

The Bugzilla Guide - 2.18.5 Release

The Bugzilla Team

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by The Bugzilla Team

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This is the documentation for Bugzilla, a bug-tracking system from mozilla.org. Bugzilla is an enterprise-class piece of software that tracks millions of bugs and issues for hundreds of organizations around the world.

The most current version of this document can always be found on the Bugzilla Documentation Page (<http://www.bugzilla.org/documentation.html>).

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Chapter 1. About This Guide

1.1. Copyright Information

This document is copyright (c) 2000-2006 by the various Bugzilla contributors who wrote it.

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If you have any questions regarding this document, its copyright, or publishing this document in non-electronic form, please contact the Bugzilla Team.

1.2. Disclaimer

No liability for the contents of this document can be accepted. Follow the instructions herein at your own risk. This document may contain errors and inaccuracies that may damage your system, cause your partner to leave you, your boss to fire you, your cats to pee on your furniture and clothing, and global thermonuclear war. Proceed with caution.

Naming of particular products or brands should not be seen as endorsements, with the exception of the term "GNU/Linux". We wholeheartedly endorse the use of GNU/Linux; it is an extremely versatile, stable, and robust operating system that offers an ideal operating environment for Bugzilla.

Although the Bugzilla development team has taken great care to ensure that all exploitable bugs have been fixed, security holes surely exist in any piece of code. Great care should be taken both in the installation and usage of this software. The Bugzilla development team members assume no liability for your use of Bugzilla. You have the source code, and are responsible for auditing it yourself to ensure your security needs are met.

1.3. New Versions

This is the 2.18.5 version of The Bugzilla Guide. It is so named to match the current version of Bugzilla.

The latest version of this guide can always be found at <http://www.bugzilla.org>, or checked out via CVS by following the Mozilla CVS (<http://www.mozilla.org/cvs.html>) instructions and check out the `mozilla/webtools/bugzilla/docs/` subtree. However, you should read the version which came with the Bugzilla release you are using.

The Bugzilla Guide, or a section of it, is also available in the following languages: German (<http://bugzilla-de.sourceforge.net/docs/html/>).

In addition, there are Bugzilla template localisation projects in the following languages. They may have translated documentation available: Belarusian (<http://sourceforge.net/projects/bugzilla-be/>), Brazilian Portuguese (<http://sourceforge.net/projects/bugzilla-br/>), Chinese (<http://sourceforge.net/projects/bugzilla-cn/>), French (<http://sourceforge.net/projects/bugzilla-fr/>), German (<http://sourceforge.net/projects/bugzilla-de/>), Korean (<http://sourceforge.net/projects/bugzilla-kr/>), Russian (<http://sourceforge.net/projects/bugzilla-ru/>) and Spanish (<http://sourceforge.net/projects/bugzilla-es/>).

If you would like to volunteer to translate the Guide into additional languages, please contact Dave Miller (mailto:justdave@syndicomm.com).

1.4. Credits

The people listed below have made enormous contributions to the creation of this Guide, through their writing, dedicated hacking efforts, numerous e-mail and IRC support sessions, and overall excellent contribution to the Bugzilla community:

Matthew P. Barnson <mbarnson@sisna.com>

for the Herculaean task of pulling together the Bugzilla Guide and shepherding it to 2.14.

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for initially writing Bugzilla and creating the README upon which the UNIX installation documentation is largely based.

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1.5. Document Conventions

This document uses the following conventions:

Descriptions**Appearance**

Warning

Caution

Don't run with scissors!

Hint

Tip: Would you like a breath mint?

Note

Note: Dear John...

Information requiring special attention

Warning

Read this or the cat gets it.

File or directory name

filename

Command to be typed

command

Application name

application

Normal user's prompt under bash shell

bash\$

Root user's prompt under bash shell

bash#

Normal user's prompt under tcsh shell

tcsh\$

Environment variables

VARIABLE

Term found in the glossary

Bugzilla

Code example

```
<para> Beginning and end of paragraph
</para>
```

This documentation is maintained in DocBook 4.1.2 XML format. Changes are best submitted as plain text or XML diffs, attached to a bug filed in the Bugzilla Documentation (http://bugzilla.mozilla.org/enter_bug.cgi?product=Bugzilla&component=Documentation) component.

Chapter 2. Installing Bugzilla

2.1. Installation

Note: If you just want to *use* Bugzilla, you do not need to install it. None of this chapter is relevant to you. Ask your Bugzilla administrator for the URL to access it over the web.

The Bugzilla server software is usually installed on Linux or Solaris. If you are installing on another OS, check Section 2.4 before you start your installation to see if there are any special instructions.

As an alternative to following these instructions, you may wish to try Arne Schirmacher's unofficial and unsupported Bugzilla Installer (<http://www.softwaretesting.de/article/view/33/1/8/>), which installs Bugzilla and all its prerequisites on Linux or Solaris systems.

This guide assumes that you have administrative access to the Bugzilla machine. It not possible to install and run Bugzilla itself without administrative access except in the very unlikely event that every single prerequisite is already installed.

Warning

The installation process may make your machine insecure for short periods of time. Make sure there is a firewall between you and the Internet.

You are strongly recommended to make a backup of your system before installing Bugzilla (and at regular intervals thereafter :-).

In outline, the installation proceeds as follows:

1. Install Perl (5.6.0 or above for non-Windows platforms; 5.8.1 for Windows)
2. Install MySQL (3.23.41 or above)
3. Install a Webserver
4. Install Bugzilla
5. Install Perl modules
6. Install a Mail Transfer Agent (Sendmail 8.7 or above, or an MTA that is Sendmail-compatible with at least this version)
7. Configure all of the above.

2.1.1. Perl

Installed Version Test: `perl -v`

Any machine that doesn't have Perl on it is a sad machine indeed. If you don't have it and your OS doesn't provide official packages, visit <http://www.perl.com>. Although Bugzilla runs with Perl 5.6.0, it's a good idea to be using the latest stable version. As of this writing, that is Perl 5.8.3.

2.1.2. MySQL

Installed Version Test: `mysql -V`

If you don't have it and your OS doesn't provide official packages, visit <http://www.mysql.com>. You need MySQL version 3.23.41 or higher.

Note: Many of the binary versions of MySQL store their data files in `/var`. On some Unix systems, this is part of a smaller root partition, and may not have room for your bug database. To change the data directory, you have to build MySQL from source yourself, and set it as an option to `configure`.

If you install from something other than a packaging/installation system, such as `.rpm` (Redhat Package), `.deb` (Debian Package), `.exe` (Windows Executable), or `.msi` (Microsoft Installer), make sure the MySQL server is started when the machine boots.

2.1.3. Web Server

Installed Version Test: view the default welcome page at `http://<your-machine>/`

You have freedom of choice here, pretty much any web server that is capable of running *CGI* scripts will work. However, we strongly recommend using the Apache web server (either 1.3.x or 2.x), and the installation instructions usually assume you are using it. If you have got Bugzilla working using another webserver, please share your experiences with us by filing a bug in Bugzilla Documentation (http://bugzilla.mozilla.org/enter_bug.cgi?product=Bugzilla&component=Documentation).

If you don't have Apache and your OS doesn't provide official packages, visit <http://httpd.apache.org/>.

2.1.4. Bugzilla

Download a Bugzilla tarball (or check it out from CVS) and place it in a suitable directory, accessible by the default web server user (probably "apache" or "www"). Good locations are either directly in the main web space for your web server or perhaps in `/usr/local` with a symbolic link from the web space.

Caution

The default Bugzilla distribution is NOT designed to be placed in a `cgi-bin` directory. This includes any directory which is configured using the `ScriptAlias` directive of Apache.

Once all the files are in a web accessible directory, make that directory writable by your webserver's user. This is a temporary step until you run the `checksetup.pl` script, which locks down your installation.

2.1.5. Perl Modules

Bugzilla's installation process is based on a script called `checksetup.pl`. The first thing it checks is whether you have appropriate versions of all the required Perl modules. The aim of this section is to pass this check. When it passes, *do not run it again*, but proceed to Section 2.2.

At this point, you need to `su` to root. You should remain as root until the end of the install. Then run:

```
bash# ./checksetup.pl
```

`checksetup.pl` will print out a list of the required and optional Perl modules, together with the versions (if any) installed on your machine. The list of required modules is reasonably long; however, you may already have several of them installed.

There is a meta-module called `Bundle::Bugzilla`, which installs all the other modules with a single command. You should use this if you are running Perl 5.6.1 or above.

The preferred way of installing Perl modules is via CPAN on Unix, or PPM on Windows (see Section 2.4.1.2). These instructions assume you are using CPAN; if for some reason you need to install the Perl modules manually, see Appendix D.

```
bash# perl -MCPAN -e 'install "<modulename>"'
```

If you using `Bundle::Bugzilla`, invoke the magic CPAN command on it. Otherwise, you need to work down the list of modules that `checksetup.pl` says are required, in the order given, invoking the command on each.

Tip: Many people complain that Perl modules will not install for them. Most times, the error messages complain that they are missing a file in “@INC”. Virtually every time, this error is due to permissions being set too restrictively for you to compile Perl modules or not having the necessary Perl development libraries installed on your system. Consult your local UNIX systems administrator for help solving these permissions issues; if you *are* the local UNIX sysadmin, please consult the newsgroup/ mailing list for further assistance or hire someone to help you out.

Note: If you are using a package-based system, and attempting to install the Perl modules from CPAN, you may need to install the “development” packages for MySQL and GD before attempting to install the related Perl modules. The names of these packages will vary depending on the specific distribution you are using, but are often called `<packagename>-devel`.

Here is a complete list of modules and their minimum versions. Some modules have special installation notes, which follow.

Required Perl modules:

1. AppConfig (1.52)
2. CGI (2.93)
3. Data::Dumper (any)
4. Date::Format (2.21)
5. DBI (1.36)
6. DBD::mysql (2.1010)
7. File::Spec (0.82)
8. File::Temp (any)
9. Template (2.08)

10. Text::Wrap (2001.0131)

Optional Perl modules:

1. GD (1.20) for bug charting
2. Chart::Base (1.0) for bug charting
3. GD::Graph (any) for bug charting
4. GD::Text::Align (any) for bug charting
5. XML::Parser (any) for the XML interface
6. PatchReader (0.9.4) for pretty HTML view of patches
7. MIME::Parser (any) for the optional email interface

2.1.5.1. DBD::mysql

The installation process will ask you a few questions about the desired compilation target and your MySQL installation. For most of the questions the provided default will be adequate, but when asked if your desired target is the MySQL or mSQL packages, you should select the MySQL-related ones. Later you will be asked if you wish to provide backwards compatibility with the older MySQL packages; you should answer YES to this question. The default is NO.

A host of 'localhost' should be fine. A testing user of 'test', with a null password, should have sufficient access to run tests on the 'test' database which MySQL creates upon installation.

2.1.5.2. Template Toolkit (2.08)

When you install Template Toolkit, you'll get asked various questions about features to enable. The defaults are fine, except that it is recommended you use the high speed XS Stash of the Template Toolkit, in order to achieve best performance.

2.1.5.3. GD (1.20)

The GD module is only required if you want graphical reports.

Note: The Perl GD module requires some other libraries that may or may not be installed on your system, including `libpng` and `libgd`. The full requirements are listed in the Perl GD module README. If compiling GD fails, it's probably because you're missing a required library.

Tip: The version of the GD module you need is very closely tied to the `libgd` version installed on your system. If you have a version 1.x of `libgd` the 2.x versions of the GD module won't work for you.

2.1.5.4. Chart::Base (1.0)

The Chart::Base module is only required if you want graphical reports. Note that earlier versions that 0.99c used GIFs, which are no longer supported by the latest versions of GD.

2.1.5.5. GD::Graph (any)

The GD::Graph module is only required if you want graphical reports.

2.1.5.6. GD::Text::Align (any)

The GD::Text::Align module is only required if you want graphical reports.

2.1.5.7. XML::Parser (any)

The XML::Parser module is only required if you want to import XML bugs using the `importxml.pl` script. This is required to use Bugzilla's "move bugs" feature; you may also want to use it for migrating from another bug database. XML::Parser requires that the `expat` library is already installed on your machine.

2.1.5.8. MIME::Parser (any)

The MIME::Parser module is only required if you want to use the email interface located in the `contrib` directory.

2.1.5.9. PatchReader (0.9.4)

The PatchReader module is only required if you want to use Patch Viewer, a Bugzilla feature to show code patches in your web browser in a more readable form.

2.1.6. Mail Transfer Agent (MTA)

Bugzilla is dependent on the availability of an e-mail system for its user authentication and for other tasks.

On Linux, any Sendmail-compatible MTA (Mail Transfer Agent) will suffice. Sendmail, Postfix, qmail and Exim are examples of common MTAs. Sendmail is the original Unix MTA, but the others are easier to configure, and therefore many people replace Sendmail with Postfix or Exim. They are drop-in replacements, so that Bugzilla will not distinguish between them.

If you are using Sendmail, version 8.7 or higher is required. If you are using a Sendmail-compatible MTA, it must be congruent with at least version 8.7 of Sendmail.

Consult the manual for the specific MTA you choose for detailed installation instructions. Each of these programs will have their own configuration files where you must configure certain parameters to ensure that the mail is delivered properly. They are implemented as services, and you should ensure that the MTA is in the auto-start list of services for the machine.

If a simple mail sent with the command-line 'mail' program succeeds, then Bugzilla should also be fine.

2.2. Configuration

Warning

Poorly-configured MySQL and Bugzilla installations have given attackers full access to systems in the past. Please take the security parts of these guidelines seriously, even for Bugzilla machines hidden away behind your firewall. Be certain to read Chapter 4 for some important security tips.

2.2.1. localconfig

Once you run `checksetup.pl` with all the correct modules installed, it displays a message about, and write out a file called, `localconfig`. This file contains the default settings for a number of Bugzilla parameters.

Load this file in your editor. The only value you *need* to change is `$db_pass`, the password for the user you will create for your database. Pick a strong password (for simplicity, it should not contain single quote characters) and put it here.

The other options in the `localconfig` file are documented by their accompanying comments. If you have a slightly non-standard MySQL setup, you may wish to change one or more of the other "`$db_*`" parameters.

You may also wish to change the names of the priorities, severities, operating systems and platforms for your installation. However, you can always change these after installation has finished; if you then re-run `checksetup.pl`, the changes will get picked up.

2.2.2. MySQL

Caution

MySQL's default configuration is very insecure. Section 4.2 has some good information for improving your installation's security.

2.2.2.1. Allow large attachments

By default, MySQL will only accept packets up to 64Kb in size. If you want to have attachments larger than this, you will need to modify your `/etc/my.cnf` as below.

If you are using MySQL 4.0 or newer, enter:

```
[mysqld]
# Allow packets up to 1M
max_allowed_packet=1M
```

If you are using an older version of MySQL, enter:

```
[mysqld]
# Allow packets up to 1M
set-variable = max_allowed_packet=1M
```

There is also a parameter in Bugzilla called 'maxattachmentsize' (default = 1000 Kb) that controls the maximum allowable attachment size. Attachments larger than *either* the 'max_allowed_packet' or 'maxattachmentsize' value will not be accepted by Bugzilla.

2.2.2.2. Allow small words in full-text indexes

By default, words must be at least four characters in length in order to be indexed by MySQL's full-text indexes. This causes a lot of Bugzilla specific words to be missed, including "cc", "ftp" and "uri".

MySQL can be configured to index those words by setting the `ft_min_word_len` param to the minimum size of the words to index. This can be done by modifying the `/etc/my.cnf` according to the example below:

```
[mysqld]
# Allow small words in full-text indexes
ft_min_word_len=2
```

Rebuilding the indexes can be done based on documentation found at http://www.mysql.com/doc/en/Fulltext_Finetuning.html.

Note: The `ft_min_word_len` parameter is only supported in MySQL v4 or higher.

2.2.2.3. Permit attachments table to grow beyond 4GB

By default, MySQL will limit the size of a table to 4GB. This limit is present even if the underlying filesystem has no such limit. To set a higher limit, follow these instructions.

Run the MySQL command-line client and enter:

```
mysql> ALTER TABLE attachments
        AVG_ROW_LENGTH=1000000, MAX_ROWS=20000;
```

The above command will change the limit to 20GB. Mysql will have to make a temporary copy of your entire table to do this. Ideally, you should do this when your attachments table is still small.

2.2.2.4. Add a user to MySQL

You need to add a new MySQL user for Bugzilla to use. (It's not safe to have Bugzilla use the MySQL root account.) The following instructions assume the defaults in `localconfig`; if you changed those, you need to modify the SQL command appropriately. You will need the `$db_pass` password you set in `localconfig` in Section 2.2.1.

We use an SQL **GRANT** command to create a "bugs" user. This also restricts the "bugs" user to operations within a database called "bugs", and only allows the account to connect from "localhost". Modify it to reflect your setup if you will be connecting from another machine or as a different user.

Run the `mysql` command-line client.

If you are using MySQL 4.0 or newer, enter:

```
mysql> GRANT SELECT, INSERT,
        UPDATE, DELETE, INDEX, ALTER, CREATE, LOCK TABLES,
        CREATE TEMPORARY TABLES, DROP, REFERENCES ON bugs.*
        TO bugs@localhost IDENTIFIED BY '$db_pass';
mysql> FLUSH PRIVILEGES;
```

If you are using an older version of MySQL, the `LOCK TABLES` and `CREATE TEMPORARY TABLES` permissions will be unavailable and should be removed from the permissions list. In this case, the following command line can be used:

```
mysql> GRANT SELECT, INSERT,
        UPDATE, DELETE, INDEX, ALTER, CREATE, DROP,
        REFERENCES ON bugs.* TO bugs@localhost IDENTIFIED BY
        '$db_pass';
mysql> FLUSH PRIVILEGES;
```

2.2.3. checksetup.pl

Next, rerun `checksetup.pl`. It reconfirms that all the modules are present, and notices the altered `localconfig` file, which it assumes you have edited to your satisfaction. It compiles the UI templates, connects to the database using the 'bugs' user you created and the password you defined, and creates the 'bugs' database and the tables therein.

After that, it asks for details of an administrator account. Bugzilla can have multiple administrators - you can create more later - but it needs one to start off with. Enter the email address of an administrator, his or her full name, and a suitable Bugzilla password.

`checksetup.pl` will then finish. You may rerun `checksetup.pl` at any time if you wish.

2.2.4. Web server

Configure your web server according to the instructions in the appropriate section. (If it makes a difference in your choice, the Bugzilla Team recommends Apache.) Regardless of which webserver you are using, however, ensure that sensitive information is not remotely available by properly applying the access controls in Section 4.3.1.

2.2.4.1. Apache httpd

To configure your Apache web server to work with Bugzilla, do the following:

1. Load `httpd.conf` in your editor. In Fedora and Red Hat Linux, this file is found in `/etc/httpd/conf`.
2. Apache uses `<Directory>` directives to permit fine-grained permission setting. Add the following lines to a directive that applies to the location of your Bugzilla installation. (If such a section does not exist, you'll want to add one.) In this example, Bugzilla has been installed at `/var/www/html/bugzilla`.

```
<Directory /var/www/html/bugzilla>
  AddHandler cgi-script .cgi
  Options +Indexes +ExecCGI
  DirectoryIndex index.cgi
  AllowOverride Limit
</Directory>
```

These instructions: allow apache to run `.cgi` files found within the bugzilla directory; instructs the server to look for a file called `index.cgi` if someone only types the directory name into the browser; and allows Bugzilla's `.htaccess` files to override global permissions.

Note: It is possible to make these changes globally, or to the directive controlling Bugzilla's parent directory (e.g. `<Directory /var/www/html/>`). Such changes would also apply to the Bugzilla directory... but they would also apply to many other places where they may or may not be appropriate. In most cases, including this one, it is better to be as restrictive as possible when granting extra access.

