GSSC Issue Tracking System

The GSSC will be using Roundup (http://roundup.sourceforge.net/) as its Issue Tracking System. This will be used to track software bugs and feature requests as well as general GSSC Action Items. Our issue tracker is currently located at http://glitch.gsfc.nasa.gov:18888/Issues and can only be accessed from a computer here at Goddard as the specified host and port is blocked to outside users by the Goddard firewall. We plan to make it available on the password protected web site in the future so that it can be accessed off campus by Jim and Valerie and anyone who is traveling as well.

When you first open the Issue Tracker URL you should see a page that looks something like this:

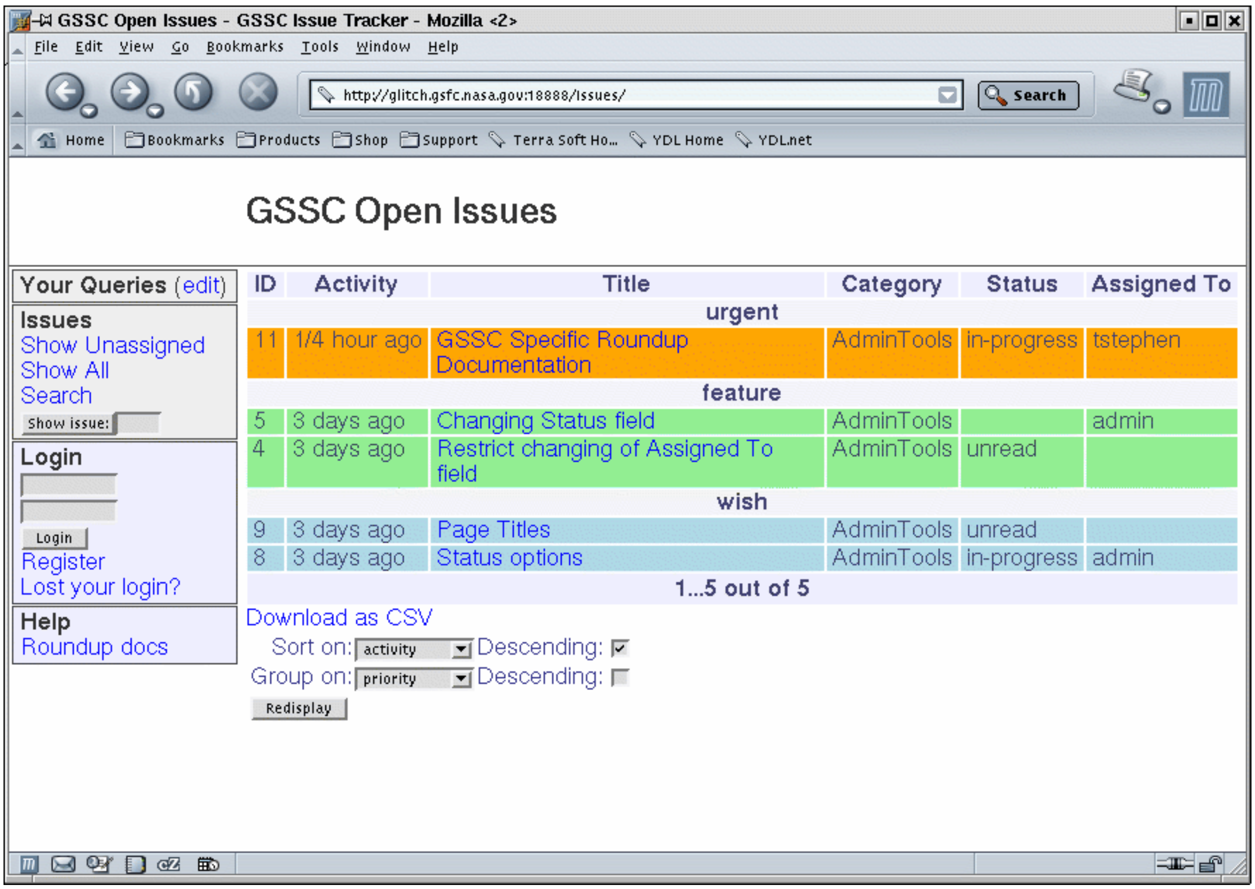


Figure 1 - Homepage for the GSSC Issue Tracker

This page shows all of the currently unresolved issues. From this page you can look at all the issues and do searches but cannot add or modify any of the issues. In order to do so, you must first register yourself as a user and then log in.

