field.

Then click Submit Bug, and you can be done.

The next screen shown is

Email sent to:
webmaster@rusa.org

Bug 189 - Bugzilla needs a couple new fields ([edit](#))

Status: CONFIRMED ([edit](#))

Alias: None ([edit](#))

Importance:

Assignee: [RUSA Webmasters](#) ([edit](#)) ([take](#))

URL:

Personal Tags:

Depends on:

Blocks:

Attachments
[Add an attachment](#) (proposed patch, testcase, etc.)

Additional Comments:

Comment	Preview
<input type="text"/>	

Status:
[Mark as Duplicate](#)

You don't have to do anything here, but if you want to add a new comment or another attachment, this is your chance.

Over on the right you'll see these choices:

Reported: 2016-11-14 20:59 UTC by [Lynne F](#)
Modified: 2016-11-14 20:59 UTC ([History](#))
CC List: Add me to CC list
0 users ([edit](#))
Ignore Bug Mail: (never email me about this bug)

[See Also:](#) ([add](#))

You can choose to be included in the subsequent conversation about the bug or not.

Next Steps

At this point, you, as a bug submitter, don't have to do anything. You'll receive an email (if you didn't opt out) confirming the bug submission, and, if you click on the link in the email, you'll be taken to the screen shown above, which will contain your original submission and any subsequent discussion/resolution by the responsible group. You'll also receive updates any time a website team member or committee member updates the bug submission.

For the Bug Fixers

So, You've Been Assigned a Bug

The first thing you'll want to do is reproduce (verify) the bug. Walk through the information provided by the submitter and verify that what they saw is indeed a bug. It may be. You might not be able to reproduce it because:

1. You've got a different operating system
2. You are not using the same web browser
3. The user is confused about what they are looking for or trying to do

For 1 and 2, you may want to query the user about which browser they are using. Also, enlist the help of other team members in checking out the bug on their operating system, if it is different from yours.

For 3, user education is good. I simply explain the steps needed to get them where they want to go, or explain why something isn't showing up. For example, the R-12 application page has been known to trip up a user or two. Additionally, a rider's results from when they were not a member of RUSA, will not show up on a results search.

If you determine that it isn't a bug, close it out by editing the fields under the Additional Comments box – change Status->Confirmed to Resolved, and select "Invalid" in the dropdown which appears on the right.

Status:
[Mark as Duplicate](#)

Status:
[Mark as Duplicate](#)

So, It is A Real Bug

Data

This applies to the volunteers managing the data side of the website. There should be a way for you to edit data in your area of responsibility – membership, store items/pricing/images, brevet results, calendar entries, permanents listings, permanents results, and so on.

Correct the data, and VERIFY that the expected information is now displayed.

Then, on the bug page, put in a brief one-liner of what you fixed, and change the status to Resolved and Fixed, then Save Changes.

Everyone on that bug email list will get an email when the bug changes status, including the original submitter.

Code

Again, once the bug is verified, please update the comment and attachment stream in the bug as you proceed along; all members of the bug list (webmaster@rusa.org) will get progress updates, and contribute if they've got something.

You can also "Take" a bug (assign it to yourself) by clicking "Take" in the Assignee field.

Additionally the bug's Importance (priority) can be edited.