3. `checksetup.pl` can set tighter permissions on Bugzilla's files and directories if it knows what group the web-server runs as. Find the `Group` line in `httpd.conf`, place the value found there in the `$webservergroup` variable in `localconfig`, then rerun `checksetup.pl`.
4. Optional: If Bugzilla does not actually reside in the webspace directory, but instead has been symbolically linked there, you will need to add the following to the `Options` line of the Bugzilla `<Directory>` directive (the same one as in the step above):

```
+FollowSymLinks
```

Without this directive, Apache will not follow symbolic links to places outside its own directory structure, and you will be unable to run Bugzilla.

2.2.4.2. Microsoft Internet Information Services

If you are running Bugzilla on Windows and choose to use Microsoft's Internet Information Services or Personal Web Server you will need to perform a number of other configuration steps as explained below. You may also want to refer to the following Microsoft Knowledge Base articles: 245225 (<http://support.microsoft.com/default.aspx?scid=kb;en-us;245225>) "HOW TO: Configure and Test a PERL Script with IIS 4.0, 5.0, and 5.1" (for Internet Information Services) and 231998 (<http://support.microsoft.com/default.aspx?scid=kb;en-us;231998>) "HOW TO: FP2000: How to Use Perl with Microsoft Personal Web Server on Windows 95/98" (for Personal Web Server).

You will need to create a virtual directory for the Bugzilla install. Put the Bugzilla files in a directory that is named something *other* than what you want your end-users accessing. That is, if you want your users to access your Bugzilla installation through "`http://<yourdomainname>/Bugzilla`", then do *not* put your Bugzilla files in a directory named "Bugzilla". Instead, place them in a different location, and then use the IIS Administration tool to create a Virtual Directory named "Bugzilla" that acts as an alias for the actual location of the files. When creating that virtual directory, make sure you add the "Execute (such as ISAPI applications or CGI)" access permission.

You will also need to tell IIS how to handle Bugzilla's `.cgi` files. Using the IIS Administration tool again, open up the properties for the new virtual directory and select the Configuration option to access the Script Mappings. Create an entry mapping `.cgi` to:

```
<full path to perl.exe >\perl.exe -x<full path to Bugzilla> -wT "%s" %s
```

For example:

```
c:\perl\bin\perl.exe -xc:\bugzilla -wT "%s" %s
```

Note: The ActiveState install may have already created an entry for .pl files that is limited to "GET,HEAD,POST". If so, this mapping should be *removed* as Bugzilla's .pl files are not designed to be run via a webserver.

IIS will also need to know that the index.cgi should be treated as a default document. On the Documents tab page of the virtual directory properties, you need to add index.cgi as a default document type. If you wish, you may remove the other default document types for this particular virtual directory, since Bugzilla doesn't use any of them.

Also, and this can't be stressed enough, make sure that files such as localconfig and your data directory are secured as described in Section 4.3.1.

2.2.4.3. AOL Server

Ben FrantzDale reported success using AOL Server with Bugzilla. He reported his experience and what appears below is based on that.

AOL Server will have to be configured to run *CGI* scripts, please consult the documentation that came with your server for more information on how to do this.

Because AOL Server doesn't support .htaccess files, you'll have to create a *TCL* script. You should create an aolserver/modules/tcl/filter.tcl file (the filename shouldn't matter) with the following contents (change /bugzilla/ to the web-based path to your Bugzilla installation):

```
ns_register_filter preauth GET /bugzilla/localconfig filter_deny
ns_register_filter preauth GET /bugzilla/localconfig~ filter_deny
ns_register_filter preauth GET /bugzilla/\#localconfig\# filter_deny
ns_register_filter preauth GET /bugzilla/*.pl filter_deny
ns_register_filter preauth GET /bugzilla/syncshadowdb filter_deny
ns_register_filter preauth GET /bugzilla/runtests.sh filter_deny
ns_register_filter preauth GET /bugzilla/data/* filter_deny
ns_register_filter preauth GET /bugzilla/template/* filter_deny

proc filter_deny { why } {
    ns_log Notice "filter_deny"
    return "filter_return"
}
```

Warning

This probably doesn't account for all possible editor backup files so you may wish to add some additional variations of localconfig. For more information, see bug 186383 (http://bugzilla.mozilla.org/show_bug.cgi?id=186383) or Bugtraq ID 6501 (<http://online.securityfocus.com/bid/6501>).

Note: If you are using webdot from research.att.com (the default configuration for the webdotbase paramater), you will need to allow access to data/webdot/*.dot for the reasearch.att.com machine.

If you are using a local installation of GraphViz (<http://www.graphviz.org>), you will need to allow everybody to access *.png, *.gif, *.jpg, and *.map in the data/webdot directory.

2.2.5. Bugzilla

Your Bugzilla should now be working. Access `http://<your-bugzilla-server>/` - you should see the Bugzilla front page. If not, consult the Troubleshooting section, Appendix B.

Log in with the administrator account you defined in the last `checksetup.pl` run. You should go through the parameters on the Edit Parameters page (see link in the footer) and see if there are any you wish to change. The key parameters are documented in Section 3.1; you should certainly alter **maintainer** and **urlbase**; you may also want to alter **cookiepath** or **requirelogin**.

This would also be a good time to revisit the `localconfig` file and make sure that the names of the priorities, severities, platforms and operating systems are those you wish to use when you start creating bugs. Remember to rerun `checksetup.pl` if you change it.

Bugzilla has several optional features which require extra configuration. You can read about those in Section 2.3.

2.3. Optional Additional Configuration

Bugzilla has a number of optional features. This section describes how to configure or enable them.

2.3.1. Bug Graphs

If you have installed the necessary Perl modules you can start collecting statistics for the nifty Bugzilla graphs.

```
bash# crontab -e
```

This should bring up the crontab file in your editor. Add a cron entry like this to run `collectstats.pl` daily at 5 after midnight:

```
5 0 * * * cd <your-bugzilla-directory> ; ./collectstats.pl
```

After two days have passed you'll be able to view bug graphs from the Reports page.

When upgrading Bugzilla, this format may change. To create new status data, (re)move old data and run the following commands:

```
bash$
cd <your-bugzilla-directory>
bash$
./collectstats.pl --regenerate
```

Note: Windows does not have 'cron', but it does have the Task Scheduler, which performs the same duties. There are also third-party tools that can be used to implement cron, such as nncron (<http://www.nncron.ru/>).

2.3.2. Dependency Charts

As well as the text-based dependency trees, Bugzilla also supports a graphical view of dependency relationships, using a package called 'dot'. Exactly how this works is controlled by the 'webdotbase' parameter, which can have one of three values:

1. A complete file path to the command 'dot' (part of GraphViz (<http://www.graphviz.org/>)) will generate the graphs locally
2. A URL prefix pointing to an installation of the webdot package will generate the graphs remotely
3. A blank value will disable dependency graphing.

The easiest way to get this working is to install GraphViz (<http://www.graphviz.org/>). If you do that, you need to enable server-side image maps (http://httpd.apache.org/docs/mod/mod_imap.html) in Apache. Alternatively, you could set up a webdot server, or use the AT&T public webdot server. This is the default for the webdotbase param, but it's often overloaded and slow. Note that AT&T's server won't work if Bugzilla is only accessible using HARTS. *Editor's note: What the heck is HARTS? Google doesn't know...*

2.3.3. The Whining Cron

What good are bugs if they're not annoying? To help make them more so you can set up Bugzilla's automatic whining system to complain at engineers which leave their bugs in the NEW or REOPENED state without triaging them.

This can be done by adding the following command as a daily crontab entry, in the same manner as explained above for bug graphs. This example runs it at 12.55am.

```
55 0 * * * cd <your-bugzilla-directory> ; ./whineatnews.pl
```

Note: Windows does not have 'cron', but it does have the Task Scheduler, which performs the same duties. There are also third-party tools that can be used to implement cron, such as nncron (<http://www.nncron.ru/>).

2.3.4. Patch Viewer

Patch Viewer is the engine behind Bugzilla's graphical display of code patches. You can integrate this with copies of the cvs, lxr and bonsai tools if you have them, by giving the locations of your installation of these tools in editparams.cgi.

Patch Viewer also optionally will use the `cvs`, `diff` and `interdiff` command-line utilities if they exist on the system. Interdiff can be obtained from <http://cyberelk.net/tim/patchutils/>. If these programs are not in the system path, you can configure their locations in `localconfig`.

2.3.5. LDAP Authentication

LDAP authentication is a module for Bugzilla's plugin authentication architecture.

The existing authentication scheme for Bugzilla uses email addresses as the primary user ID, and a password to authenticate that user. All places within Bugzilla where you need to deal with user ID (e.g assigning a bug) use the email address. The LDAP authentication builds on top of this scheme, rather than replacing it. The initial log in is done with a username and password for the LDAP directory. This then fetches the email address from LDAP and authenticates seamlessly in the standard Bugzilla authentication scheme using this email address. If an account for this address already exists in your Bugzilla system, it will log in to that account. If no account for that email address exists, one is created at the time of login. (In this case, Bugzilla will attempt to use the "displayName" or "cn" attribute to determine the user's full name.) After authentication, all other user-related tasks are still handled by email address, not LDAP username. You still assign bugs by email address, query on users by email address, etc.

Caution

Because the Bugzilla account is not created until the first time a user logs in, a user who has not yet logged is unknown to Bugzilla. This means they cannot be used as an assignee or QA contact (default or otherwise), added to any cc list, or any other such operation. One possible workaround is the `bugzilla_ldapsync.rb` script in the `contrib` directory. Another possible solution is fixing bug 201069 (http://bugzilla.mozilla.org/show_bug?id=201069).

Parameters required to use LDAP Authentication:

loginmethod

This parameter should be set to "LDAP" *only* if you will be using an LDAP directory for authentication. If you set this param to "LDAP" but fail to set up the other parameters listed below you will not be able to log back in to Bugzilla one you log out. If this happens to you, you will need to manually edit `data/params` and set `loginmethod` to "DB".

LDAPserver

This parameter should be set to the name (and optionally the port) of your LDAP server. If no port is specified, it assumes the default LDAP port of 389.

Ex. "ldap.company.com" or "ldap.company.com:3268"

LDAPbinddn [Optional]

Some LDAP servers will not allow an anonymous bind to search the directory. If this is the case with your configuration you should set the `LDAPbinddn` parameter to the user account Bugzilla should use instead of the anonymous bind.

Ex. "cn=default,cn=user:password"

LDAPBaseDN

The LDAPBaseDN parameter should be set to the location in your LDAP tree that you would like to search for email addresses. Your uids should be unique under the DN specified here.

Ex. “ou=People,o=Company”

LDAPuidattribute

The LDAPuidattribute parameter should be set to the attribute which contains the unique UID of your users. The value retrieved from this attribute will be used when attempting to bind as the user to confirm their password.

Ex. “uid”

LDAPmailattribute

The LDAPmailattribute parameter should be the name of the attribute which contains the email address your users will enter into the Bugzilla login boxes.

Ex. “mail”

2.3.6. Serving Alternate Formats with the right MIME type

Some Bugzilla pages have alternate formats, other than just plain HTML. In particular, a few Bugzilla pages can output their contents as either XUL (a special Mozilla format, that looks like a program GUI) or RDF (a type of structured XML that can be read by various programs).

In order for your users to see these pages correctly, Apache must send them with the right MIME type. To do this, add the following lines to your Apache configuration, either in the <VirtualHost> section for your Bugzilla, or in the <Directory> section for your Bugzilla:

```
AddType application/vnd.mozilla.xul+xml .xul
AddType application/rdf+xml .rdf
```

2.4. OS-Specific Installation Notes

Many aspects of the Bugzilla installation can be affected by the the operating system you choose to install it on. Sometimes it can be made easier and others more difficult. This section will attempt to help you understand both the difficulties of running on specific operating systems and the utilities available to make it easier.

If you have anything to add or notes for an operating system not covered, please file a bug in Bugzilla Documentation (http://bugzilla.mozilla.org/enter_bug.cgi?product=Bugzilla&component=Documentation).

2.4.1. Microsoft Windows

Making Bugzilla work on Windows is more difficult than making it work on Unix. For that reason, we still recommend doing so on a Unix based system such as GNU/Linux. That said, if you do want to get Bugzilla running on Windows, you will need to make the following adjustments.

2.4.1.1. Win32 Perl

Perl for Windows can be obtained from ActiveState (<http://www.activestate.com/>). You should be able to find a compiled binary at <http://aspn.activestate.com/ASPN/Downloads/ActivePerl/>. The following instructions assume that you are using version 5.8.1 of ActiveState.

2.4.1.2. Perl Modules on Win32

Bugzilla on Windows requires the same perl modules found in Section 2.1.5. The main difference is that windows uses *PPM* instead of CPAN.

```
C:\perl> ppm install <module name>
```

The best source for the Windows PPM modules needed for Bugzilla is probably the the Bugzilla Test Server (aka 'Landfill'), so you should add the Landfill package repository as follows:

```
ppm repository add landfill http://www.landfill.bugzilla.org/ppm/
```

Note: The PPM repository stores modules in 'packages' that may have a slightly different name than the module. If retrieving these modules from there, you will need to pay attention to the information provided when you run **checksetup.pl** as it will tell you what package you'll need to install.

Tip: If you are behind a corporate firewall, you will need to let the ActiveState PPM utility know how to get through it to access the repositories by setting the HTTP_proxy system environmental variable. For more information on setting that variable, see the ActiveState documentation.

2.4.1.3. Code changes required to run on Win32

Bugzilla on Win32 is mostly supported out of the box; one remaining issue is related to bug email. To make bug email work on Win32 (until bug 49893 (http://bugzilla.mozilla.org/show_bug.cgi?id=49893) lands), the simplest way is to have the Net::SMTP Perl module installed and change these lines in the file Bugzilla/Bugmail.pm:

```
open(SENDMAIL, "|/usr/lib/sendmail $sendmailparam -t -i") ||
    die "Can't open sendmail";

print SENDMAIL trim($msg) . "\n";
close SENDMAIL;
```

to

```

use Net::SMTP;
my $smtp_server = 'smtp.mycompany.com'; # change this

($enableSendMail && $rcpt_to) || return;

# Use die on error, so that the mail will be in the 'unsent mails' and
# can be sent from the sanity check page.
my $smtp = Net::SMTP->new($smtp_server) ||
    die 'Cannot connect to server \'$smtp_server\'';

$smtp->mail('bugzilla-daemon@mycompany.com'); # change this
$smtp->to($rcpt_to);
$smtp->data();
$smtp->datasend($msg);
$smtp->dataend();
$smtp->quit;

```

Don't forget to change the name of your SMTP server and the domain of the sending email address (after the '@') in the above lines of code.

Please be aware that flag email will continue not to work.

2.4.1.4. Serving the web pages

As is the case on Unix based systems, any web server should be able to handle Bugzilla; however, the Bugzilla Team still recommends Apache whenever asked. No matter what web server you choose, be sure to pay attention to the security notes in Section 4.3.1. More information on configuring specific web servers can be found in Section 2.2.4.

Note: If using Apache on windows, you can set the `ScriptInterpreterSource` (<http://httpd.apache.org/docs-2.0/mod/core.html#scriptinterpretersource>) directive in your Apache config to avoid having to modify the first line of every script to contain your path to perl perl instead of `/usr/bin/perl`.

2.4.2. Mac OS X

Apple did not include the GD library with Mac OS X. Bugzilla needs this for bug graphs.

You can install it using a program called Fink, which is similar in nature to the CPAN installer, but installs common GNU utilities. Fink is available from <http://sourceforge.net/projects/fink/>.

Follow the instructions for setting up Fink. Once it's installed, you'll want to use it to install the `gd2` package.

It will prompt you for a number of dependencies, type 'y' and hit enter to install all of the dependencies and then watch it work. You will then be able to use *CPAN* to install the GD Perl module.

Note: To prevent creating conflicts with the software that Apple installs by default, Fink creates its own directory tree at `/sw` where it installs most of the software that it installs. This means your libraries and headers will be at `/sw/lib` and `/sw/include` instead of `/usr/lib` and `/usr/include`. When the Perl module config script asks where your `libgd` is, be sure to tell it `/sw/lib`.

Also available via Fink is `expat`. After using fink to install the `expat` package you will be able to install `XML::Parser` using CPAN. There is one caveat. Unlike recent versions of the `GD` module, `XML::Parser` doesn't prompt for the location of the required libraries. When using CPAN, you will need to use the following command sequence:

```
# perl -MCPAN -e'look XML::Parser'           ❶
# perl Makefile.PL EXPATLIBPATH=/sw/lib EXPATINCPATH=/sw/include
# make; make test; make install             ❷
# exit                                       ❸
```

❶❷ The `look` command will download the module and spawn a new shell with the extracted files as the current working directory. The `exit` command will return you to your original shell.

❷ You should watch the output from these `make` commands, especially “`make test`” as errors may prevent `XML::Parser` from functioning correctly with Bugzilla.

2.4.3. Linux-Mandrake 8.0

Linux-Mandrake 8.0 includes every required and optional library for Bugzilla. The easiest way to install them is by using the `urpmi` utility. If you follow these commands, you should have everything you need for Bugzilla, and `./checksetup.pl` should not complain about any missing libraries. You may already have some of these installed.

```
bash# urpmi perl-mysql
bash# urpmi perl-chart
bash# urpmi perl-gd
bash# urpmi perl-MailTools           ❶
bash# urpmi apache-modules
```

❶ for Bugzilla email integration

2.5. UNIX (non-root) Installation Notes

2.5.1. Introduction

If you are running a *NIX OS as non-root, either due to lack of access (web hosts, for example) or for security reasons, this will detail how to install Bugzilla on such a setup. It is recommended that you read through the Section 2.1 first to get an idea on the installation steps required. (These notes will reference to steps in that guide.)

2.5.2. MySQL

You may have MySQL installed as root. If you're setting up an account with a web host, a MySQL account needs to be set up for you. From there, you can create the bugs account, or use the account given to you.

Warning

You may have problems trying to set up **GRANT** permissions to the database. If you're using a web host, chances are that you have a separate database which is already locked down (or one big database with limited/no access to the other areas), but you may want to ask your system administrator what the security settings are set to, and/or run the **GRANT** command for you.

Also, you will probably not be able to change the MySQL root user password (for obvious reasons), so skip that step.

2.5.2.1. Running MySQL as Non-Root

2.5.2.1.1. The Custom Configuration Method

Create a file `.my.cnf` in your home directory (using `/home/foo` in this example) as follows....

```
[mysqld]
datadir=/home/foo/mymysql
socket=/home/foo/mymysql/thesock
port=8081

[mysql]
socket=/home/foo/mymysql/thesock
port=8081

[mysql.server]
user=mysql
basedir=/var/lib

[safe_mysqld]
err-log=/home/foo/mymysql/the.log
pid-file=/home/foo/mymysql/the.pid
```

2.5.2.1.2. The Custom Built Method

You can install MySQL as a not-root, if you really need to. Build it with `PREFIX` set to `/home/foo/mysql`, or use pre-installed executables, specifying that you want to put all of the data files in `/home/foo/mysql/data`. If there is another MySQL server running on the system that you do not own, use the `-P` option to specify a TCP port that is not in use.

2.5.2.1.3. Starting the Server

After your `mysqld` program is built and any `.my.cnf` file is in place, you must initialize the databases (ONCE).

```
bash$
mysql_install_db
```

Then start the daemon with

```
bash$
safe_mysql &
```

After you start `mysqld` the first time, you then connect to it as "root" and **GRANT** permissions to other users. (Again, the MySQL root account has nothing to do with the *NIX root account.)

Note: You will need to start the daemons yourself. You can either ask your system administrator to add them to system startup files, or add a crontab entry that runs a script to check on these daemons and restart them if needed.

Warning

Do NOT run daemons or other services on a server without first consulting your system administrator! Daemons use up system resources and running one may be in violation of your terms of service for any machine on which you are a user!

2.5.3. Perl

On the extremely rare chance that you don't have Perl on the machine, you will have to build the sources yourself. The following commands should get your system installed with your own personal version of Perl:

```
bash$
wget http://perl.com/CPAN/src/stable.tar.gz
bash$
tar zvxf stable.tar.gz
bash$
cd perl-5.8.1 (or whatever the version of Perl is called)
bash$
sh Configure -de -Dprefix=/home/foo/perl
bash$
make && make test && make install
```

Once you have Perl installed into a directory (probably in `~/perl/bin`), you'll have to change the locations on the scripts, which is detailed later on this page.