Note: All pages that show lists of issues have the footer that starts with the "Download as CSV" link. This link allows you to download the list of issues to a CSV text file. The two lines after that allow you to control how the issues are displayed. You may chose the field that the issues are grouped and sorted on. Clicking the *Redisplay* button to have your new preferences take effect.

Registering a New Username

The first thing you need to do is register a username with the Issue Tracker. This will allow you to fully use the Roundup system including adding and editing issues. To register yourself with the Issue Tracker do the following:

1. Click on the *Register* link in the left side bar right under the *Login* button.
2. Fill out the form that pops up and click on the *Register* button.
3. You will then get a page that says: “Registration in progress... You will shortly receive an email to confirm your registration. To complete the registration process, visit the link indicated in the email.
4. When you receive the e-mail click on the link to activate your account.

Logging In

To log in to the system, simply enter your username and password into the two fields in the middle of the left sidebar and click on the *Login* button. After pressing the *Login* button, the sidebar should change to show many new options.

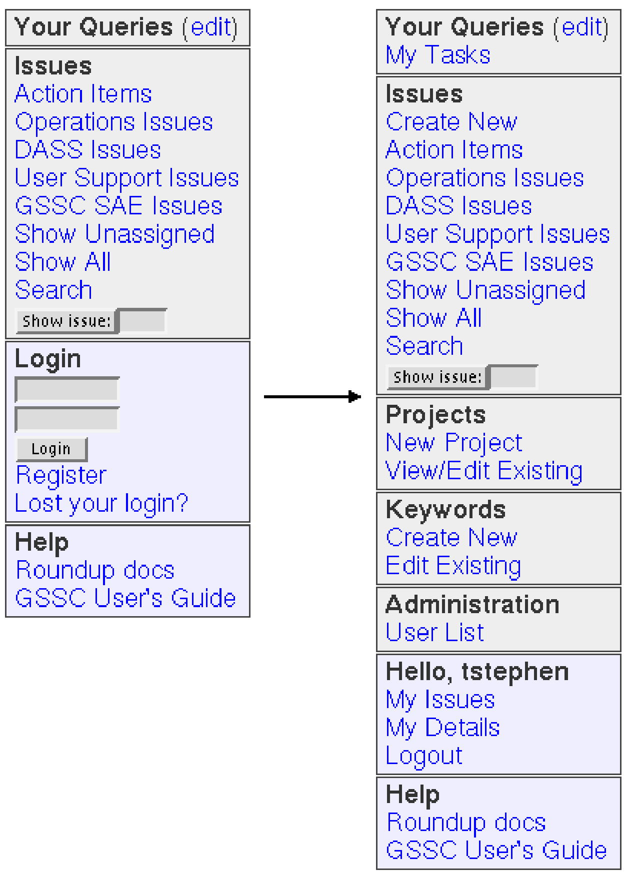


Figure 2 - Sidebar change after logging in

Roundup uses cookies so if you close your browser without logging out, you will still be logged in when you come back later.

Navigating the Sidebar

This section will describe the function of the various options available on the sidebar once you have logged in.

Your Queries

This section lists all of your saved searches (see the Search section below). Clicking on any of the entries here will rerun the search and display the issues matching the search criteria. Clicking on the (edit) link will take you to a page that allows you to control whether or not a saved query is displayed in the sidebar and whether the query is private to you or if you want to make it public. This page will also allow you to edit or delete the entries if desired.