2.5.4. Perl Modules

Installing the Perl modules as a non-root user is probably the hardest part of the process. There are two different methods: a completely independent Perl with its own modules, or personal modules using the current (root installed) version of Perl. The independent method takes up quite a bit of disk space, but is less complex, while the mixed method only uses as much space as the modules themselves, but takes more work to setup.

2.5.4.1. The Independent Method

The independent method requires that you install your own personal version of Perl, as detailed in the previous section. Once installed, you can start the CPAN shell with the following command:

```
bash$
/home/foo/perl/bin/perl -MCPAN -e 'shell'
```

And then:

```
cpan>
install Bundle::Bugzilla
```

With this method, module installation will usually go a lot smoother, but if you have any hang-ups, you can consult the next section.

2.5.4.2. The Mixed Method

First, you'll need to configure CPAN to install modules in your home directory. The CPAN FAQ says the following on this issue:

- 5) I am not root, how can I install a module in a personal directory?

You will most probably like something like this:

```
o conf makepl_arg "LIB=~/myperl/lib \
                    INSTALLMAN1DIR=~/myperl/man/man1 \
                    INSTALLMAN3DIR=~/myperl/man/man3"
install Sybase::Sybperl
```

You can make this setting permanent like all "o conf" settings with "o conf commit".

You will have to add ~/myperl/man to the MANPATH environment variable and also tell your Perl process to look into ~/myperl/lib, e.g. by including

```
use lib "$ENV{HOME}/myperl/lib";
```

or setting the PERL5LIB environment variable.

Another thing you should bear in mind is that the UNINST parameter should never be set if you are

So, you will need to create a Perl directory in your home directory, as well as the lib, man, man/man1, and man/man3 directories in that Perl directory. Set the MANPATH variable and PERL5LIB variable, so that the installation of the modules goes smoother. (Setting UNINST=0 in your "make install" options, on the CPAN first-time configuration, is also a good idea.)

After that, go into the CPAN shell:

```
bash$  
perl -MCPAN -e 'shell'
```

From there, you will need to type in the above "o conf" command and commit the changes. Then you can run through the installation:

```
cpan>  
install Bundle::Bugzilla
```

Most of the module installation process should go smoothly. However, you may have some problems with Template. When you first start, you will want to try to install Template with the XS Stash options on. If this doesn't work, it may spit out C compiler error messages and croak back to the CPAN shell prompt. So, redo the install, and turn it off. (In fact, say no to all of the Template questions.) It may also start failing on a few of the tests. If the total tests passed is a reasonable figure (90+%), force the install with the following command:

```
cpan>  
force install Template
```

You may also want to install the other optional modules:

```
cpan>  
install GD  
cpan>  
install Chart::Base  
cpan>  
install MIME::Parser
```


2.5.5. HTTP Server

Ideally, this also needs to be installed as root and run under a special webserver account. As long as the web server will allow the running of *.cgi files outside of a cgi-bin, and a way of denying web access to certain files (such as a .htaccess file), you should be good in this department.

2.5.5.1. Running Apache as Non-Root

You can run Apache as a non-root user, but the port will need to be set to one above 1024. If you type **httpd -V**, you will get a list of the variables that your system copy of httpd uses. One of those, namely HTTPD_ROOT, tells you where that installation looks for its config information.

From there, you can copy the config files to your own home directory to start editing. When you edit those and then use the -d option to override the HTTPD_ROOT compiled into the web server, you get control of your own customized web server.

Note: You will need to start the daemons yourself. You can either ask your system administrator to add them to system startup files, or add a crontab entry that runs a script to check on these daemons and restart them if needed.

Warning

Do NOT run daemons or other services on a server without first consulting your system administrator! Daemons use up system resources and running one may be in violation of your terms of service for any machine on which you are a user!

2.5.6. Bugzilla

If you had to install Perl modules as a non-root user (Section 2.5.4) or to non-standard directories, you will need to change the scripts, setting the correct location of the Perl modules:

```
perl -pi -e
's@use strict\;@use strict\; use lib \"/home/foo/perl/lib\";\;@'
*cgi *pl Bug.pm processmail syncshadowdb
```

Change /home/foo/perl/lib to your personal Perl library directory. You can probably skip this step if you are using the independant method of Perl module installation.

When you run **./checksetup.pl** to create the localconfig file, it will list the Perl modules it finds. If one is missing, go back and double-check the module installation from the CPAN shell, then delete the localconfig file and try again.

Warning

The one option in `localconfig` you might have problems with is the web server group. If you can't successfully browse to the `index.cgi` (like a Forbidden error), you may have to relax your permissions, and blank out the web server group. Of course, this may pose as a security risk. Having a properly jailed shell and/or limited access to shell accounts may lessen the security risk, but use at your own risk.

Chapter 3. Administering Bugzilla

3.1. Bugzilla Configuration

Bugzilla is configured by changing various parameters, accessed from the "Edit parameters" link in the page footer. Here are some of the key parameters on that page. You should run down this list and set them appropriately after installing Bugzilla.

maintainer

The maintainer parameter is the email address of the person responsible for maintaining this Bugzilla installation. The address need not be that of a valid Bugzilla account.

urlbase

This parameter defines the fully qualified domain name and web server path to your Bugzilla installation.

For example, if your Bugzilla query page is `http://www.foo.com/bugzilla/query.cgi`, set your "urlbase" to `http://www.foo.com/bugzilla/`.

makeproductgroups

This dictates whether or not to automatically create groups when new products are created.

useentrygroupdefault

Bugzilla products can have a group associated with them, so that certain users can only see bugs in certain products. When this parameter is set to "on", this causes the initial group controls on newly created products to place all newly-created bugs in the group having the same name as the product immediately. After a product is initially created, the group controls can be further adjusted without interference by this mechanism.

shadowdb

You run into an interesting problem when Bugzilla reaches a high level of continuous activity. MySQL supports only table-level write locking. What this means is that if someone needs to make a change to a bug, they will lock the entire table until the operation is complete. Locking for write also blocks reads until the write is complete. Note that more recent versions of mysql support row level locking using different table types. These types are slower than the standard type, and Bugzilla does not yet take advantage of features such as transactions which would justify this speed decrease. The Bugzilla team are, however, happy to hear about any experiences with row level locking and Bugzilla.

The "shadowdb" parameter was designed to get around this limitation. While only a single user is allowed to write to a table at a time, reads can continue unimpeded on a read-only shadow copy of the database. Although your database size will double, a shadow database can cause an enormous performance improvement when implemented on extremely high-traffic Bugzilla databases.

As a guide, on reasonably old hardware, mozilla.org began needing "shadowdb" when they reached around 40,000 Bugzilla users with several hundred Bugzilla bug changes and comments per day.

The value of the parameter defines the name of the shadow bug database. You will need to set the host and port settings from the `params` page, and set up replication in your database server so that updates reach this readonly mirror. Consult your database documentation for more detail.

shutdownhtml

If you need to shut down Bugzilla to perform administration, enter some descriptive text (with embedded HTML codes, if you'd like) into this box. Anyone who tries to use Bugzilla (including admins) will receive a page displaying this text. Users can neither log in nor log out while `shutdownhtml` is enabled.

Note: Although regular log-in capability is disabled while 'shutdownhtml' is enabled, safeguards are in place to protect the unfortunate admin who loses connection to Bugzilla. Should this happen to you, go directly to the `editparams.cgi` (by typing the URL in manually, if necessary). Doing this will prompt you to log in, and your name/password will be accepted here (but nowhere else).

passwordmail

Every time a user creates an account, the text of this parameter (with substitutions) is sent to the new user along with their password message.

Add any text you wish to the "passwordmail" parameter box. For instance, many people choose to use this box to give a quick training blurb about how to use Bugzilla at your site.

movebugs

This option is an undocumented feature to allow moving bugs between separate Bugzilla installations. You will need to understand the source code in order to use this feature. Please consult `movebugs.pl` in your Bugzilla source tree for further documentation, such as it is.

useqacontact

This allows you to define an email address for each component, in addition to that of the default owner, who will be sent carbon copies of incoming bugs.

usestatuswhiteboard

This defines whether you wish to have a free-form, overwriteable field associated with each bug. The advantage of the Status Whiteboard is that it can be deleted or modified with ease, and provides an easily-searchable field for indexing some bugs that have some trait in common.

whinedays

Set this to the number of days you want to let bugs go in the `NEW` or `REOPENED` state before notifying people they have untouched new bugs. If you do not plan to use this feature, simply do not set up the whining cron job described in the installation instructions, or set this value to "0" (never whine).

commenton*

All these fields allow you to dictate what changes can pass without comment, and which must have a comment from the person who changed them. Often, administrators will allow users to add themselves to the CC list, accept bugs, or change the Status Whiteboard without adding a comment as to their reasons for the change, yet require that most other changes come with an explanation.

Set the "commenton" options according to your site policy. It is a wise idea to require comments when users resolve, reassign, or reopen bugs at the very least.

Note: It is generally far better to require a developer comment when resolving bugs than not. Few things are more annoying to bug database users than having a developer mark a bug "fixed" without any comment as to what the fix was (or even that it was truly fixed!)

supportwatchers

Turning on this option allows users to ask to receive copies of bug mail sent to another user. Watching a user with different group permissions is not a way to 'get around' the system; copied emails are still subject to the normal groupset permissions of a bug, and "watchers" will only be copied on emails from bugs they would normally be allowed to view.

noresolveonopenblockers

This option will prevent users from resolving bugs as FIXED if they have unresolved dependencies. Only the FIXED resolution is affected. Users will be still able to resolve bugs to resolutions other than FIXED if they have unresolved dependent bugs.

3.2. User Administration

3.2.1. Creating the Default User

When you first run `checksetup.pl` after installing Bugzilla, it will prompt you for the administrative username (email address) and password for this "super user". If for some reason you delete the "super user" account, re-running `checksetup.pl` will again prompt you for this username and password.

Tip: If you wish to add more administrative users, add them to the "admin" group and, optionally, add edit the `tweakparams`, `editusers`, `creategroups`, `editcomponents`, and `editkeywords` groups to add the entire admin group to those groups.

3.2.2. Managing Other Users

3.2.2.1. Creating new users

Your users can create their own user accounts by clicking the "New Account" link at the bottom of each page (assuming they aren't logged in as someone else already.) However, should you desire to create user accounts ahead of time, here is how you do it.

1. After logging in, click the "Users" link at the footer of the query page, and then click "Add a new user".
2. Fill out the form presented. This page is self-explanatory. When done, click "Submit".

Note: Adding a user this way will *not* send an email informing them of their username and password. While useful for creating dummy accounts (watchers which shuttle mail to another system, for instance, or email addresses which are a mailing list), in general it is preferable to log out and use the "New Account" button to create users, as it will pre-populate all the required fields and also notify the user of her account name and password.

3.2.2.2. Modifying Users

To see a specific user, search for their login name in the box provided on the "Edit Users" page. To see all users, leave the box blank.

You can search in different ways the listbox to the right of the text entry box. You can match by case-insensitive substring (the default), regular expression, or a *reverse* regular expression match, which finds every user name which does NOT match the regular expression. (Please see the **man regexp** manual page for details on regular expression syntax.)

Once you have found your user, you can change the following fields:

- *Login Name:* This is generally the user's full email address. However, if you have are using the `emailsuffix` Param, this may just be the user's login name. Note that users can now change their login names themselves (to any valid email address.)
- *Real Name:* The user's real name. Note that Bugzilla does not require this to create an account.
- *Password:* You can change the user's password here. Users can automatically request a new password, so you shouldn't need to do this often. If you want to disable an account, see `Disable Text` below.
- *Disable Text:* If you type anything in this box, including just a space, the user is prevented from logging in, or making any changes to bugs via the web interface. The HTML you type in this box is presented to the user when they attempt to perform these actions, and should explain why the account was disabled.

Users with disabled accounts will continue to receive mail from Bugzilla; furthermore, they will not be able to log in themselves to change their own preferences and stop it. If you want an account (disabled or active) to stop receiving mail, add the account name (one account per line) to the file `data/nomail`.

Note: Even users whose accounts have been disabled can still submit bugs via the e-mail gateway, if one exists. The e-mail gateway should *not* be enabled for secure installations of Bugzilla.

Warning

Don't disable all the administrator accounts!

- *<groupname>*: If you have created some groups, e.g. "securitysensitive", then checkboxes will appear here to allow you to add users to, or remove them from, these groups.
- *canconfirm*: This field is only used if you have enabled the "unconfirmed" status. If you enable this for a user, that user can then move bugs from "Unconfirmed" to a "Confirmed" status (e.g.: "New" status).
- *creategroups*: This option will allow a user to create and destroy groups in Bugzilla.
- *editbugs*: Unless a user has this bit set, they can only edit those bugs for which they are the assignee or the reporter. Even if this option is unchecked, users can still add comments to bugs.
- *editcomponents*: This flag allows a user to create new products and components, as well as modify and destroy those that have no bugs associated with them. If a product or component has bugs associated with it, those bugs must be moved to a different product or component before Bugzilla will allow them to be destroyed.
- *editkeywords*: If you use Bugzilla's keyword functionality, enabling this feature allows a user to create and destroy keywords. As always, the keywords for existing bugs containing the keyword the user wishes to destroy must be changed before Bugzilla will allow it to die.
- *editusers*: This flag allows a user to do what you're doing right now: edit other users. This will allow those with the right to do so to remove administrator privileges from other users or grant them to themselves. Enable with care.
- *tweakparams*: This flag allows a user to change Bugzilla's Params (using `editparams.cgi`.)
- *<productname>*: This allows an administrator to specify the products in which a user can see bugs. The user must still have the "editbugs" privilege to edit bugs in these products.

3.3. Products

Products are the broadest category in Bugzilla, and tend to represent real-world shipping products. E.g. if your company makes computer games, you should have one product per game, perhaps a "Common" product for units of technology used in multiple games, and maybe a few special products (Website, Administration...)

Many of Bugzilla's settings are configurable on a per-product basis. The number of "votes" available to users is set per-product, as is the number of votes required to move a bug automatically from the UNCONFIRMED status to the NEW status.

To create a new product:

1. Select "products" from the footer
2. Select the "Add" link in the bottom right

3. Enter the name of the product and a description. The Description field may contain HTML.

Don't worry about the "Closed for bug entry", "Maximum Votes per person", "Maximum votes a person can put on a single bug", "Number of votes a bug in this Product needs to automatically get out of the UNCOMFIRMED state", and "Version" options yet. We'll cover those in a few moments.

3.4. Components

Components are subsections of a Product. E.g. the computer game you are designing may have a "UI" component, an "API" component, a "Sound System" component, and a "Plugins" component, each overseen by a different programmer. It often makes sense to divide Components in Bugzilla according to the natural divisions of responsibility within your Product or company.

Each component has a owner and (if you turned it on in the parameters), a QA Contact. The owner should be the primary person who fixes bugs in that component. The QA Contact should be the person who will ensure these bugs are completely fixed. The Owner, QA Contact, and Reporter will get email when new bugs are created in this Component and when these bugs change. Default Owner and Default QA Contact fields only dictate the *default assignments*; these can be changed on bug submission, or at any later point in a bug's life.

To create a new Component:

1. Select the "Edit components" link from the "Edit product" page
2. Select the "Add" link in the bottom right.
3. Fill out the "Component" field, a short "Description", the "Initial Owner" and "Initial QA Contact" (if enabled.) The Component and Description fields may contain HTML; the "Initial Owner" field must be a login name already existing in the database.

3.5. Versions

Versions are the revisions of the product, such as "Flinders 3.1", "Flinders 95", and "Flinders 2000". Version is not a multi-select field; the usual practice is to select the earliest version known to have the bug.

To create and edit Versions:

1. From the "Edit product" screen, select "Edit Versions"
2. You will notice that the product already has the default version "undefined". Click the "Add" link in the bottom right.
3. Enter the name of the Version. This field takes text only. Then click the "Add" button.

3.6. Milestones

Milestones are "targets" that you plan to get a bug fixed by. For example, you have a bug that you plan to fix for your 3.0 release, it would be assigned the milestone of 3.0.

Note: Milestone options will only appear for a Product if you turned on the "usetargetmilestone" Param in the "Edit Parameters" screen.

To create new Milestones, set Default Milestones, and set Milestone URL:

1. Select "Edit milestones" from the "Edit product" page.
2. Select "Add" in the bottom right corner. text
3. Enter the name of the Milestone in the "Milestone" field. You can optionally set the "sortkey", which is a positive or negative number (-32768 to 32767) that defines where in the list this particular milestone appears. This is because milestones often do not occur in alphanumeric order For example, "Future" might be after "Release 1.2". Select "Add".
4. From the Edit product screen, you can enter the URL of a page which gives information about your milestones and what they mean.

3.7. Flags

Flags are a way to attach a specific status to a bug or attachment, either "+" or "-". The meaning of these symbols depends on the text the flag itself, but contextually they could mean pass/fail, accept/reject, approved/denied, or even a simple yes/no. If your site allows requestable flags, then users may set a flag to "?" as a request to another user that they look at the bug/attachment, and set the flag to its correct status.

3.7.1. A Simple Example

A developer might want to ask their manager, "Should we fix this bug before we release version 2.0?" They might want to do this for a *lot* of bugs, so it would be nice to streamline the process...

In Bugzilla, it would work this way:

1. The Bugzilla administrator creates a flag type called "blocking2.0" that shows up on all bugs in your product.
It shows up on the "Show Bug" screen as the text "blocking2.0" with a drop-down box next to it. The drop-down box contains four values: an empty space, "?", "-", and "+".
2. The developer sets the flag to "?".
3. The manager sees the blocking2.0 flag with a "?" value.
4. If the manager thinks the feature should go into the product before version 2.0 can be released, he sets the flag to "+". Otherwise, he sets it to "-".
5. Now, every Bugzilla user who looks at the bug knows whether or not the bug needs to be fixed before release of version 2.0.

3.7.2. About Flags

3.7.2.1. Values

Flags can have three values:

?

A user is requesting that a status be set. (Think of it as 'A question is being asked'.)

-

The status has been set negatively. (The question has been answered "no".)

+

The status has been set positively. (The question has been answered "yes".)

Actually, there's a fourth value a flag can have -- "unset" -- which shows up as a blank space. This just means that nobody has expressed an opinion (or asked someone else to express an opinion) about this bug or attachment.

3.7.3. Using flag requests

If a flag has been defined as 'requestable', users are allowed to set the flag's status to "?". This status indicates that someone (aka "the requester" is asking for someone else to set the flag to either "+" or "-".

If a flag has been defined as 'specifically requestable', a text box will appear next to the flag into which the requester may enter a Bugzilla username. That named person (aka "the requestee") will receive an email notifying them of the request, and pointing them to the bug/attachment in question.

If a flag has *not* been defined as 'specifically requestable', then no such text-box will appear. A request to set this flag cannot be made of any specific individual, but must be asked "to the wind". A requester may "ask the wind" on any flag simply by leaving the text-box blank.

3.7.4. Two Types of Flags

Flags can go in two places: on an attachment, or on a bug.

3.7.4.1. Attachment Flags

Attachment flags are used to ask a question about a specific attachment on a bug.

Many Bugzilla installations use this to request that one developer "review" another developer's code before they check it in. They attach the code to a bug report, and then set a flag on that attachment called "review" to `review?boss@domain.com`. `boss@domain.com` is then notified by email that he has to check out that attachment and approve it or deny it.

For a Bugzilla user, attachment flags show up in two places:

1. On the list of attachments in the “Show Bug” screen, you can see the current state of any flags that have been set to ?, +, or -. You can see who asked about the flag (the requester), and who is being asked (the requestee).
2. When you “Edit” an attachment, you can see any settable flag, along with any flags that have already been set. This “Edit Attachment” screen is where you set flags to ?, -, +, or unset them.

3.7.4.2. Bug Flags

Bug flags are used to set a status on the bug itself. You can see Bug Flags in the “Show Bug” screen (`editbug.cgi`).

Only users with the ability to edit the bug may set flags on bugs. This includes the owner, reporter, and any user with the `editbugs` permission.

3.7.5. Administering Flags

If you have the “editcomponents” permission, you will have “Edit: ... | Flags | ...” in your page footer. Clicking on that link will bring you to the “Administer Flag Types” page. Here, you can select whether you want to create (or edit) a Bug flag, or an Attachment flag.

No matter which you choose, the interface is the same, so we’ll just go over it once.

3.7.5.1. Creating a Flag

When you click on the “Create a Flag Type for...” link, you will be presented with a form. Here is what the fields in the form mean:

3.7.5.1.1. Name

This is the name of the flag. This will be displayed to Bugzilla users who are looking at or setting the flag. The name may consist of any valid Unicode character.

3.7.5.1.2. Description

This describes the flag in more detail. At present, this doesn’t show up anywhere helpful; ideally, it would be nice to have it show up as a tooltip. This field can be as long as you like, and can contain any character you want.

3.7.5.1.3. Category

Default behaviour for a newly-created flag is to appear on products and all components, which is why “__Any__:__Any__” is already entered in the “Inclusions” box. If this is not your desired behaviour, you must either set some exclusions (for products on which you don’t want the flag to appear), or you must remove “__Any__:__Any__” from the Inclusions box and define products/components specifically for this flag.

To create an Inclusion, select a Product from the top drop-down box. You may also select a specific component from the bottom drop-down box. (Setting “__Any__” for Product translates to, “all the products in this Bugzilla”.)

Selecting “__Any__” in the Component field means “all components in the selected product.”) Selections made, press “Include”, and your Product/Component pairing will show up in the “Inclusions” box on the right.

To create an Exclusion, the process is the same; select a Product from the top drop-down box, select a specific component if you want one, and press “Exclude”. The Product/Component pairing will show up in the “Exclusions” box on the right.

This flag *will* and *can* be set for any products/components that appearing in the “Inclusions” box (or which fall under the appropriate “__Any__”). This flag *will not* appear (and therefore cannot be set) on any products appearing in the “Exclusions” box. *IMPORTANT: Exclusions override inclusions.*

You may select a Product without selecting a specific Component, but it is illegal to select a Component without a Product, or to select a Component that does not belong to the named Product. Doing so as of this writing (2.18rc3) will raise an error... even if all your products have a component by that name.

Example: Let’s say you have a product called “Jet Plane” that has thousands of components. You want to be able to ask if a problem should be fixed in the next model of plane you release. We’ll call the flag “fixInNext”. But, there’s one component in “Jet Plane,” called “Pilot.” It doesn’t make sense to release a new pilot, so you don’t want to have the flag show up in that component. So, you include “Jet Plane:__Any__” and you exclude “Jet Plane:Pilot”.

3.7.5.1.4. Sort Key

Flags normally show up in alphabetical order. If you want them to show up in a different order, you can use this key set the order on each flag. Flags with a lower sort key will appear before flags with a higher sort key. Flags that have the same sort key will be sorted alphabetically, but they will still be after flags with a lower sort key, and before flags with a higher sort key.

Example: I have AFlag (Sort Key 100), BFlag (Sort Key 10), CFlag (Sort Key 10), and DFlag (Sort Key 1). These show up in the order: DFlag, BFlag, CFlag, AFlag.

3.7.5.1.5. Active

Sometimes, you might want to keep old flag information in the Bugzilla database, but stop users from setting any new flags of this type. To do this, uncheck “active”. Deactivated flags will still show up in the UI if they are ?, +, or -, but they may only be cleared (unset), and cannot be changed to a new value. Once a deactivated flag is cleared, it will completely disappear from a bug/attachment, and cannot be set again.

3.7.5.1.6. Requestable

New flags are, by default, “requestable”, meaning that they offer users the “?” option, as well as “+” and “-”. To remove the ? option, uncheck “requestable”.

3.7.5.1.7. CC List

If you want certain users to be notified every time this flag is set to ?, -, +, or unset, add them here. This is a comma-separated list of email addresses that need not be restricted to Bugzilla usernames..

3.7.5.1.8. Specifically Requestable

By default this box is checked for new flags, meaning that users may make flag requests of specific individuals. Unchecking this box will remove the text box next to a flag; if it is still requestable, then requests may only be made “to the wind.” Removing this after specific requests have been made will not remove those requests; that data will stay in the database (though it will no longer appear to the user).

3.7.5.1.9. Multiplicable

Any flag with “Multiplicable” set (default for new flags is ‘on’) may be set more than once. After being set once, an unset flag of the same type will appear below it with “addl.” (short for “additional”) before the name. There is no limit to the number of times a Multiplicable flags may be set on the same bug/attachment.

3.7.5.2. Deleting a Flag

When you are at the “Administer Flag Types” screen, you will be presented with a list of Bug flags and a list of Attachment Flags.

To delete a flag, click on the “Delete” link next to the flag description.

Warning

Once you delete a flag, it is *gone* from your Bugzilla. All the data for that flag will be deleted. Everywhere that flag was set, it will disappear, and you cannot get that data back. If you want to keep flag data, but don't want anybody to set any new flags or change current flags, unset “active” in the flag Edit form.

3.7.5.3. Editing a Flag

To edit a flag's properties, just click on the “Edit” link next to the flag's description. That will take you to the same form described in the “Creating a Flag” section.

3.8. Voting

Voting allows users to be given a pot of votes which they can allocate to bugs, to indicate that they'd like them fixed. This allows developers to gauge user need for a particular enhancement or bugfix. By allowing bugs with a certain number of votes to automatically move from "UNCONFIRMED" to "NEW", users of the bug system can help high-priority bugs garner attention so they don't sit for a long time awaiting triage.

To modify Voting settings:

1. Navigate to the "Edit product" screen for the Product you wish to modify
2. *Maximum Votes per person*: Setting this field to "0" disables voting.

3. *Maximum Votes a person can put on a single bug*: It should probably be some number lower than the "Maximum votes per person". Don't set this field to "0" if "Maximum votes per person" is non-zero; that doesn't make any sense.
4. *Number of votes a bug in this product needs to automatically get out of the UNCONFIRMED state*: Setting this field to "0" disables the automatic move of bugs from UNCONFIRMED to NEW.
5. Once you have adjusted the values to your preference, click "Update".

3.9. Quips

Quips are small text messages that can be configured to appear next to search results. A Bugzilla installation can have its own specific quips. Whenever a quip needs to be displayed, a random selection is made from the pool of already existing quips.

Quips are controlled by the *enablequips* parameter. It has several possible values: on, approved, frozen or off. In order to enable quips approval you need to set this parameter to "approved". In this way, users are free to submit quips for addition but an administrator must explicitly approve them before they are actually used.

In order to see the user interface for the quips, it is enough to click on a quip when it is displayed together with the search results. Or it can be seen directly in the browser by visiting the `quips.cgi` URL (prefixed with the usual web location of the Bugzilla installation). Once the quip interface is displayed, it is enough to click the "view and edit the whole quip list" in order to see the administration page. A page with all the quips available in the database will be displayed.

Next to each tip there is a checkbox, under the "Approved" column. Quips who have this checkbox checked are already approved and will appear next to the search results. The ones that have it unchecked are still preserved in the database but they will not appear on search results pages. User submitted quips have initially the checkbox unchecked.

Also, there is a delete link next to each quip, which can be used in order to permanently delete a quip.

3.10. Groups and Group Security

Groups allow the administrator to isolate bugs or products that should only be seen by certain people. The association between products and groups is controlled from the product edit page under "Edit Group Controls."

If the `makeproductgroups` param is on, a new group will be automatically created for every new product. It is primarily available for backward compatibility with older sites.

Note that group permissions are such that you need to be a member of *all* the groups a bug is in, for whatever reason, to see that bug. Similarly, you must be a member of *all* of the entry groups for a product to add bugs to a product and you must be a member of *all* of the `canedit` groups for a product in order to make *any* change to bugs in that product.

Note: By default, bugs can also be seen by the Assignee, the Reporter, and by everyone on the CC List, regardless of whether or not the bug would typically be viewable by them. Visibility to the Reporter and CC List can be overridden (on a per-bug basis) by bringing up the bug, finding the section that starts with "Users in the roles selected below..." and un-checking the box next to either 'Reporter' or 'CC List' (or both).

3.10.1. Creating Groups

To create Groups:

1. Select the “groups” link in the footer.
2. Take a moment to understand the instructions on the “Edit Groups” screen, then select the “Add Group” link.
3. Fill out the “Group”, “Description”, and “User RegExp” fields. “User RegExp” allows you to automatically place all users who fulfill the Regular Expression into the new group. When you have finished, click “Add”.

Users whose email addresses match the regular expression will automatically be members of the group as long as their email addresses continue to match the regular expression.

Note: This is a change from 2.16 where the regular expression resulted in a user acquiring permanent membership in a group. To remove a user from a group the user was in due to a regular expression in version 2.16 or earlier, the user must be explicitly removed from the group. This can easily be done by pressing buttons named ‘Remove Memberships’ or ‘Remove Memberships included in regular expression’ under the table.

Warning

If specifying a domain in the regexp, make sure you end the regexp with a \$. Otherwise, when granting access to “@mycompany\.com”, you will allow access to ‘badperson@mycompany.com.cracker.net’. You need to use ‘@mycompany\.com\$’ as the regexp.

4. If you plan to use this group to directly control access to bugs, check the “use for bugs” box. Groups not used for bugs are still useful because other groups can include the group as a whole.
5. After you add your new group, edit the new group. On the edit page, you can specify other groups that should be included in this group and which groups should be permitted to add and delete users from this group.

3.10.2. Assigning Users to Groups

Users can become a member of a group in several ways.

1. The user can be explicitly placed in the group by editing the user’s own profile
2. The group can include another group of which the user is a member.
3. The user’s email address can match a regular expression that the group specifies to automatically grant membership to the group.

3.10.3. Assigning Group Controls to Products

On the product edit page, there is a page to edit the “Group Controls” for a product. This allows you to configure how a group relates to the product. Groups may be applicable, default, and mandatory as well as used to control entry or used to make bugs in the product totally read-only unless the group restrictions are met.

For each group, it is possible to specify if membership in that group is...

1. required for bug entry,
2. Not applicable to this product(NA), a possible restriction for a member of the group to place on a bug in this product(Shown), a default restriction for a member of the group to place on a bug in this product(Default), or a mandatory restriction to be placed on bugs in this product(Mandatory).
3. Not applicable by non-members to this product(NA), a possible restriction for a non-member of the group to place on a bug in this product(Shown), a default restriction for a non-member of the group to place on a bug in this product(Default), or a mandatory restriction to be placed on bugs in this product when entered by a non-member(Mandatory).
4. required in order to make *any* change to bugs in this product *including comments*.

These controls are often described in this order, so a product that requires a user to be a member of group "foo" to enter a bug and then requires that the bug stay restricted to group "foo" at all times and that only members of group "foo" can edit the bug even if they otherwise could see the bug would have its controls summarized by...

```
foo: ENTRY, MANDATORY/MANDATORY, CANEDIT
```

3.10.4. Common Applications of Group Controls

3.10.4.1. General User Access With Security Group

To permit any user to file bugs in each product (A, B, C...) and to permit any user to submit those bugs into a security group....

```
Product A...
security: SHOWN/SHOWN
Product B...
security: SHOWN/SHOWN
Product C...
security: SHOWN/SHOWN
```

3.10.4.2. General User Access With A Security Product

To permit any user to file bugs in a Security product while keeping those bugs from becoming visible to anyone outside the securityworkers group unless a member of the securityworkers group removes that restriction....


```
Product Security...
securityworkers: DEFAULT/MANDATORY
```

3.10.4.3. Product Isolation With Common Group

To permit users of product A to access the bugs for product A, users of product B to access product B, and support staff to access both, 3 groups are needed

1. Support: Contains members of the support staff.
2. AccessA: Contains users of product A and the Support group.
3. AccessB: Contains users of product B and the Support group.

Once these 3 groups are defined, the products group controls can be set to..

```
Product A...
AccessA: ENTRY, MANDATORY/MANDATORY
Product B...
AccessB: ENTRY, MANDATORY/MANDATORY
```

Optionally, the support group could be permitted to make bugs inaccessible to the users and could be permitted to publish bugs relevant to all users in a common product that is read-only to anyone outside the support group. That configuration could be...

```
Product A...
AccessA: ENTRY, MANDATORY/MANDATORY
Support: SHOWN/NA
Product B...
AccessB: ENTRY, MANDATORY/MANDATORY
Support: SHOWN/NA
Product Common...
Support: ENTRY, DEFAULT/MANDATORY, CANEDIT
```

3.11. Upgrading to New Releases

Upgrading Bugzilla is something we all want to do from time to time, be it to get new features or pick up the latest security fix. How easy it is to update depends on a few factors:

- If the new version is a revision or a new point release
- How many local changes (if any) have been made

3.11.1. Version Definitions

Bugzilla displays the version you are using at the top of most pages you load. It will look something like '2.16.7' or '2.18rc3' or '2.19.1+'. The first number in this series is the Major Version. This does not change very often (that is to say, almost never); Bugzilla was 1.x.x when it was first created, and went to 2.x.x when it was re-written in perl in Sept 1998. If/When the major version is changed to 3.x.x, it will signify a significant structural change and will be accompanied by much fanfare and many instructions on how to upgrade, including a revision to this page. :)

The second number in the version is called the 'minor number', and a release that changes the minor number is called a 'point release'. An even number in this position (2.14, 2.16, 2.18, 2.20, etc.) represents a stable version, while an odd number (2.17, 2.19, etc.) represents a development version. In the past, stable point releases were feature-based, coming when certain enhancements had been completed, or the Bugzilla development team felt that enough progress had been made overall. As of version 2.18, however, Bugzilla has moved to a time-based release schedule; current plans are to create a stable point release every 6 months or so after 2.18 is deployed.

The third number in the Bugzilla version represents a bugfix version. Bugfix Revisions are normally released only to address security vulnerabilities; in the future, it is likely that the Bugzilla development team will back-port bugfixes in a new point release to the old point release for a limited period. Once enough of these bugfixes have accumulated (or a new security vulnerability is identified and closed), a bugfix release will be made. As an example, 2.16.6 was a bugfix release, and improved on 2.16.5.

Note: When reading version numbers, everything separated by a point (':') should be read as a single number. It is *not* the same as decimal. 2.14 is newer than 2.8 because minor version 14 is greater than minor version 8. 2.24.11 would be newer than 2.24.9 (because bugfix 11 is greater than bugfix 9. This is confusing to some people who aren't used to dealing with software.

3.11.2. Upgrading - Methods and Procedure

There are three different ways to upgrade your installation.

1. Using CVS (Section 3.11.2.1)
2. Downloading a new tarball (Section 3.11.2.2)
3. Applying the relevant patches (Section 3.11.2.3)

Each of these options has its own pros and cons; the one that's right for you depends on how long it has been since you last installed, the degree to which you have customized your installation, and/or your network configuration. (Some discussion of the various methods of updating compared with degree and methods of local customization can be found in Section 5.1.2.)

The larger the jump you are trying to make, the more difficult it is going to be to upgrade if you have made local customizations. Upgrading from 2.18 to 2.18.1 should be fairly painless even if you are heavily customized, but going from 2.14 to 2.18 is going to mean a fair bit of work re-writing your local changes to use the new files, logic, templates, etc. If you have done no local changes at all, however, then upgrading should be approximately the same amount of work regardless of how long it has been since your version was released.

Warning

Upgrading is a one-way process. You should backup your database and current Bugzilla directory before attempting the upgrade. If you wish to revert to the old Bugzilla version for any reason, you will have to restore from these backups.

The examples in the following sections are written as though the user were updating to version 2.18.1, but the procedures are the same regardless of whether one is updating to a new point release or simply trying to obtain a new bugfix release. Also, in the examples the user's Bugzilla installation is found at `/var/www/html/bugzilla`. If that is not the same as the location of your Bugzilla installation, simply substitute the proper paths where appropriate.

3.11.2.1. Upgrading using CVS

Every release of Bugzilla, whether it is a point release or a bugfix, is tagged in CVS. Also, every tarball that has been distributed since version 2.12 has been created in such a way that it can be used with CVS once it is unpacked. Doing so, however, requires that you are able to access `cvcs-mirror.mozilla.org` on port 2401, which may not be an option or a possibility for some users, especially those behind a highly restrictive firewall.

Tip: If you can, updating using CVS is probably the most painless method, especially if you have a lot of local changes.

The following shows the sequence of commands needed to update a Bugzilla installation via CVS, and a typical series of results.

```
bash$ cd /var/www/html/bugzilla
bash$ cvs login
Logging in to :pserver:anonymous@cvs-mirror.mozilla.org:2401/cvsroot
CVS password: ('anonymous', or just leave it blank)
bash$ cvs -q update -r BUGZILLA-2_18_1 -dP
P checksetup.pl
P collectstats.pl
P globals.pl
P docs/rel_notes.txt
P template/en/default/list/quips.html.tmpl
(etc.)
```

Caution

If a line in the output from `cvs update` begins with a `c`, then that represents a file with local changes that CVS was unable to properly merge. You need to resolve these conflicts manually before Bugzilla (or at least the portion using that file) will be usable.

3.11.2.2. Upgrading using the tarball

If you are unable (or unwilling) to use CVS, another option that's always available is to obtain the latest tarball from the Download Page (<http://www.bugzilla.org/download/>) and create a new Bugzilla installation from that.

This sequence of commands shows how to get the tarball from the command-line; it is also possible to download it from the site directly in a web browser. If you go that route, save the file to the `/var/www/html` directory (or its equivalent, if you use something else) and omit the first three lines of the example.

```
bash$ cd /var/www/html
bash$ wget ftp://ftp.mozilla.org/pub/mozilla.org/webtools/bugzilla-2.18.1.tar.gz
(Output omitted)
bash$ tar xzvf bugzilla-2.18.1.tar.gz
bugzilla-2.18.1/
bugzilla-2.18.1/.cvsignore
bugzilla-2.18.1/1x1.gif
(Output truncated)
bash$ cd bugzilla-2.18.1
bash$ cp ../bugzilla/localconfig* .
bash$ cp -r ../bugzilla/data .
bash$ cd ..
bash$ mv bugzilla bugzilla.old
bash$ mv bugzilla-2.18.1 bugzilla
```

Warning

The `cp` commands both end with periods which is a very important detail, it tells the shell that the destination directory is the current working directory.

This upgrade method will give you a clean install of Bugzilla with the same version as the tarball. That's fine if you don't have any local customizations that you want to maintain, but if you do then you will need to reapply them by hand to the appropriate files.

It's worth noting that since 2.12, the Bugzilla tarballs come CVS-ready, so if you decide at a later date that you'd rather use CVS as an upgrade method, your code will already be set up for it.

3.11.2.3. Upgrading using patches

If you are doing a bugfix upgrade -- that is, one where only the last number of the revision changes, such as from 2.16.6 to 2.16.7 -- then you have the option of obtaining and applying a patch file from the Download Page (<http://www.bugzilla.org/download/>). This file is made available by the Bugzilla Development Team (<http://www.bugzilla.org/developers/profiles.html>), and is a collection of all the bug fixes and security patches that have been made since the last bugfix release. If you are planning to upgrade via patches, it is safer to grab this developer-made patch file than to read the patch notes and apply all (or even just some of) the patches oneself, as sometimes patches on bugs get changed before they get checked in.

As above, this example starts with obtaining the file via the command line. If you have already downloaded it, you can omit the first two commands.

```
bash$ cd /var/www/html/bugzilla
bash$ wget ftp://ftp.mozilla.org/pub/mozilla.org/webtools/bugzilla-2.18.0-to-2.18.1.diff.gz
(Output omitted)
bash$ gunzip bugzilla-2.18.0-to-2.18.1.diff.gz
bash$ patch -p1 < bugzilla-2.18.0-to-2.18.1.diff
patching file checksetup.pl
```

```
patching file collectstats.pl
patching file globals.pl
(etc.)
```

Warning

Be aware that upgrading from a patch file does not change the entries in your cvs directory. This could make it more difficult to upgrade using CVS (Section 3.11.2.1) in the future.