Issues

Create New

This link takes you to a form allowing you create a new issue in the issue tracking system. The page has a series of fields to be filled out and looks like:

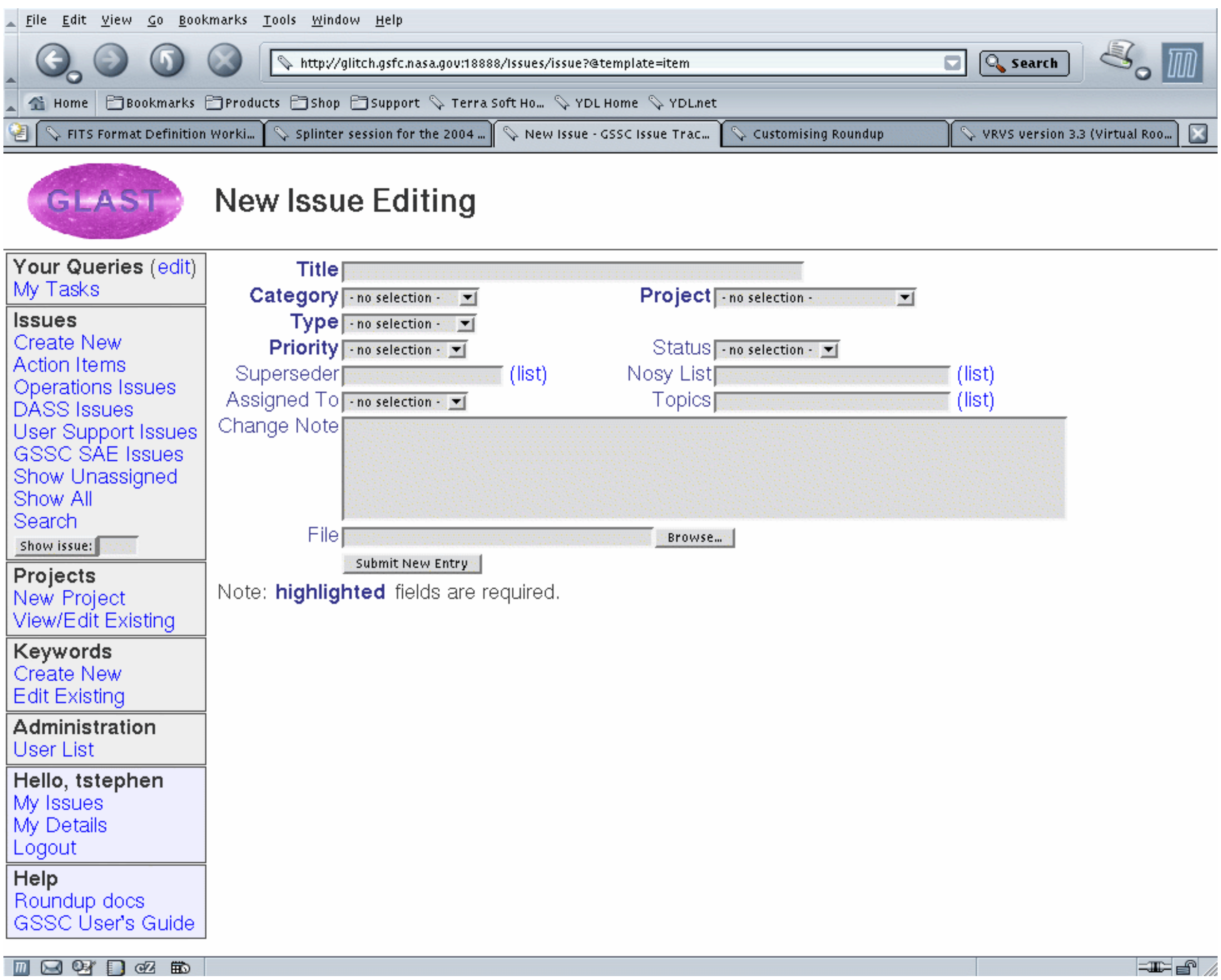


Figure 3 - Web form to enter a new issue

To enter the issue, fill out the form and then click on the *Submit New Entry* button. You will then be taken to a page showing the new issue. As noted on the page, the fields in **bold** are required. A description of each of these fields follows:

- **Title** – This is a short description of the problem. This is what will be displayed as the name of the issue when a search is performed
- **Category –** This specifies which general category the issue falls under. There are seven choices. The first three, Operations, DASS and User Support, correspond to the three GSSC sections. The next one, Ingest, deals with databases but spans all three sections and so is given a category of its own. The Admin Tools category is for issues regarding GSSC infrastructure elements such as Roundup and the nightly build system. The GSSC_Ext category is for issues regarding the external libraries and modules in use by the GSSC software. These first six categories also correspond to the GSSC CVS repository subfolders. The final category, GSSC SAE Issues is intended for future use when we are maintaining the SAE locally.
- **Project** – This field is a sub-field under the Category field. It is used to hold the exact project (i.e. Roundup, photonDatabase, Scheduling Tool, etc.) that the issue refers to. If you are creating an issue report for a Project not in the list, you may add items to the Project list by clicking on the "New Project" link in the sidebar (described below). If there is not a specific project that corresponds to the issue but it is a general issue for that category, choose the project that has the name of the category surrounded by "---" characters (e.g. For an issue about Databases in general, choose the "---Database---" project).
- **Type** – This is the type of issue being entered it can have the following values:
  - Action Item – This is a specific thing that needs to be done by a specific person.
  - Issue – This is a general problem or concern that may be long term and requires a number of Action Items to resolve.
  - Bug – This is a problem with one of the pieces of GSSC software.
  - Change Request – TBD.
- **Priority –** This field describes the criticality of the issue. Right now there are five priority levels defined:
  - Critical – These are items that either have to be resolved immediately or represent a very important functionality that needs to be implemented.
  - Urgent – These are items that are of a high priority but not quite "critical". They are issues that should be resolved sooner rather than later or important functionality that needs to be implemented.
  - Normal – This is the normal level of priority for your typical action item or bug that is discovered as the software is used and tested.
  - Low – This priority is for issues that concern improving the usefulness or functionality of a system but don't necessarily keep it from working as it is supposed to or action items and issues that need to be done eventually.
  - Wish – This is exactly what it sounds like, something you wish would be implemented but which is not required by the software for successful operation.

The person raising the issue must define a priority level at creation time. However, the relevant section manager or developer may change the priority at a later time if warranted.

- Status – This is the current status of the issue. Generally, if the person raising the issue is not the person who will be working on it, this field can be left as "no selection" and Roundup will automatically convert that to "new". If the person raising the issue will also be the "Assigned To" person (see below), they may set the status to whichever of the choices are best representative of the state of the issue.
- Superseder – If an older issue is superseded by a later issue, this field allows one to link the two issues. The (list) link will bring up a window with all the available issues to look through. This field should be left blank for new issues.
- Nosy List – This field is used to enter all the users that should be notified when messages about this issue are generated. Any user on this list receive an e-mail when messages are added to the issue. By default, the person creating the issue is added to this list when it is submitted as is the assigned to person.
- Assigned To – This field holds the name of the person responsible for resolving the issue. You may assign yourself if appropriate. Otherwise, it is up the section managers and the Software Manager to make these assignments.
- Topics – This field is to hold keywords for searching the topics. Clicking on the (list) link will bring up a window with a list of defined keywords. If the keyword you desire is not on the list, feel free to create a new keyword by clicking on the "Create New" link in the Keywords section on the sidebar (see below for details).
- Change Note – This field is for entering a message describing the problem and anything else about the issue you would like to say. Be verbose. More information is good when trying to resolve an issue. While not required, this filed should never be left blank when creating a new issue.
- File – If there is a relevant file (log file, capture of software output, etc.) that would be useful in solving the issue, attach it here. The "Browse..." button will let you look at your file system to select the file so you don't have to type the full path.

Action Items

This link will show all the issues that are designated as Action Items in the Type field.

Operations Issues

This link will show all the issues that are in the 'Operations' category and have 'Issue' as their type.

DASS Issues

This link will show all the issues that are in the 'DASS' category and have 'Issue' as their type.

User Support Issues

This link will show all the issues that are in the 'User Support' category and have 'Issue' as their type.

GSSC SAE Issues

This link will show all the issues that are in the 'GSSC SAE Issues' category and have 'Issue' as their type.

Show Unassigned

This link performs a search on the issues and shows those issues that do not have anyone in the “Assigned To” field. The issues will be grouped by priority with the critical issues first and sorted within the priority groups by project.