3.11.3. Completing Your Upgrade

Regardless of which upgrade method you choose, you will need to run `./checksetup.pl` before your Bugzilla upgrade will be complete.

```
bash$ cd bugzilla
bash$ ./checksetup.pl
```

Warning

The period at the beginning of the command `./checksetup.pl` is important and can not be omitted.

If you have done a lot of local modifications, it wouldn't hurt to run the Bugzilla Testing suite. This is not a required step, but it isn't going to hurt anything, and might help point out some areas that could be improved. (More information on the test suite can be had by following this link to the appropriate section in the Developers' Guide (<http://www.bugzilla.org/docs/developer.html#testsuite>)).

Chapter 4. Bugzilla Security

While some of the items in this chapter are related to the operating system Bugzilla is running on or some of the support software required to run Bugzilla, it is all related to protecting your data. This is not intended to be a comprehensive guide to securing Linux, Apache, MySQL, or any other piece of software mentioned. There is no substitute for active administration and monitoring of a machine. The key to good security is actually right in the middle of the word: *U R I t*.

While programmers in general always strive to write secure code, accidents can and do happen. The best approach to security is to always assume that the program you are working with isn't 100% secure and restrict its access to other parts of your machine as much as possible.

4.1. Operating System

4.1.1. TCP/IP Ports

The TCP/IP standard defines more than 65,000 ports for sending and receiving traffic. Of those, Bugzilla needs exactly one to operate (different configurations and options may require up to 3). You should audit your server and make sure that you aren't listening on any ports you don't need to be. It's also highly recommended that the server Bugzilla resides on, along with any other machines you administer, be placed behind some kind of firewall.

4.1.2. System User Accounts

Many *daemons*, such as Apache's `httpd` or MySQL's `mysqld`, run as either "root" or "nobody". This is even worse on Windows machines where the majority of *services* run as "SYSTEM". While running as "root" or "SYSTEM" introduces obvious security concerns, the problems introduced by running everything as "nobody" may not be so obvious. Basically, if you run every daemon as "nobody" and one of them gets compromised it can compromise every other daemon running as "nobody" on your machine. For this reason, it is recommended that you create a user account for each daemon.

Note: You will need to set the `webservergroup` option in `localconfig` to the group your webserver runs as. This will allow `./checksetup.pl` to set file permissions on Unix systems so that nothing is world-writable.

4.1.3. The `chroot` Jail

If your system supports it, you may wish to consider running Bugzilla inside of a `chroot` jail. This option provides unprecedented security by restricting anything running inside the jail from accessing any information outside of it. If you wish to use this option, please consult the documentation that came with your system.

4.2. MySQL

4.2.1. The MySQL System Account

As mentioned in Section 4.1.2, the MySQL daemon should run as a non-privileged, unique user. Be sure to consult the MySQL documentation or the documentation that came with your system for instructions.

4.2.2. The MySQL “root” and “anonymous” Users

By default, MySQL comes with a “root” user with a blank password and an “anonymous” user, also with a blank password. In order to protect your data, the “root” user should be given a password and the anonymous user should be disabled.

Example 4-1. Assigning the MySQL “root” User a Password

```
bash$ mysql mysql
mysql> UPDATE user SET password = password('new_password') WHERE user = 'root';
mysql> FLUSH PRIVILEGES;
```

Example 4-2. Disabling the MySQL “anonymous” User

```
bash$ mysql -u root -p mysql ❶
Enter Password: new_password
mysql> DELETE FROM user WHERE user = "";
mysql> FLUSH PRIVILEGES;
```

❶ This command assumes that you have already completed Example 4-1.

4.2.3. Network Access

If MySQL and your webserver both run on the same machine and you have no other reason to access MySQL remotely, then you should disable the network access. This, along with the suggestion in Section 4.1.1, will help protect your system from any remote vulnerabilities in MySQL.

Example 4-3. Disabling Networking in MySQL

Simply enter the following in `/etc/my.conf`:

```
[mysqld]
# Prevent network access to MySQL.
skip-networking
```

4.3. Webserver

4.3.1. Disabling Remote Access to Bugzilla Configuration Files

There are many files that are placed in the Bugzilla directory area that should not be accessible from the web. Because of the way Bugzilla is currently layed out, the list of what should and should not be accessible is rather complicated. A new installation method is currently in the works which should solve this by allowing files that shouldn't be accessible from the web to be placed in a directory outside the webroot. See bug 44659 (http://bugzilla.mozilla.org/show_bug.cgi?id=44659) for more information.

Tip: Bugzilla ships with the ability to create `.htaccess` files that enforce these rules. Instructions for enabling these directives in Apache can be found in Section 2.2.4.1

- In the main Bugzilla directory, you should:
 - Block: `*.pl, *localconfig*, runttests.sh`
 - But allow: `localconfig.js, localconfig.rdf`
- In `data`:
 - Block everything
 - But allow: `duplicates.rdf`
- In `data/webdot`:
 - If you use a remote webdot server:
 - Block everything
 - But allow `*.dot` only for the remote webdot server
 - Otherwise, if you use a local GraphViz:
 - Block everything
 - But allow: `*.png, *.gif, *.jpg, *.map`
- And if you don't use any dot:
 - Block everything
- In `Bugzilla`:
 - Block everything
- In `template`:
 - Block everything

Be sure to test that data that should not be accessed remotely is properly blocked. Of particular interest is the `localconfig` file which contains your database password. Also, be aware that many editors create temporary and backup files in the working directory and that those should also not be accessible. For more information, see [bug 186383](http://bugzilla.mozilla.org/show_bug.cgi?id=186383) (http://bugzilla.mozilla.org/show_bug.cgi?id=186383) or Bugtraq ID 6501 (<http://online.securityfocus.com/bid/6501>). To test, simply point your web browser at the file; for example, to test mozilla.org's installation, we'd try to access <http://bugzilla.mozilla.org/localconfig>. You should get a "403 Forbidden" error.

Tip: Be sure to check Section 2.2.4 for instructions specific to the webserver you use.

4.3.2. Using `mod_throttle` to Prevent a DOS

Note: This section only applies to people who have chosen the Apache webserver. It may be possible to do similar things with other web servers. Consult the documentation that came with your webserver to find out.

It is possible for a user, by mistake or on purpose, to access the database many times in a row which can result in very slow access speeds for other users (effectively, a *DOS* attack). If your Bugzilla installation is experiencing this problem, you may install the Apache module `mod_throttle` which can limit connections by IP address. You may download this module at http://www.snert.com/Software/mod_throttle/. Follow the instructions to install into your Apache install. The command you need is **ThrottleClientIP**. See the documentation (http://www.snert.com/Software/mod_throttle/) for more information.

4.4. Bugzilla

4.4.1. Prevent users injecting malicious Javascript

It is possible for a Bugzilla user to take advantage of character set encoding ambiguities to inject HTML into Bugzilla comments. This could include malicious scripts. Due to internationalization concerns, we are unable to incorporate by default the code changes suggested by the CERT advisory (http://www.cert.org/tech_tips/malicious_code_mitigation.html#3) on this issue. Making the change in Example 4-4 will prevent this problem.

Example 4-4. Forcing Bugzilla to output a charset

Locate the following line in `Bugzilla/CGI.pm`:

```
$self->charset("");
```

and change it to:

```
$self->charset('UTF-8');
```

Chapter 5. Customising Bugzilla

5.1. Template Customization

Administrators can configure the look and feel of Bugzilla without having to edit Perl files or face the nightmare of massive merge conflicts when they upgrade to a newer version in the future.

Templatization also makes localized versions of Bugzilla possible, for the first time. It's possible to have Bugzilla's UI language determined by the user's browser. More information is available in Section 5.1.6.

5.1.1. Template Directory Structure

The template directory structure starts with top level directory named `template`, which contains a directory for each installed localization. The next level defines the language used in the templates. Bugzilla comes with English templates, so the directory name is `en`, and we will discuss `template/en` throughout the documentation. Below `template/en` is the `default` directory, which contains all the standard templates shipped with Bugzilla.

Warning

A directory `data/templates` also exists; this is where Template Toolkit puts the compiled versions of the templates from either the default or custom directories. *Do not* directly edit the files in this directory, or all your changes will be lost the next time Template Toolkit recompiles the templates.

5.1.2. Choosing a Customization Method

If you want to edit Bugzilla's templates, the first decision you must make is how you want to go about doing so. There are two choices, and which you use depends mainly on the scope of your modifications, and the method you plan to use to upgrade Bugzilla.

The first method of making customizations is to directly edit the templates found in `template/en/default`. This is probably the best way to go about it if you are going to be upgrading Bugzilla through CVS, because if you then execute a **cvs update** , any changes you have made will be merged automatically with the updated versions.

Note: If you use this method, and CVS conflicts occur during an update, the conflicted templates (and possibly other parts of your installation) will not work until they are resolved.

The second method is to copy the templates to be modified into a mirrored directory structure under `template/en/custom`. Templates in this directory structure automatically override any identically-named and identically-located templates in the `default` directory.

Note: The `custom` directory does not exist at first and must be created if you want to use it.

The second method of customization should be used if you use the overwriting method of upgrade, because otherwise your changes will be lost. This method may also be better if you are using the CVS method of upgrading and are going to make major changes, because it is guaranteed that the contents of this directory will not be touched during an upgrade, and you can then decide whether to continue using your own templates, or make the effort to merge your changes into the new versions by hand.

Using this method, your installation may break if incompatible changes are made to the template interface. Such changes should be documented in the release notes, provided you are using a stable release of Bugzilla. If you use using unstable code, you will need to deal with this one yourself, although if possible the changes will be mentioned before they occur in the deprecations section of the previous stable release's release notes.

Note: Regardless of which method you choose, it is recommended that you run `./checksetup.pl` after creating or editing any templates in the `template/en/default` directory, and after editing any templates in the `custom` directory.

Warning

It is *required* that you run `./checksetup.pl` after creating a new template in the `custom` directory. Failure to do so will raise an incomprehensible error message.

5.1.3. How To Edit Templates

Note: If you are making template changes that you intend on submitting back for inclusion in standard Bugzilla, you should read the relevant sections of the Developers' Guide (<http://www.bugzilla.org/docs/developer.html>).

The syntax of the Template Toolkit language is beyond the scope of this guide. It's reasonably easy to pick up by looking at the current templates; or, you can read the manual, available on the Template Toolkit home page (<http://www.template-toolkit.org>).

One thing you should take particular care about is the need to properly HTML filter data that has been passed into the template. This means that if the data can possibly contain special HTML characters such as `<`, and the data was not intended to be HTML, they need to be converted to entity form, ie `<`. You use the `'html'` filter in the Template Toolkit to do this. If you forget, you may open up your installation to cross-site scripting attacks.

Also note that Bugzilla adds a few filters of its own, that are not in standard Template Toolkit. In particular, the `'url_quote'` filter can convert characters that are illegal or have special meaning in URLs, such as `&`, to the encoded form, ie `%26`. This actually encodes most characters (but not the common ones such as letters and numbers and so on), including the HTML-special characters, so there's never a need to HTML filter afterwards.

Editing templates is a good way of doing a "poor man's custom fields". For example, if you don't use the Status Whiteboard, but want to have a free-form text entry box for "Build Identifier", then you can just edit the templates to change the field labels. It's still be called `status_whiteboard` internally, but your users don't need to know that.

5.1.4. Template Formats and Types

Some CGI's have the ability to use more than one template. For example, `buglist.cgi` can output itself as RDF, or as two formats of HTML (complex and simple). The mechanism that provides this feature is extensible.

Bugzilla can support different types of output, which again can have multiple formats. In order to request a certain type, you can append the `&ctype=<contenttype>` (such as `rdf` or `html`) to the `<cginame>.cgi` URL. If you would like to retrieve a certain format, you can use the `&format=<format>` (such as `simple` or `complex`) in the URL.

To see if a CGI supports multiple output formats and types, `grep` the CGI for "GetFormat". If it's not present, adding multiple format/type support isn't too hard - see how it's done in other CGIs, e.g. `config.cgi`.

To make a new format template for a CGI which supports this, open a current template for that CGI and take note of the INTERFACE comment (if present.) This comment defines what variables are passed into this template. If there isn't one, I'm afraid you'll have to read the template and the code to find out what information you get.

Write your template in whatever markup or text style is appropriate.

You now need to decide what content type you want your template served as. The content types are defined in the `Bugzilla/Constants.pm` file in the `contenttypes` constant. If your content type is not there, add it. Remember the three- or four-letter tag assigned to your content type. This tag will be part of the template filename.

Note: After adding or changing a content type, it's suitable to edit `Bugzilla/Constants.pm` in order to reflect the changes. Also, the file should be kept up to date after an upgrade if content types have been customized in the past.

Save the template as `<stubname>-<formatname>.<contenttypetag>.tmpl`. Try out the template by calling the CGI as `<cginame>.cgi?format=<formatname>&ctype=<type>`.

5.1.5. Particular Templates

There are a few templates you may be particularly interested in customizing for your installation.

index.html.tmpl: This is the Bugzilla front page.

global/header.html.tmpl: This defines the header that goes on all Bugzilla pages. The header includes the banner, which is what appears to users and is probably what you want to edit instead. However the header also includes the HTML HEAD section, so you could for example add a stylesheet or META tag by editing the header.

global/banner.html.tmpl: This contains the "banner", the part of the header that appears at the top of all Bugzilla pages. The default banner is reasonably barren, so you'll probably want to customize this to give your installation a distinctive look and feel. It is recommended you preserve the Bugzilla version number in some form so the version you are running can be determined, and users know what docs to read.

global/footer.html.tmpl: This defines the footer that goes on all Bugzilla pages. Editing this is another way to quickly get a distinctive look and feel for your Bugzilla installation.

global/variables.none.tmpl: This defines a list of terms that may be changed in order to "brand" the Bugzilla instance. In this way, terms like "bugs" can be replaced with "issues" across the whole Bugzilla installation. The name "Bugzilla" and other words can be customized as well.

list/table.html.tmpl: This template controls the appearance of the bug lists created by Bugzilla. Editing this template allows per-column control of the width and title of a column, the maximum display length of each entry, and the wrap

behaviour of long entries. For long bug lists, Bugzilla inserts a 'break' every 100 bugs by default; this behaviour is also controlled by this template, and that value can be modified here.

bug/create/user-message.html.tmpl: This is a message that appears near the top of the bug reporting page. By modifying this, you can tell your users how they should report bugs.

bug/process/midair.html.tmpl: This is the page used if two people submit simultaneous changes to the same bug. The second person to submit their changes will get this page to tell them what the first person did, and ask if they wish to overwrite those changes or go back and revisit the bug. The default title and header on this page read "Mid-air collision detected!" If you work in the aviation industry, or other environment where this might be found offensive (yes, we have true stories of this happening) you'll want to change this to something more appropriate for your environment.

bug/create/create.html.tmpl and **bug/create/comment.txt.tmpl:** You may not wish to go to the effort of creating custom fields in Bugzilla, yet you want to make sure that each bug report contains a number of pieces of important information for which there is not a special field. The bug entry system has been designed in an extensible fashion to enable you to add arbitrary HTML widgets, such as drop-down lists or textboxes, to the bug entry page and have their values appear formatted in the initial comment. A hidden field that indicates the format should be added inside the form in order to make the template functional. Its value should be the suffix of the template filename. For example, if the file is called `create-cust.html.tmpl`, then

```
<input type="hidden" name="format" value="cust">
```

should be used inside the form.

An example of this is the mozilla.org guided bug submission form (http://landfill.bugzilla.org/bugzilla-tip/enter_bug.cgi?product=WorldControl&format=guided). The code for this comes with the Bugzilla distribution as an example for you to copy. It can be found in the files `create-guided.html.tmpl` and `comment-guided.html.tmpl`.

So to use this feature, create a custom template for `enter_bug.cgi`. The default template, on which you could base it, is `custom/bug/create/create.html.tmpl`. Call it `create-<formatname>.html.tmpl`, and in it, add widgets for each piece of information you'd like collected - such as a build number, or set of steps to reproduce.

Then, create a template like `custom/bug/create/comment.txt.tmpl`, and call it `comment-<formatname>.txt.tmpl`. This template should reference the form fields you have created using the syntax `[% form.<fieldname> %]`. When a bug report is submitted, the initial comment attached to the bug report will be formatted according to the layout of this template.

For example, if your custom `enter_bug` template had a field

```
<input type="text" name="buildid" size="30">
```

and then your `comment.txt.tmpl` had

```
BuildID: [% form.buildid %]
```

then something like

```
BuildID: 20020303
```

would appear in the initial comment.

5.1.6. Configuring Bugzilla to Detect the User's Language

Bugzilla honours the user's Accept: HTTP header. You can install templates in other languages, and Bugzilla will pick the most appropriate according to a priority order defined by you. Many language templates can be obtained from <http://www.bugzilla.org/download.html#localizations>. Instructions for submitting new languages are also available from that location.

After untarring the localizations (or creating your own) in the `BUGZILLA_ROOT/template` directory, you must update the `languages` parameter to contain any localizations you'd like to permit. You may also wish to set the `defaultlanguage` parameter to something other than "en" if you don't want English to be the default language.

5.2. Template Hooks

Warning

Template Hooks require Template Toolkit version 2.12 or above, or the application of a patch. See bug 239112 (http://bugzilla.mozilla.org/show_bug.cgi?id=239112) for details.

Template hooks are a way for extensions to Bugzilla to insert code into the standard Bugzilla templates without modifying the template files themselves. The hooks mechanism defines a consistent API for extending the standard templates in a way that cleanly separates standard code from extension code. Hooks reduce merge conflicts and make it easier to write extensions that work across multiple versions of Bugzilla, making upgrading a Bugzilla installation with installed extensions easier.

A template hook is just a named place in a standard template file where extension template files for that hook get processed. Each hook has a corresponding directory in the Bugzilla directory tree. Hooking an extension template to a hook is as simple as putting the extension file into the hook's directory. When Bugzilla processes the standard template and reaches the hook, it will process all extension templates in the hook's directory. The hooks themselves can be added into any standard template upon request by extension authors.

To use hooks to extend a Bugzilla template, first make sure there is a hook at the appropriate place within the template you want to extend. Hooks appear in the standard Bugzilla templates as a single directive in the format `[% Hook.process("name") %]`, where `name` is the unique (within that template) name of the hook.

If you aren't sure which template you want to extend or just want to browse the available hooks, either use your favorite multi-file search tool (e.g. **grep**) to search the standard templates for occurrences of `Hook.process` or browse the directory tree in `BUGZILLA_ROOT/template/en/extension/hook/`, which contains a directory for each hook in the following location:

```
BUGZILLA_ROOT/template/en/extension/hook/PATH_TO_STANDARD_TEMPLATE/STANDARD_TEMPLATE_NAME/HOOK_NAME/
```

If there is no hook at the appropriate place within the Bugzilla template you want to extend, file a bug requesting one (http://bugzilla.mozilla.org/enter_bug.cgi?product=Bugzilla&component=User%20Interface), specifying:

- the template for which you are requesting a hook;
- where in the template you would like the hook to be placed (line number/position for latest version of template in CVS or description of the purpose of the hook);
- a link to information about your extension, if any.

The Bugzilla reviewers will promptly review each hook request, name the hook, add it to the

template, check the new version of the template into CVS, and create the corresponding directory in `BUGZILLA_ROOT/template/en/extension/hook/`.

You may optionally attach a patch to the bug which implements the hook and check it in yourself after receiving approval from a Bugzilla reviewer. The developers may suggest changes to the location of the hook based on their analysis of your needs or so the hook can satisfy the needs of multiple extensions, but the process of getting hooks approved and checked in is not as stringent as the process for general changes to Bugzilla, and any extension, whether released or still in development, can have hooks added to meet their needs.

After making sure the hook you need exists (or getting it added if not), add your extension template to the directory within the Bugzilla directory tree corresponding to the hook.

That's it! Now, when the standard template containing the hook is processed, your extension template will be processed at the point where the hook appears.

For example, let's say you have an extension named Projman that adds project management capabilities to Bugzilla. Projman has an administration interface `edit-projects.cgi`, and you want to add a link to it into the navigation bar at the bottom of every Bugzilla page for those users who are authorized to administer projects.

The navigation bar is generated by the template file `useful-links.html.tpl`, which is located in the `global/` subdirectory on the standard Bugzilla template path `BUGZILLA_ROOT/template/en/default/`. Looking in `useful-links.html.tpl`, you find the following hook at the end of the list of standard Bugzilla administration links:

```
...
[% ', <a href="editkeywords.cgi">keywords</a>'
                                IF user.groups.editkeywords %]
[% Hook.process("edit") %]
...
```

The corresponding directory for this hook is `BUGZILLA_ROOT/template/en/extension/hook/global/useful-links.html.tpl`.

You put a template named `projman-edit-projects.html.tpl` into that directory with the following content:

```
...[% ', <a href="edit-projects.cgi">projects</a>' IF user.groups.projman_admins %]
```

Voila! The link now appears after the other administration links in the navigation bar for users in the `projman_admins` group.

Notes:

- You may want to prefix your extension template names with the name of your extension, e.g. `projman-foo.html.tpl`, so they do not conflict with the names of templates installed by other extensions.
- If your extension includes entirely new templates in addition to extensions of standard templates, it should install those new templates into an extension-specific subdirectory of the `BUGZILLA_ROOT/template/en/extension/` directory. The `extension/` directory, like the `default/` and `custom/` directories, is part of the template search path, so putting templates there enables them to be found by the template processor.

The template processor looks for templates first in the `custom/` directory (i.e. templates added by the specific installation), then in the `extension/` directory (i.e. templates added by extensions), and finally in the `default/` directory (i.e. the standard Bugzilla templates). Thus extension templates can override standard templates, but installation-specific templates override both.

Note that overriding standard templates with extension templates gives you great power but also makes upgrading an installation harder. As with custom templates, we recommend using this functionality sparingly and only when absolutely necessary.

- Installation customizers can also take advantage of hooks when adding code to a Bugzilla template. To do so, create directories in `BUGZILLA_ROOT/template/en/custom/hook/` equivalent to the directories in `BUGZILLA_ROOT/template/en/extension/hook/` for the hooks you want to use, then place your customization templates into those directories.

Obviously this method of customizing Bugzilla only lets you add code to the standard templates; you cannot change the existing code. Nevertheless, for those customizations that only add code, this method can reduce conflicts when merging changes, making upgrading your customized Bugzilla installation easier.

5.3. Customizing Who Can Change What

Warning

This feature should be considered experimental; the Bugzilla code you will be changing is not stable, and could change or move between versions. Be aware that if you make modifications as outlined here, you may have to re-make them or port them if Bugzilla changes internally between versions, and you upgrade.

Companies often have rules about which employees, or classes of employees, are allowed to change certain things in the bug system. For example, only the bug’s designated QA Contact may be allowed to VERIFY the bug. Bugzilla has been designed to make it easy for you to write your own custom rules to define who is allowed to make what sorts of value transition.

For maximum flexibility, customizing this means editing Bugzilla’s Perl code. This gives the administrator complete control over exactly who is allowed to do what. The relevant function is called `CheckCanChangeField()`, and is found in `process_bug.cgi` in your Bugzilla directory. If you open that file and search for “`sub CheckCanChangeField`”, you’ll find it.

This function has been carefully commented to allow you to see exactly how it works, and give you an idea of how to make changes to it. Certain marked sections should not be changed - these are the “plumbing” which makes the rest of the function work. In between those sections, you’ll find snippets of code like:

```
# Allow the owner to change anything.
if ($ownerid eq $whoid) {
    return 1;
}
```

It’s fairly obvious what this piece of code does.

So, how does one go about changing this function? Well, simple changes can be made just by removing pieces - for example, if you wanted to prevent any user adding a comment to a bug, just remove the lines marked “Allow anyone to change comments.” If you don’t want the Reporter to have any special rights on bugs they have filed, just remove the entire section that deals with the Reporter.

More complex customizations are not much harder. Basically, you add a check in the right place in the function, i.e. after all the variables you are using have been set up. So, don't look at \$ownerid before \$ownerid has been obtained from the database. You can either add a positive check, which returns 1 (allow) if certain conditions are true, or a negative check, which returns 0 (deny.) E.g.:

```
if ($field eq "qacontact") {
    if (Bugzilla->user->groups("quality_assurance")) {
        return 1;
    }
    else {
        return 0;
    }
}
```

This says that only users in the group "quality_assurance" can change the QA Contact field of a bug.

Getting more weird:

```
if (($field eq "priority") &&
    (Bugzilla->user->email =~ /\.*\@example\.com$/))
{
    if ($oldvalue eq "P1") {
        return 1;
    }
    else {
        return 0;
    }
}
```

This says that if the user is trying to change the priority field, and their email address is @example.com, they can only do so if the old value of the field was "P1". Not very useful, but illustrative.

Warning

If you are modifying `process_bug.cgi` in any way, do not change the code that is bounded by `DO_NOT_CHANGE` blocks. Doing so could compromise security, or cause your installation to stop working entirely.

For a list of possible field names, look in `data/versioncache` for the list called `@::log_columns`. If you need help writing custom rules for your organization, ask in the newsgroup.

5.4. Modifying Your Running System

Bugzilla optimizes database lookups by storing all relatively static information in the `versioncache` file, located in the `data/` subdirectory under your installation directory.

If you make a change to the structural data in your database (the `versions` table for example), or to the "constants" encoded in `defparams.pl`, you will need to remove the cached content from the `data` directory (by doing a **rm data/versioncache**), or your changes won't show up.

`versioncache` gets regenerated automatically whenever it's more than an hour old, so Bugzilla will eventually notice your changes by itself, but generally you want it to notice right away, so that you can test things.

5.5. MySQL Bugzilla Database Introduction

This information comes straight from my life. I was forced to learn how Bugzilla organizes database because of nitpicky requests from users for tiny changes in wording, rather than having people re-educate themselves or figure out how to work our procedures around the tool. It sucks, but it can and will happen to you, so learn how the schema works and deal with it when it comes.

So, here you are with your brand-new installation of Bugzilla. You've got MySQL set up, Apache working right, Perl DBI and DBD talking to the database flawlessly. Maybe you've even entered a few test bugs to make sure email's working; people seem to be notified of new bugs and changes, and you can enter and edit bugs to your heart's content. Perhaps you've gone through the trouble of setting up a gateway for people to submit bugs to your database via email, have had a few people test it, and received rave reviews from your beta testers.

What's the next thing you do? Outline a training strategy for your development team, of course, and bring them up to speed on the new tool you've labored over for hours.

Your first training session starts off very well! You have a captive audience which seems enraptured by the efficiency embodied in this thing called "Bugzilla". You are caught up describing the nifty features, how people can save favorite queries in the database, set them up as headers and footers on their pages, customize their layouts, generate reports, track status with greater efficiency than ever before, leap tall buildings with a single bound and rescue Jane from the clutches of Certain Death!

But Certain Death speaks up -- a tiny voice, from the dark corners of the conference room. "I have a concern," the voice hisses from the darkness, "about the use of the word 'verified'."

The room, previously filled with happy chatter, lapses into reverential silence as Certain Death (better known as the Vice President of Software Engineering) continues. "You see, for two years we've used the word 'verified' to indicate that a developer or quality assurance engineer has confirmed that, in fact, a bug is valid. I don't want to lose two years of training to a new software product. You need to change the bug status of 'verified' to 'approved' as soon as possible. To avoid confusion, of course."

Oh no! Terror strikes your heart, as you find yourself mumbling "yes, yes, I don't think that would be a problem," You review the changes with Certain Death, and continue to jabber on, "no, it's not too big a change. I mean, we have the source code, right? You know, 'Use the Source, Luke' and all that... no problem," All the while you quiver inside like a beached jellyfish bubbling, burbling, and boiling on a hot Jamaican sand dune...

Thus begins your adventure into the heart of Bugzilla. You've been forced to learn about non-portable `enum()` fields, `varchar` columns, and `tinyint` definitions. The Adventure Awaits You!

5.5.1. Bugzilla Database Basics

If you were like me, at this point you're totally clueless about the internals of MySQL, and if it weren't for this executive order from the Vice President you couldn't care less about the difference between a "bigint" and a "tinyint" entry in MySQL. I recommend you refer to the MySQL documentation (<http://www.mysql.com/documentation/>) . Below are the basics you need to know about the Bugzilla database. Check the chart above for more details.

1. To connect to your database:

```
bash# mysql -u root
```

If this works without asking you for a password, *shame on you* ! You should have locked your security down like the installation instructions told you to. You can find details on locking down your database in the Bugzilla FAQ in this directory (under "Security"), or more robust security generalities in the MySQL searchable documentation (http://www.mysql.com/php/manual.php3?section=Privilege_system).

2. You should now be at a prompt that looks like this:

```
mysql>
```

At the prompt, if "bugs" is the name you chose in the `localconfig` file for your Bugzilla database, type:

```
mysql use bugs;
```

5.5.1.1. Bugzilla Database Tables

Imagine your MySQL database as a series of spreadsheets, and you won't be too far off. If you use this command:

```
mysql> show tables from bugs;
```

you'll be able to see the names of all the "spreadsheets" (tables) in your database.

From the command issued above, you should have some output that looks like this:

```
+-----+
| Tables in bugs |
+-----+
| attachments |
| bugs        |
| bugs_activity |
| cc          |
| components  |
| dependencies |
| fielddefs   |
| groups      |
| keyworddefs |
| keywords    |
| logincookies |
| longdescs   |
| milestones  |
| namedqueries |
| products    |
| profiles    |
| profiles_activity |
| tokens      |
| versions    |
| votes       |
| watch       |
+-----+
```

Here's an overview of what each table does. Most columns in each table have descriptive names that make it fairly trivial to figure out their jobs.

attachments: This table stores all attachments to bugs. It tends to be your largest table, yet also generally has the fewest entries because file attachments are so (relatively) large.

bugs: This is the core of your system. The bugs table stores most of the current information about a bug, with the exception of the info stored in the other tables.

bugs_activity: This stores information regarding what changes are made to bugs when -- a history file.

cc: This tiny table simply stores all the CC information for any bug which has any entries in the CC field of the bug. Note that, like most other tables in Bugzilla, it does not refer to users by their user names, but by their unique userid, stored as a primary key in the profiles table.

components: This stores the programs and components (or products and components, in newer Bugzilla parlance) for Bugzilla. Curiously, the "program" (product) field is the full name of the product, rather than some other unique identifier, like bug_id and user_id are elsewhere in the database.

dependencies: Stores data about those cool dependency trees.

fielddefs: A nifty table that defines other tables. For instance, when you submit a form that changes the value of "AssignedTo" this table allows translation to the actual field name "assigned_to" for entry into MySQL.

groups: defines bitmasks for groups. A bitmask is a number that can uniquely identify group memberships. For instance, say the group that is allowed to tweak parameters is assigned a value of "1", the group that is allowed to edit users is assigned a "2", and the group that is allowed to create new groups is assigned the bitmask of "4". By uniquely combining the group bitmasks (much like the chmod command in UNIX,) you can identify a user is allowed to tweak parameters and create groups, but not edit users, by giving him a bitmask of "5", or a user allowed to edit users and create groups, but not tweak parameters, by giving him a bitmask of "6" Simple, huh?

If this makes no sense to you, try this at the mysql prompt:

```
mysql> select * from groups;
```

You'll see the list, it makes much more sense that way.

keyworddefs: Definitions of keywords to be used

keywords: Unlike what you'd think, this table holds which keywords are

associated with which bug id's.

logincookies: This stores every login cookie ever assigned to you for every machine you've ever logged into Bugzilla from. Curiously, it never does any housecleaning -- I see cookies in this file I've not used for months. However, since Bugzilla never expires your cookie (for convenience' sake), it makes sense.

longdescs: The meat of bugzilla -- here is where all user comments are stored! You've only got 2^24 bytes per comment (it's a mediumtext field), so speak sparingly -- that's only the amount of space the Old Testament from the Bible would take (uncompressed, 16 megabytes). Each comment is keyed to the bug_id to which it's attached, so the order is necessarily chronological, for comments are played back in the order in which they are received.

milestones: Interesting that milestones are associated with a specific product in this table, but Bugzilla does not yet support differing milestones by product through the standard configuration interfaces.

namedqueries: This is where everybody stores their "custom queries". Very cool feature; it beats the tar out of having to bookmark each cool query you construct.

products: What products you have, whether new bug entries are allowed for the product, what milestone you're working toward on that product, votes, etc. It will be nice when the components table supports these same features, so you could close a particular component for bug entry without having to close an entire product...

profiles: Ahh, so you were wondering where your precious user information was stored? Here it is! With the passwords in plain text for all to see! (but sshh... don't tell your users!)

profiles_activity: Need to know who did what when to who's profile? This'll tell you, it's a pretty complete history.

versions: Version information for every product

votes: Who voted for what when

watch: Who (according to userid) is watching who's bugs (according to their userid).

===

THE DETAILS

===

Ahh, so you're wondering just what to do with the information above? At the mysql prompt, you can view any information about the columns in a table with this command (where "table" is the name of the table you wish to view):

```
mysql> show columns from table;
```

You can also view all the data in a table with this command:

```
mysql> select * from table;
```

-- note: this is a very bad idea to do on, for instance, the "bugs" table if you have 50,000 bugs. You'll be sitting there a while until you ctrl-c or 50,000 bugs play across your screen.

You can limit the display from above a little with the command, where "column" is the name of the column for which you wish to restrict information:

```
mysql> select * from table where (column = "some info");
```

-- or the reverse of this

```
mysql> select * from table where (column != "some info");
```

Let's take our example from the introduction, and assume you need to change the word "verified" to "approved" in the resolution field. We know from the above information that the resolution is likely to be stored in the "bugs" table. Note we'll need to change a little perl code as well as this database change, but I won't plunge into that in this document. Let's verify the information is stored in the "bugs" table:

```
mysql> show columns from bugs
```

(exceedingly long output truncated here)

```
| bug_status| enum('UNCONFIRMED','NEW','ASSIGNED','REOPENED','RESOLVED','VERIFIED','CLOSED')||MUL | UNCONFI
```

Sorry about that long line. We see from this that the "bug status" column is an "enum field", which is a MySQL peculiarity where a string type field can only have certain types of entries. While I think this is very cool, it's not standard SQL. Anyway, we need to add the possible enum field entry 'APPROVED' by altering the "bugs" table.

```
mysql> ALTER table bugs CHANGE bug_status bug_status
-> enum("UNCONFIRMED", "NEW", "ASSIGNED", "REOPENED", "RESOLVED",
-> "VERIFIED", "APPROVED", "CLOSED") not null;
```

(note we can take three lines or more -- whatever you put in before the semicolon is evaluated as a single expression)

Now if you do this:

```
mysql> show columns from bugs;
```

you'll see that the `bug_status` field has an extra "APPROVED" enum that's available! Cool thing, too, is that this is reflected on your query page as well -- you can query by the new status. But how's it fit into the existing scheme of things?

Looks like you need to go back and look for instances of the word "verified" in the perl code for Bugzilla -- wherever you find "verified", change it to "approved" and you're in business (make sure that's a case-insensitive search). Although you can query by the enum field, you can't give something a status of "APPROVED" until you make the perl changes. Note that this change I mentioned can also be done by editing `checksetup.pl`, which automates a lot of this. But you need to know this stuff anyway, right?

5.6. Integrating Bugzilla with Third-Party Tools

5.6.1. Bonsai

Bonsai is a web-based tool for managing CVS, the Concurrent Versioning System . Using Bonsai, administrators can control open/closed status of trees, query a fast relational database back-end for change, branch, and comment information, and view changes made since the last time the tree was closed. Bonsai also integrates with Tinderbox, the Mozilla automated build management system.

5.6.2. CVS

CVS integration is best accomplished, at this point, using the Bugzilla Email Gateway.

Follow the instructions in this Guide for enabling Bugzilla e-mail integration. Ensure that your check-in script sends an email to your Bugzilla e-mail gateway with the subject of "[Bug XXXX]", and you can have CVS check-in comments append to your Bugzilla bug. If you want to have the bug be closed automatically, you'll have to modify the `contrib/bugzilla_email_append.pl` script.

There is also a CVSZilla project, based upon somewhat dated Bugzilla code, to integrate CVS and Bugzilla through CVS' ability to email. Check it out at: <http://homepages.kcbbs.gen.nz/~tonyg/>.

Another system capable of CVS integration with Bugzilla is Scmbug. This system provides generic integration of Source code Configuration Management with Bugtracking. Check it out at: <http://freshmeat.net/projects/scmbug/>.

5.6.3. Perforce SCM

You can find the project page for Bugzilla and Teamtrack Perforce integration (p4dti) at: <http://www.ravenbrook.com/project/p4dti/> . “p4dti” is now an officially supported product from Perforce, and you can find the "Perforce Public Depot" p4dti page at <http://public.perforce.com/public/perforce/p4dti/index.html> .

Integration of Perforce with Bugzilla, once patches are applied, is seamless. Perforce replication information will appear below the comments of each bug. Be certain you have a matching set of patches for the Bugzilla version you are installing. p4dti is designed to support multiple defect trackers, and maintains its own documentation for it. Please consult the pages linked above for further information.

5.6.4. Subversion

Subversion is a free/open-source version control system, designed to overcome various limitations of CVS. Integration of Subversion with Bugzilla is possible using Scmbug, a system providing generic integration of Source Code Configuration Management with Bugtracking. Scmbug is available at <http://freshmeat.net/projects/scmbug/>.

5.6.5. Tinderbox/Tinderbox2

Tinderbox is a continuous-build system which can integrate with Bugzilla - see <http://www.mozilla.org/projects/tinderbox> for details of Tinderbox, and <http://tinderbox.mozilla.org/showbuilds.cgi> to see it in action.

Chapter 6. Using Bugzilla

6.1. Introduction

This section contains information for end-users of Bugzilla. There is a Bugzilla test installation, called Landfill (<http://landfill.bugzilla.org/>), which you are welcome to play with (if it's up). However, not all of the Bugzilla installations there will necessarily have all Bugzilla features enabled, and different installations run different versions, so some things may not quite work as this document describes.

6.2. Create a Bugzilla Account

If you want to use Bugzilla, first you need to create an account. Consult with the administrator responsible for your installation of Bugzilla for the URL you should use to access it. If you're test-driving Bugzilla, use this URL: <http://landfill.bugzilla.org/bugzilla-2.18-branch/>.

1. Click the "Open a new Bugzilla account" link, enter your email address and, optionally, your name in the spaces provided, then click "Create Account".
2. Within moments, you should receive an email to the address you provided, which contains your login name (generally the same as the email address), and a password. This password is randomly generated, but can be changed to something more memorable.
3. Click the "Log In" link in the footer at the bottom of the page in your browser, enter your email address and password into the spaces provided, and click "Login".

You are now logged in. Bugzilla uses cookies to remember you are logged in so, unless you have cookies disabled or your IP address changes, you should not have to log in again.

6.3. Anatomy of a Bug

The core of Bugzilla is the screen which displays a particular bug. It's a good place to explain some Bugzilla concepts. Bug 1 on Landfill (http://landfill.bugzilla.org/bugzilla-2.18-branch/show_bug.cgi?id=1) is a good example. Note that the labels for most fields are hyperlinks; clicking them will take you to context-sensitive help on that particular field. Fields marked * may not be present on every installation of Bugzilla.

1. *Product and Component*: Bugs are divided up by Product and Component, with a Product having one or more Components in it. For example, bugzilla.mozilla.org's "Bugzilla" Product is composed of several Components:

Administration: Administration of a Bugzilla installation.

Bugzilla-General: Anything that doesn't fit in the other components, or spans multiple components.

Creating/Changing Bugs: Creating, changing, and viewing bugs.

Documentation: The Bugzilla documentation, including The Bugzilla Guide.

Email: Anything to do with email sent by Bugzilla.

Installation: The installation process of Bugzilla.

Query/Buglist: Anything to do with searching for bugs and viewing the buglists.

Reporting/Charting: Getting reports from Bugzilla.