Show All

This link brings up a page equivalent to the homepage that shows all the issue that are currently unresolved. The issues will be grouped by priority with the critical issues first and sorted within the priority groups by project.

Search

This link will take you to a page that allows you to perform custom searches on the issues in the database. The search page looks like:

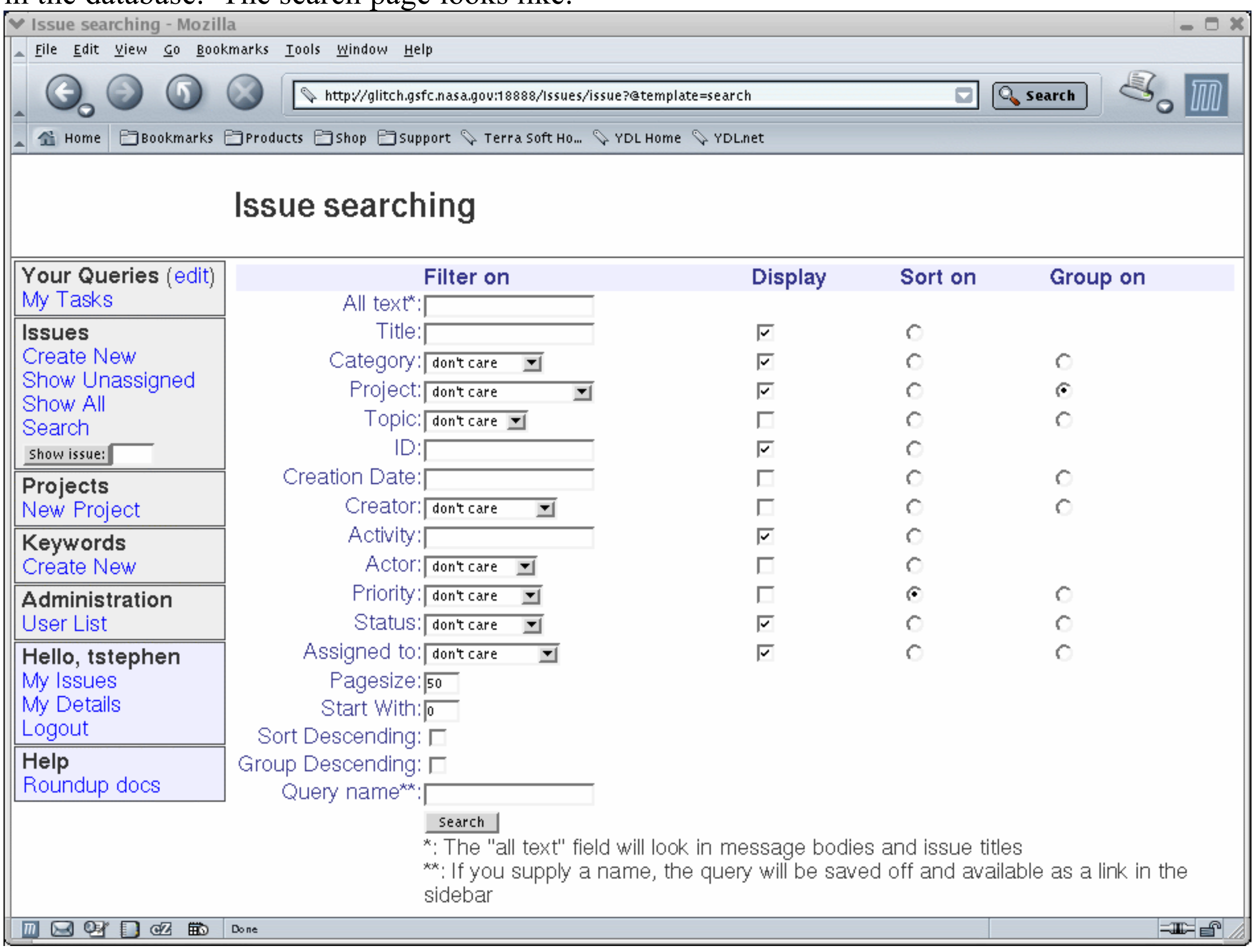


Figure 4 - Search page for performing advanced searches on the issues.