User Accounts: Anything about managing a user account from the user's perspective. Saved queries, creating accounts, changing

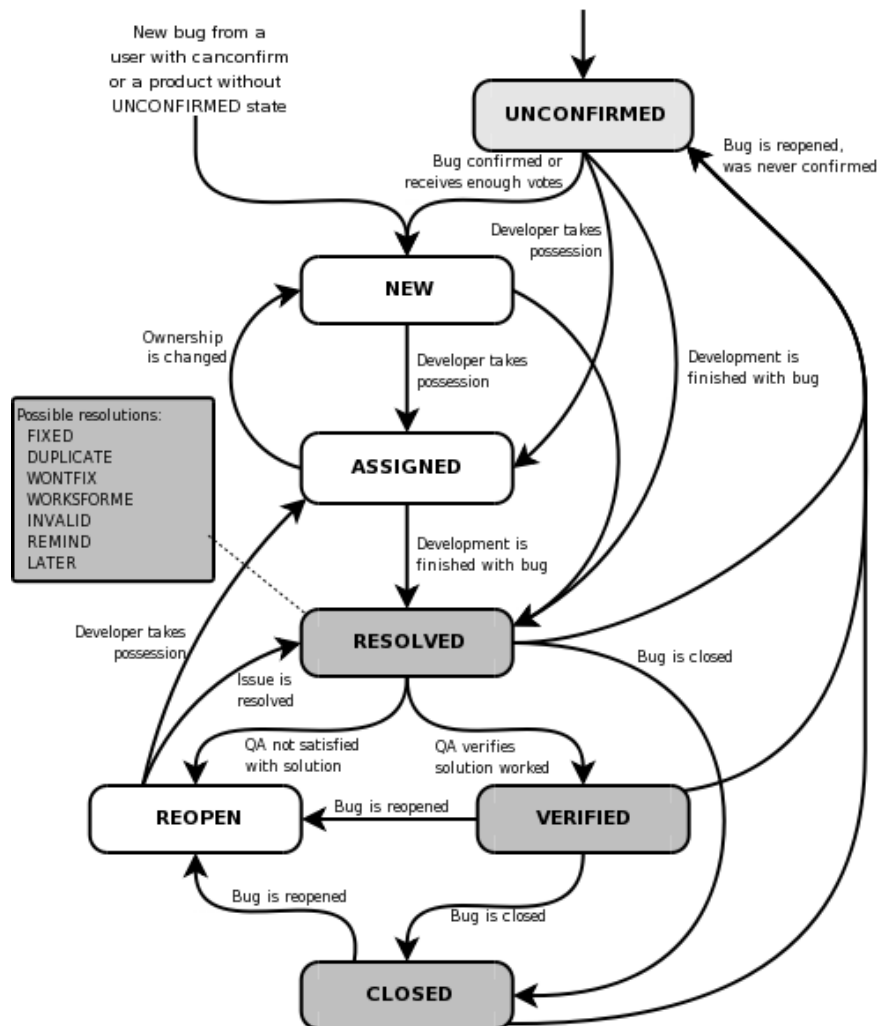
User Interface: General issues having to do with the user interface cosmetics (not functionality) including cosmetic issues, HTML

2. *Status and Resolution:* These define exactly what state the bug is in - from not even being confirmed as a bug, through to being fixed and the fix confirmed by Quality Assurance. The different possible values for Status and Resolution on your installation should be documented in the context-sensitive help for those items.
3. *Assigned To:* The person responsible for fixing the bug.
4. **URL:* A URL associated with the bug, if any.
5. *Summary:* A one-sentence summary of the problem.
6. **Status Whiteboard:* (a.k.a. Whiteboard) A free-form text area for adding short notes and tags to a bug.
7. **Keywords:* The administrator can define keywords which you can use to tag and categorise bugs - e.g. The Mozilla Project has keywords like crash and regression.
8. *Platform and OS:* These indicate the computing environment where the bug was found.
9. *Version:* The "Version" field is usually used for versions of a product which have been released, and is set to indicate which versions of a Component have the particular problem the bug report is about.
10. *Priority:* The bug assignee uses this field to prioritise his or her bugs. It's a good idea not to change this on other people's bugs.
11. *Severity:* This indicates how severe the problem is - from blocker ("application unusable") to trivial ("minor cosmetic issue"). You can also use this field to indicate whether a bug is an enhancement request.
12. **Target:* (a.k.a. Target Milestone) A future version by which the bug is to be fixed. e.g. The Bugzilla Project's milestones for future Bugzilla versions are 2.18, 2.20, 3.0, etc. Milestones are not restricted to numbers, though - you can use any text strings, such as dates.
13. *Reporter:* The person who filed the bug.
14. *CC list:* A list of people who get mail when the bug changes.
15. *Attachments:* You can attach files (e.g. testcases or patches) to bugs. If there are any attachments, they are listed in this section.
16. **Dependencies:* If this bug cannot be fixed unless other bugs are fixed (depends on), or this bug stops other bugs being fixed (blocks), their numbers are recorded here.
17. **Votes:* Whether this bug has any votes.
18. *Additional Comments:* You can add your two cents to the bug discussion here, if you have something worthwhile to say.

6.4. Life Cycle of a Bug

The life cycle, also known as work flow, of a bug is currently hardcoded into Bugzilla. Figure 6-1 contains a graphical representation of this life cycle. If you wish to customize this image for your site, the diagram file (`../images/bzLifecycle.xml`) is available in Dia's (<http://www.gnome.org/projects/dia>) native XML format.

Figure 6-1. Lifecycle of a Bugzilla Bug



6.5. Searching for Bugs

The Bugzilla Search page is the interface where you can find any bug report, comment, or patch currently in the Bugzilla system. You can play with it here: <http://landfill.bugzilla.org/bugzilla-2.18-branch/query.cgi>.

The Search page has controls for selecting different possible values for all of the fields in a bug, as described above. For some fields, multiple values can be selected. In those cases, Bugzilla returns bugs where the content of the field matches any one of the selected values. If none is selected, then the field can take any value.

Once you've run a search, you can save it as a Saved Search, which appears in the page footer.

Highly advanced querying is done using Boolean Charts. See the Boolean Charts help link on the Search page for more information.

6.6. Bug Lists

If you run a search, a list of matching bugs will be returned.

The format of the list is configurable. For example, it can be sorted by clicking the column headings. Other useful features can be accessed using the links at the bottom of the list:

Long Format: this gives you a large page with a non-editable summary of the fields of each bug.

CSV: get the buglist as comma-separated values, for import into e.g. a spreadsheet.

Change Columns: change the bug attributes which appear in the list.

Change several bugs at once: If your account is sufficiently empowered, you can make the same change to all the bugs in the list - for

Send mail to bug owners: Sends mail to the owners of all bugs on the list.

Edit Search: If you didn't get exactly the results you were looking for, you can return to the Query page through this link and make sn

Remember Search As: You can give a search a name and remember it; a link will appear in your page footer giving you quick access t

6.7. Filing Bugs

Years of bug writing experience has been distilled for your reading pleasure into the Bug Writing Guidelines (<http://landfill.bugzilla.org/bugzilla-2.18-branch/page.cgi?id=bug-writing.html>). While some of the advice is Mozilla-specific, the basic principles of reporting Reproducible, Specific bugs, isolating the Product you are using, the Version of the Product, the Component which failed, the Hardware Platform, and Operating System you were using at the time of the failure go a long way toward ensuring accurate, responsible fixes for the bug that bit you.

The procedure for filing a test bug is as follows:

1. Go to Landfill (<http://landfill.bugzilla.org/bugzilla-2.18-branch/>) in your browser and click Enter a new bug report (http://landfill.bugzilla.org/bugzilla-2.18-branch/enter_bug.cgi).
2. Select a product - any one will do.
3. Fill in the fields. Bugzilla should have made reasonable guesses, based upon your browser, for the "Platform" and "OS" drop-down boxes. If they are wrong, change them.
4. Select "Commit" and send in your bug report.

Try to make sure that everything said in the summary is also said in the first comment. Summaries are often updated and this will ensure your original information is easily accessible.

You do not need to put "any" or similar strings in the URL field. If there is no specific URL associated with the bug, leave this field blank.

If you feel a bug you filed was incorrectly marked as a DUPLICATE of another, please question it in your bug, not the bug it was duped to. Feel free to CC the person who duped it if they are not already CCed.

6.8. Patch Viewer

Viewing and reviewing patches in Bugzilla is often difficult due to lack of context, improper format and the inherent readability issues that raw patches present. Patch Viewer is an enhancement to Bugzilla designed to fix that by offering increased context, linking to sections, and integrating with Bonsai, LXR and CVS.

Patch viewer allows you to:

- View patches in color, with side-by-side view rather than trying to interpret the contents of the patch.
- See the difference between two patches.
- Get more context in a patch.
- Collapse and expand sections of a patch for easy reading.
- Link to a particular section of a patch for discussion or review
- Go to Bonsai or LXR to see more context, blame, and cross-references for the part of the patch you are looking at
- Create a rawtext unified format diff out of any patch, no matter what format it came from

6.8.1. Viewing Patches in Patch Viewer

The main way to view a patch in patch viewer is to click on the "Diff" link next to a patch in the Attachments list on a bug. You may also do this within the edit window by clicking the "View Attachment As Diff" button in the Edit Attachment screen.

6.8.2. Seeing the Difference Between Two Patches

To see the difference between two patches, you must first view the newer patch in Patch Viewer. Then select the older patch from the dropdown at the top of the page ("Differences between [dropdown] and this patch") and click the "Diff" button. This will show you what is new or changed in the newer patch.

6.8.3. Getting More Context in a Patch

To get more context in a patch, you put a number in the textbox at the top of Patch Viewer ("Patch / File / [textbox]") and hit enter. This will give you that many lines of context before and after each change. Alternatively, you can click on the "File" link there and it will show each change in the full context of the file. This feature only works against files that were diffed using "cvs diff".

6.8.4. Collapsing and Expanding Sections of a Patch

To view only a certain set of files in a patch (for example, if a patch is absolutely huge and you want to only review part of it at a time), you can click the "(+)" and "(-)" links next to each file (to expand it or collapse it). If you want to collapse all files or expand all files, you can click the "Collapse All" and "Expand All" links at the top of the page.

6.8.5. Linking to a Section of a Patch

To link to a section of a patch (for example, if you want to be able to give someone a URL to show them which part you are talking about) you simply click the "Link Here" link on the section header. The resulting URL can be copied and used in discussion. (Copy Link Location in Mozilla works as well.)

6.8.6. Going to Bonsai and LXR

To go to Bonsai to get blame for the lines you are interested in, you can click the "Lines XX-YY" link on the section header you are interested in. This works even if the patch is against an old version of the file, since Bonsai stores all versions of the file.

To go to LXR, you click on the filename on the file header (unfortunately, since LXR only does the most recent version, line numbers are likely to rot).

6.8.7. Creating a Unified Diff

If the patch is not in a format that you like, you can turn it into a unified diff format by clicking the "Raw Unified" link at the top of the page.

6.9. Hints and Tips

This section distills some Bugzilla tips and best practices that have been developed.

6.9.1. Autolinkification

Bugzilla comments are plain text - so typing <U> will produce less-than, U, greater-than rather than underlined text. However, Bugzilla will automatically make hyperlinks out of certain sorts of text in comments. For example, the text "http://www.bugzilla.org" will be turned into a link: <http://www.bugzilla.org>. Other strings which get linkified in the obvious manner are:

```
bug 12345
comment 7
bug 23456, comment 53
attachment 4321
mailto:george@example.com
george@example.com
ftp://ftp.mozilla.org
Most other sorts of URL
```

A corollary here is that if you type a bug number in a comment, you should put the word "bug" before it, so it gets autolinkified for the convenience of others.

6.9.2. Quicksearch

Quicksearch is a single-text-box query tool which uses metacharacters to indicate what is to be searched. For example, typing "foo|bar" into Quicksearch would search for "foo" or "bar" in the summary and status whiteboard of a bug; adding ":BazProduct" would search only in that product.

You'll find the Quicksearch box on Bugzilla's front page, along with a Help ([../quicksearch.html](#)) link which details how to use it.

6.9.3. Comments

If you are changing the fields on a bug, only comment if either you have something pertinent to say, or Bugzilla requires it. Otherwise, you may spam people unnecessarily with bug mail. To take an example: a user can set up their account to filter out messages where someone just adds themselves to the CC field of a bug (which happens a lot.) If you come along, add yourself to the CC field, and add a comment saying "Adding self to CC", then that person gets a pointless piece of mail they would otherwise have avoided.

Don't use sigs in comments. Signing your name ("Bill") is acceptable, if you do it out of habit, but full mail/news-style four line ASCII art creations are not.

6.9.4. Attachments

Use attachments, rather than comments, for large chunks of ASCII data, such as trace, debugging output files, or log files. That way, it doesn't bloat the bug for everyone who wants to read it, and cause people to receive fat, useless mails.

Trim screenshots. There's no need to show the whole screen if you are pointing out a single-pixel problem.

Don't attach simple test cases (e.g. one HTML file, one CSS file and an image) as a ZIP file. Instead, upload them in reverse order and edit the referring file so that they point to the attached files. This way, the test case works immediately out of the bug.

Bugzilla stores and uses a Content-Type for each attachment (e.g. text/html). To download an attachment as a different Content-Type (e.g. application/xhtml+xml), you can override this using a 'content-type' parameter on the URL, e.g. `&content-type=text/plain`.

6.10. User Preferences

Once you have logged in, you can customise various aspects of Bugzilla via the "Edit prefs" link in the page footer. The preferences are split into three tabs:

6.10.1. Account Settings

On this tab, you can change your basic account information, including your password, email address and real name. For security reasons, in order to change anything on this page you must type your *current* password into the "Password" field at the top of the page. If you attempt to change your email address, a confirmation email is sent to both the old and new addresses, with a link to use to confirm the change. This helps to prevent account hijacking.

6.10.2. Email Settings

This tab controls the amount of email Bugzilla sends you.

The first item on this page is marked "Users to watch". When you enter one or more comma-delineated user accounts (usually email addresses) into the text entry box, you will receive a copy of all the bugmail those users are sent

(security settings permitting). This powerful functionality enables seamless transitions as developers change projects or users go on holiday.

Note: The ability to watch other users may not be available in all Bugzilla installations. If you don't see this feature, and feel that you need it, speak to your administrator.

In general, users have almost complete control over how much (or how little) email Bugzilla sends them. If you want to receive the maximum amount of email possible, click the "Enable All Mail" button. If you don't want to receive any email from Bugzilla at all, click the "Disable All Mail" button.

Note: Your Bugzilla administrator can stop a user from receiving bugmail by adding the user's name to the `data/nomail` file. This is a drastic step best taken only for disabled accounts, as it overrides the the user's individual mail preferences.

If you'd like to set your bugmail to something besides 'Completely ON' and 'Completely OFF', the "Field/recipient specific options" table allows you to do just that. The rows of the table define events that can happen to a bug -- things like attachments being added, new comments being made, the priority changing, etc. The columns in the table define your relationship with the bug:

- Reporter - Where you are the person who initially reported the bug. Your name/account appears in the "Reporter:" field.
- Assignee - Where you are the person who has been designated as the one responsible for the bug. Your name/account appears in the "Assigned To:" field of the bug.
- QA Contact - You are one of the designated QA Contacts for the bug. Your account appears in the "QA Contact:" text-box of the bug.
- CC - You are on the list CC List for the bug. Your account appears in the "CC:" text box of the bug.
- Voter - You have placed one or more votes for the bug. Your account appears only if someone clicks on the "Show votes for this bug" link on the bug.

Note: Some columns may not be visible for your installation, depending on your site's configuration.

To fine-tune your bugmail, decide the events for which you want to receive bugmail; then decide if you want to receive it all the time (enable the checkbox for every column), or only when you have a certain relationship with a bug (enable the checkbox only for those columns). For example: if you didn't want to receive mail when someone added themselves to the CC list, you could uncheck all the boxes in the "CC Field Changes" line. As another example, if you never wanted to receive email on bugs you reported unless the bug was resolved, you would un-check all boxes in the "Reporter" column except for the one on the "The bug is resolved or verified" row.

Note: Bugzilla adds the "X-Bugzilla-Reason" header to all bugmail it sends, describing the recipient's relationship (AssignedTo, Reporter, QAContact, CC, or Voter) to the bug. This header can be used to do further client-side filtering.

Two items not in the table (“Email me when someone asks me to set a flag” and “Email me when someone sets a flag I asked for”) define how you want to receive bugmail with regards to flags. Their use is quite straightforward; enable the checkboxes if you want Bugzilla to send you mail under either of the above conditions.

By default, Bugzilla sends out email regardless of who made the change... even if you were the one responsible for generating the email in the first place. If you don’t care to receive bugmail from your own changes, check the box marked “Only email me reports of changes made by other people”.

6.10.3. Permissions

This is a purely informative page which outlines your current permissions on this installation of Bugzilla - what product groups you are in, and whether you can edit bugs or perform various administration functions.

6.11. Reports and Charts

As well as the standard buglist, Bugzilla has two more ways of viewing sets of bugs. These are the reports (which give different views of the current state of the database) and charts (which plot the changes in particular sets of bugs over time.)

6.11.1. Reports

A report is a view of the current state of the bug database.

You can run either an HTML-table-based report, or a graphical line/pie/bar-chart-based one. The two have different pages to define them, but are close cousins - once you’ve defined and viewed a report, you can switch between any of the different views of the data at will.

Both report types are based on the idea of defining a set of bugs using the standard search interface, and then choosing some aspect of that set to plot on the horizontal and/or vertical axes. You can also get a form of 3-dimensional report by choosing to have multiple images or tables.

So, for example, you could use the search form to choose "all bugs in the WorldControl product", and then plot their severity against their component to see which component had had the largest number of bad bugs reported against it.

Once you’ve defined your parameters and hit "Generate Report", you can switch between HTML, CSV, Bar, Line and Pie. (Note: Pie is only available if you didn’t define a vertical axis, as pie charts don’t have one.) The other controls are fairly self-explanatory; you can change the size of the image if you find text is overwriting other text, or the bars are too thin to see.

6.11.2. Charts

A chart is a view of the state of the bug database over time.

Bugzilla currently has two charting systems - Old Charts and New Charts. Old Charts have been part of Bugzilla for a long time; they chart each status and resolution for each product, and that’s all. They are deprecated, and going away soon - we won’t say any more about them. New Charts are the future - they allow you to chart anything you can define as a search.

Note: Both charting forms require the administrator to set up the data-gathering script. If you can't see any charts, ask them whether they have done so.

An individual line on a chart is called a data set. All data sets are organised into categories and subcategories. The data sets that Bugzilla defines automatically use the Product name as a Category and Component names as Subcategories, but there is no need for you to follow that naming scheme with your own charts if you don't want to.

Data sets may be public or private. Everyone sees public data sets in the list, but only their creator sees private data sets. Only administrators can make data sets public. No two data sets, even two private ones, can have the same set of category, subcategory and name. So if you are creating private data sets, one idea is to have the Category be your username.

6.11.2.1. Creating Charts

You create a chart by selecting a number of data sets from the list, and pressing Add To List for each. In the List Of Data Sets To Plot, you can define the label that data set will have in the chart's legend, and also ask Bugzilla to Sum a number of data sets (e.g. you could Sum data sets representing RESOLVED, VERIFIED and CLOSED in a particular product to get a data set representing all the resolved bugs in that product.)

If you've erroneously added a data set to the list, select it using the checkbox and click Remove. Once you add more than one data set, a "Grand Total" line automatically appears at the bottom of the list. If you don't want this, simply remove it as you would remove any other line.

You may also choose to plot only over a certain date range, and to cumulate the results - that is, to plot each one using the previous one as a baseline, so the top line gives a sum of all the data sets. It's easier to try than to explain :-)

Once a data set is in the list, one can also perform certain actions on it. For example, one can edit the data set's parameters (name, frequency etc.) if it's one you created or if you are an administrator.

Once you are happy, click Chart This List to see the chart.

6.11.2.2. Creating New Data Sets

You may also create new data sets of your own. To do this, click the "create a new data set" link on the Create Chart page. This takes you to a search-like interface where you can define the search that Bugzilla will plot. At the bottom of the page, you choose the category, sub-category and name of your new data set.