From this page you can select the exact parameters of the search as well as the fields that are displayed in the output and how the results are grouped and sorted. Once you have selected the search parameters, simply click on the the *Search* button to perform the search. If you put text in the “Query Name” field at the bottom of the page. The search parameters will be saved with that text as the name of the query and will be displayed under the “Your Queries” section of the sidebar.

Show Issue button

Use this if you know the exact issue id of a specific issue that you want to look at. Simply enter the id number in the field next to the button and then click the *Show Issue* button and the details of the specified issue will be displayed.

Projects

New Projects

Clicking on this link will take you to a page that allows you to add a new item into the Project field list. To add a project, type the new Project into the name field and enter the ID number of the Category that it corresponds to. Once this information has been entered click on the *Submit New Entry* button to add the new Project. You should receive a page back telling you that the project was added and containing a list of all available projects in the system.

View/Edit Existing

Clicking on this link will take you to a page listing all the currently defined projects. It is a good idea, especially as we just start using the Issue tracking system to check this page before you submit a new issue to verify that the project you wish to add the issue to is in the system. If it is not, click on the “New Projects” link in the sidebar to add it.

If you click on a Project name in the list that appears, a page will appear that will allow you to edit the name of the project and the Category is corresponds to. Click on the *Submit Changes* button for the changes to take effect. You should only edit the name and category if you are the owner of the project.

Keywords

Create New

This link functions exactly like the “New Projects” link under projects but updates the list of keywords.

Edit Existing

This link takes you to a page that lists all the existing keywords. Clicking on a keyword will take you to a page that allows you to edit the spelling of the keyword clicked on.

Administration

User List

This link will take you to a page containing a list of all the registered users of the

Roundup system. The name of each user is a link to a page containing the full user data for that person. If you click on yourself, you can edit the information and click on the *Submit Changes* button to update your information. Clicking on the name of anyone else just displays the information without the option to update it. At the bottom of this page is a list of the recent history of activity for the chosen user.

Hello, *username*

My Issues

This link will perform a search and return all issue that are assigned to you.

My Details

This link will take you to the same page you arrive at if you click on your username in the User List page that will allow you view and edit your profile details.

Logout

Clicking on this link will log you out of Roundup and return you to the original homepage with an additional banner across the top stating that you are logged out.

Help

Roundup Docs

This link takes you to the Roundup documentation on the Roundup homepage.

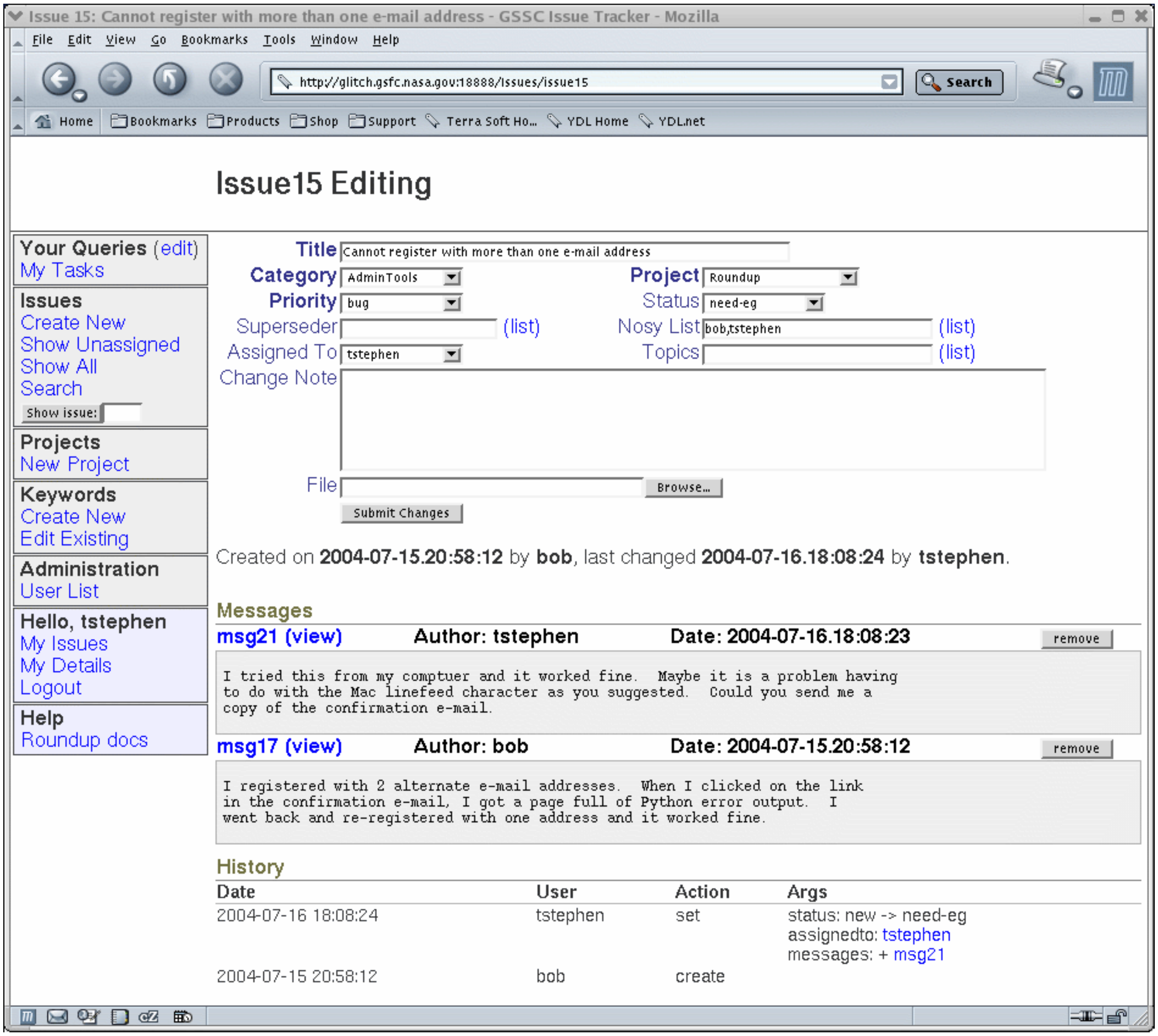
GSSC Users Guide

This link takes you to an on-line version of this document.

Issue Display

If you've been playing around with the issue tracker while you've been reading this, you've probably already noticed that the issue titles are links and have probably clicked on one to see what happens and gotten to the issue display page. (If you haven't, where's your sense of adventure? Do you always wait for instructions? :-) You also get to this page when you submit a new issue. This section describes what can be done from that page.

Eventually, you will want more information about an issue than what is displayed in the search summary pages that are typically displayed. To get to the detailed information about an issue simply click on the Title of the issue in the search results page. This is a link to the detailed issue display that will look something like:



At the top of the page is all the same fields that can be edited as on the page for creating new issues. Beneath the fields for editing the issue are all of the messages that have generated about the issue and the history of work on the issue.

Note: At this time most of this information can be edited by any registered user. Please only change those fields that you are responsible for. We are working on setting this up properly so only certain people can edit certain fields.

Working on an Issue

Eventually, you will find your name in the "Assigned To" field of some issue in the Issue Tracking system. As you work on the issue, update the issue information as needed and be verbose in your comments as you make updates.

Primarily, you will probably be changing the status of the issue as you go. When you first start work, change the status to "in progress". If you need more information from the person who submitted the issue, change the status to "need-eg", the assigned to field to that person and enter a description of what additional information is needed. When the issue is fixed, change the status to “resolved”. Use the other status options as needed to signify the state of the issue.

As the assignee, you should not set the status to “closed”. This status prevents the issue from being displayed in the issues list and it is the responsibility of the Software Manager/CCB or Section Manager to set this status. In fact, if you try to submit an update with the status set to closed, you will be rewarded with a big red error bar across the top of the page telling you that you are not allowed to do so. The status field on the webpage will be set to resolved and you will need to reclick the *Submit Changes* button.

If you make changes to the issue status or added a comment or file, be sure to click on the *Submit Changes* button to record the changes you've make. It should redisplay the issue page with a banner at the top signifying what was done and the new information should be reflected in the appropriate sections of the page.