If you have sufficient permissions, you can make the data set public, and reduce the frequency of data collection to less than the default seven days.

6.12. Flags

A flag is a kind of status that can be set on bugs or attachments to indicate that the bugs/attachments are in a certain state. Each installation can define its own set of flags that can be set on bugs or attachments.

If your installation has defined a flag, you can set or unset that flag, and if your administrator has enabled requesting of flags, you can submit a request for another user to set the flag.

To set a flag, select either "+" or "-" from the drop-down menu next to the name of the flag in the "Flags" list. The meaning of these values are flag-specific and thus cannot be described in this documentation, but by way of example, setting a flag named "review" to "+" may indicate that the bug/attachment has passed review, while setting it to "-" may indicate that the bug/attachment has failed review.

To unset a flag, click its drop-down menu and select the blank value.

If your administrator has enabled requests for a flag, request a flag by selecting "?" from the drop-down menu and then entering the username of the user you want to set the flag in the text field next to the menu.

A set flag appears in bug reports and on "edit attachment" pages with the abbreviated username of the user who set the flag prepended to the flag name. For example, if Jack sets a "review" flag to "+", it appears as Jack: review [+]

A requested flag appears with the user who requested the flag prepended to the flag name and the user who has been requested to set the flag appended to the flag name within parentheses. For example, if Jack asks Jill for review, it appears as Jack: review [?] (Jill).

Appendix A. The Bugzilla FAQ

This FAQ includes questions not covered elsewhere in the Guide.

1. General Questions

1.1. What license is Bugzilla distributed under?

Bugzilla is covered by the Mozilla Public License. See details at <http://www.mozilla.org/MPL/>.

1.2. How do I get commercial support for Bugzilla?

<http://www.bugzilla.org/support/consulting.html> is a list of companies and individuals who have asked us to list them as consultants for Bugzilla.

There are several experienced Bugzilla hackers on the mailing list/newsgroup who are willing to make themselves available for generous compensation. Try sending a message to the mailing list asking for a volunteer.

1.3. What major companies or projects are currently using Bugzilla for bug-tracking?

There are *dozens* of major companies with public Bugzilla sites to track bugs in their products. We have a fairly complete list available on our website at <http://bugzilla.org/installation-list/>. If you have an installation of Bugzilla and would like to be added to the list, whether it's a public install or not, simply e-mail Gerv <gerv@mozilla.org>.

1.4. Who maintains Bugzilla?

A core team (<http://www.bugzilla.org/developers/profiles.html>), led by Dave Miller (justdave@bugzilla.org).

1.5. How does Bugzilla stack up against other bug-tracking databases?

We can't find any head-to-head comparisons of Bugzilla against other defect-tracking software. If you know of one, please get in touch. In the experience of Matthew Barnson (the original author of this FAQ), though, Bugzilla offers superior performance on commodity hardware, better price (free!), more developer-friendly features (such as stored queries, email integration, and platform independence), improved scalability, greater flexibility, and superior ease-of-use when compared to commercial bug-tracking software.

If you happen to be a vendor for commercial bug-tracking software, and would like to submit a list of advantages your product has over Bugzilla, simply send it to <documentation@bugzilla.org> and we'd be happy to include the comparison in our documentation.

1.6. Why doesn't Bugzilla offer this or that feature or compatibility with this other tracking software?

It may be that the support has not been built yet, or that you have not yet found it. While Bugzilla makes strides in usability, customizability, scalability, and user interface with each release, that doesn't mean it can't still use improvement!

The best way to make an enhancement request is to file a bug at bugzilla.mozilla.org (http://bugzilla.mozilla.org/enter_bug.cgi?product=Bugzilla) and set the Severity to 'enhancement'. Your 'request for enhancement' (RFE) will start out in the UNCONFIRMED state, and will stay there until someone with the ability to CONFIRM the bug reviews it. If that person feels it to be a good request that fits in with

Bugzilla's overall direction, the status will be changed to NEW; if not, they will probably explain why and set the bug to RESOLVED/WONTFIX. If someone else has made the same (or almost the same) request before, your request will be marked RESOLVED/DUPLICATE, and a pointer to the previous RFE will be added.

Even if your RFE gets approved, that doesn't mean it's going to make it right into the next release; there are a limited number of developers, and a whole lot of RFEs... some of which are *quite* complex. If you're a code-hacking sort of person, you can help the project along by making a patch yourself that supports the functionality you require. If you have never contributed anything to Bugzilla before, please be sure to read the Developers' Guide (<http://www.bugzilla.org/docs/developer.html>) and Contributors' Guide (<http://www.bugzilla.org/docs/contributor.html>) before going ahead.

1.7. Why MySQL? I'm interested in seeing Bugzilla run on PostgreSQL/Sybase/Oracle/Msql/MSSQL.

MySQL was originally chosen because it is free, easy to install, and was available for the hardware Netscape intended to run it on.

There is currently work in progress to make Bugzilla work on PostgreSQL; track the progress of this initiative in bug 98304 (http://bugzilla.mozilla.org/show_bug.cgi?id=98304).

Sybase support is no longer being worked on. Even if it eventually happens, it's VERY unlikely to work without the end-user-company having to stick a few developers on making several manual changes. Sybase is just NOT very standards-compliant (despite all the hype), and it turned out that way too much had to be changed to make it work -- like moving half of the application logic into stored procedures to get any kind of decent performance out of it. Bug 173130 (http://bugzilla.mozilla.org/show_bug.cgi?id=173130) is the relevant bug.

Red Hat once ran a version of Bugzilla that worked on Oracle, but that was long, long ago; that version (Bugzilla 2.8) is now obsolete, insecure, and totally unsupported. Red Hat's current Bugzilla (based on Bugzilla 2.17.1) uses PostgreSQL, and work is being done to merge those changes into the main distribution. (See above.) At this time we know of no recent ports of Bugzilla to Oracle. (In our honest opinion, Bugzilla doesn't need what Oracle offers.)

Bug 237862 (http://bugzilla.mozilla.org/show_bug.cgi?id=237862) is a good bug to read through if you'd like to see what progress is being made on general database compatibility.

1.8. What is `/usr/bonsaitools/bin/perl`?

Bugzilla used to have the path to perl on the shebang line set to `/usr/bonsaitools/bin/perl` because when Terry first started writing the code for mozilla.org he needed a version of Perl and other tools that were completely under his control. This location was abandoned for the 2.18 release in favor of the more sensible `/usr/bin/perl`. If you installed an older version of Bugzilla and created the symlink we suggested, you can remove it now (provided that you don't have anything else, such as Bonsai, using it and you don't intend to reinstall an older version of Bugzilla).

1.9. My perl is located at `/usr/local/bin/perl` and not `/usr/bin/perl`. Is there an easy to change that in all the files that have this hard-coded?

The easiest way to get around this is to create a link from one to the other: **`ln -s /usr/local/bin/perl /usr/bin/perl`**. If that's not an option for you, the following bit of perl magic will change all the shebang lines (that is to say, the line at the top of each file that starts with `'#!'` and contains the path) to something else:

```
perl -pi -e 's@#!\!/usr/bin/perl@#!\!/usr/local/bin/perl@' *cgi *pl
```

Sadly, this command-line won't work on Windows unless you also have Cygwin. However, MySQL comes with a binary called **replace** which can do the job:

```
C:\mysql\bin\replace "#!/usr/bin/perl" "#!C:\perl\bin\perl" -- *.cgi *.pl
```

Note: If your perl path is something else again, just follow the above examples and replace `/usr/local/bin/perl` with your own perl path.

Once you've modified all your files, you'll also need to modify the `t/002goodperl.t` test, as it tests that all shebang lines are equal to `/usr/bin/perl`. (For more information on the test suite, please check out the appropriate section in the Developers' Guide (<http://www.bugzilla.org/docs/developer.html#testsuite>.) Having done this, run the test itself:

```
perl runttests.pl 2 --verbose
```

to ensure that you've modified all the relevant files.

If using Apache on Windows, you can avoid the whole problem by setting the `ScriptInterpreterSource` (<http://httpd.apache.org/docs-2.0/mod/core.html#scriptinterpretersource>) directive to 'Registry'. (If using Apache 2 or higher, set it to 'Registry-Strict'.) `ScriptInterpreterSource` requires a registry entry "HKEY_CLASSES_ROOT\cgi\Shell\ExecCGI\Command" to associate .cgi files with your perl executable. If one does not already exist, create it with a default value of "<full path to perl> -T", e.g. "C:\Perl\bin\perl.exe -T".

1.10. Is there an easy way to change the Bugzilla cookie name?

At present, no.

1.11. Does bugzilla run under `mod_perl`?

At present, no. Work is slowly taking place to remove global variables, use `$cgi`, and use `DBI`. These are all necessary for `mod_perl` (as well as being good for other reasons). Visit [bug 87406](https://bugzilla.mozilla.org/show_bug.cgi?id=87406) (https://bugzilla.mozilla.org/show_bug.cgi?id=87406) to view the discussion and progress.

2. Managerial Questions

2.1. Is Bugzilla web-based, or do you have to have specific software or a specific operating system on your machine?

It is web and e-mail based.

2.2. Does Bugzilla allow us to define our own priorities and levels? Do we have complete freedom to change the labels of fields and format of them, and the choice of acceptable values?

Yes. However, modifying some fields, notably those related to bug progression states, also require adjusting the program logic to compensate for the change.

There is no GUI for adding fields to Bugzilla at this time. You can follow development of this feature in bug 91037 (http://bugzilla.mozilla.org/show_bug.cgi?id=91037)

2.3. Does Bugzilla provide any reporting features, metrics, graphs, etc? You know, the type of stuff that management likes to see. :)

Yes. Look at <http://bugzilla.mozilla.org/report.cgi> for samples of what Bugzilla can do in reporting and graphing. Fuller documentation is provided in Section 6.11.

If you can not get the reports you want from the included reporting scripts, it is possible to hook up a professional reporting package such as Crystal Reports using ODBC. If you choose to do this, beware that giving direct access to the database does contain some security implications. Even if you give read-only access to the bugs database it will bypass the secure bugs features of Bugzilla.

2.4. Is there email notification? If so, what do you see when you get an email?

Email notification is user-configurable. By default, the bug id and summary of the bug report accompany each email notification, along with a list of the changes made.

2.5. Do users have to have any particular type of email application?

Bugzilla email is sent in plain text, the most compatible mail format on the planet.

Note: If you decide to use the `bugzilla_email` integration features to allow Bugzilla to record responses to mail with the associated bug, you may need to caution your users to set their mailer to “respond to messages in the format in which they were sent”. For security reasons Bugzilla ignores HTML tags in comments, and if a user sends HTML-based email into Bugzilla the resulting comment looks downright awful.

2.6. Does Bugzilla allow data to be imported and exported? If I had outsiders write up a bug report using a MS Word bug template, could that template be imported into “matching” fields? If I wanted to take the results of a query and export that data to MS Excel, could I do that?

Bugzilla can output buglists as HTML (the default), CSV or RDF. The link for CSV can be found at the bottom of the buglist in HTML format. This CSV format can easily be imported into MS Excel or other spreadsheet applications.

To use the RDF format of the buglist it is necessary to append a `&ctype=rdf` to the URL. RDF is meant to be machine readable and thus it is assumed that the URL would be generated programmatically so there is no user visible link to this format.

Currently the only script included with Bugzilla that can import data is `importxml.pl` which is intended to be used for importing the data generated by the XML `ctype` of `show_bug.cgi` in association with bug moving. Any other use is left as an exercise for the user.

There are also scripts included in the `contrib/` directory for using e-mail to import information into Bugzilla, but these scripts are not currently supported and included for educational purposes.

2.7. Has anyone converted Bugzilla to another language to be used in other countries? Is it localizable?

Yes. For more information including available translated templates, see <http://www.bugzilla.org/download.html#localizations>. Some admin interfaces have been templated (for easy localization) but many of them are still available in English only. Also, there may be issues with the charset not being declared. See bug 126226 (http://bugzilla.mozilla.org/show_bug.cgi?id=126266) for more information.

2.8. Can a user create and save reports? Can they do this in Word format? Excel format?

Yes. No. Yes (using the CSV format).

2.9. Are there any backup features provided?

MySQL, the database back-end for Bugzilla, allows hot-backup of data. You can find strategies for dealing with backup considerations at <http://www.mysql.com/doc/B/a/Backup.html>.

2.10. What type of human resources are needed to be on staff to install and maintain Bugzilla? Specifically, what type of skills does the person need to have? I need to find out what types of individuals would we need to hire and how much would that cost if we were to go with Bugzilla vs. buying an “out-of-the-box” solution.

If Bugzilla is set up correctly from the start, continuing maintenance needs are minimal and can be done easily using the web interface.

Commercial Bug-tracking software typically costs somewhere upwards of \$20,000 or more for 5-10 floating licenses. Bugzilla consultation is available from skilled members of the newsgroup. Simple questions are answered there and then.

2.11. What time frame are we looking at if we decide to hire people to install and maintain the Bugzilla? Is this something that takes hours or days to install and a couple of hours per week to maintain and customize, or is this a multi-week install process, plus a full time job for 1 person, 2 people, etc?

It all depends on your level of commitment. Someone with much Bugzilla experience can get you up and running in less than a day, and your Bugzilla install can run untended for years. If your Bugzilla strategy is critical to your business workflow, hire somebody to who has reasonable Perl skills, and a familiarity with the operating system on which Bugzilla will be running, and have them handle your process management, bug-tracking maintenance, and local customization.

2.12. Is there any licensing fee or other fees for using Bugzilla? Any out-of-pocket cost other than the bodies needed as identified above?

No. Bugzilla, Perl, the Template Toolkit, and all other support software needed to make Bugzilla work can be downloaded for free. MySQL -- the database used by Bugzilla -- is also open-source, but they ask that if you find their product valuable, you purchase a support contract from them that suits your needs.

2.13. We don't like referring to problems as 'bugs'. Can we change that?

Yes! As of Bugzilla 2.18, it is a simple matter to change the word 'bug' into whatever word/phrase is used by your organization. See the documentation on Customization for more details, specifically Section 5.1.5.

3. Administrative Questions

3.1. Does Bugzilla provide record locking when there is simultaneous access to the same bug? Does the second person get a notice that the bug is in use or how are they notified?

Bugzilla does not lock records. It provides mid-air collision detection -- which means that it warns a user when a commit is about to conflict with commits recently made by another user, and offers the second user a choice of options to deal with the conflict.

3.2. Can users be on the system while a backup is in progress?

Yes, but commits to the database must wait until the tables are unlocked. Bugzilla databases are typically very small, and backups routinely take less than a minute. If your database is larger, you may want to look into alternate backup techniques, such as database replication, or backing up from a read-only mirror. (Read up on these in the MySQL docs on the MySQL site.)

3.3. How can I update the code and the database using CVS?

1. Make a backup of both your Bugzilla directory and the database. For the Bugzilla directory this is as easy as doing **cp -rp bugzilla bugzilla.bak**. For the database, there's a number of options - see the MySQL docs and pick the one that fits you best (the easiest is to just make a physical copy of the database on the disk, but you have to have the database server shut down to do that without risking dataloss).
2. Make the Bugzilla directory your current directory.
3. Use **cvs -q update -AdP** if you want to update to the tip or **cvs -q update -dP -rTAGNAME** if you want a specific version (in that case you'll have to replace TAGNAME with a CVS tag name such as BUGZILLA-2_16_5).

If you've made no local changes, this should be very clean. If you have made local changes, then watch the cvs output for C results. If you get any lines that start with a C it means there were conflicts between your local changes and what's in CVS. You'll need to fix those manually before continuing.

4. After resolving any conflicts that the cvs update operation generated, running **./checksetup.pl** will take care of updating the database for you as well as any other changes required for the new version to operate.

Warning

Once you run checksetup.pl, the only way to go back is to restore the database backups. You can't "downgrade" the system cleanly under most circumstances.

See also the instructions in Section 3.11.2.1.

3.4. How do I make it so that bugs can have an UNCONFIRMED status?

To use the UNCONFIRMED status, you must have the 'usevotes' parameter set to "On". You must then visit the `editproducts.cgi` page and set the "Number of votes a bug in this product needs to automatically get out of the UNCONFIRMED state" to be a non-zero number. (You will have to do this for each product that wants to use the UNCONFIRMED state.) If you do not actually want users to be able to vote for bugs entered against this product, leave the "Maximum votes per person" value at '0'.

There is work being done to decouple the UNCONFIRMED state from the 'usevotes' parameter for future versions of Bugzilla. Follow the discussion and progress at bug 162060 (https://bugzilla.mozilla.org/show_bug.cgi?id=162060).

3.5. How do I move a Bugzilla installation from one machine to another?

Use `mysqldump` to make a backup of the bugs database. For a typical Bugzilla setup, such a command might look like this:

```
/usr/bin/mysqldump -u(username) -p(password) --database bugs > bugzilla-backup.txt
```

See the `mysqldump` documentation (<http://dev.mysql.com/doc/mysql/en/mysqldump.html>) for more information on using the tool, including how to restore your copy onto the destination machine.

Warning

Depending on the size of your database, and the power of your machine, the `mysqldump` command could be running long enough that the password would be visible to someone using the `ps` command. If you are on a multi-user machine, and this is a concern to you, create an entry in the file `~/.my.cnf` that looks like this:

```
[mysqldump]
user=bugs
password=mypassword
```

and then leave the 'user' and 'password' params out of the command line.

On your new machine, follow the instructions found in Chapter 2 as far as setting up the physical environment of the new machine with perl, webserver, modules, etc. Having done that, you can either: copy your entire Bugzilla directory from the old machine to a new one (if you want to keep your existing code and modifications), or download a newer version (if you are planning to upgrade at the same time). Even if you are upgrading to clean code, you will still want to bring over the `localconfig` file, and the `data` directory from the old machine, as they contain configuration information that you probably won't want to re-create.

Note: If the location or port number of your SQL server changed as part of the move, you'll need to update the appropriate variables in `localconfig` before taking the next step.

Once you have your code in place, and your database has been restored from the backup you made in step 1, run `checksetup.pl`. This will upgrade your database (if necessary), rebuild your templates, etc.

4. Bugzilla Security

4.1. How do I completely disable MySQL security if it's giving me problems? (I've followed the instructions in the installation section of this guide...)

Run MySQL like this: **mysqld --skip-grant-tables**. Please remember that *this makes MySQL as secure as taping a \$100 to the floor of a football stadium bathroom for safekeeping*.

Warning

This can't be stressed enough. Doing this is a bad idea. Please consult Section 4.2 of this guide and the MySQL documentation for better solutions.

4.2. Are there any security problems with Bugzilla?

The Bugzilla code has undergone a reasonably complete security audit, and user-facing CGIs run under Perl's taint mode. However, it is recommended that you closely examine permissions on your Bugzilla installation, and follow the recommended security guidelines found in The Bugzilla Guide.

5. Bugzilla Email

5.1. I have a user who doesn't want to receive any more email from Bugzilla. How do I stop it entirely for this user?

The user can stop Bugzilla from sending any mail by unchecking all boxes on the 'Edit prefs' -> 'Email settings' page. (As of 2.18, this is made easier by the addition of a 'Disable All Mail' button.) Alternately, you can add their email address to the `data/nomail` file (one email address per line). This will override their personal preferences, and they will never be sent mail again.

5.2. I'm evaluating/testing Bugzilla, and don't want it to send email to anyone but me. How do I do it?

To disable email, set the

```
$enableSendMail
```

parameter to '0' in either `BugMail.pm` (2.18 and later) or `processmail` (up to 2.16.x).

Note: Up to 2.16.x, changing

```
$enableSendMail
```

will only affect bugmail; email related to password changes, email address changes, bug imports, flag changes, etc. will still be sent out. As of the final release of 2.18, however, the above step will disable *all* mail sent from Bugzilla for any purpose.

To have bugmail (and only bugmail) redirected to you instead of its intended recipients, leave

```
$enableSendMail
```

alone; instead, edit the "newchangedmail" parameter as follows:

- Replace “To:” with “X-Real-To:”
- Replace “Cc:” with “X-Real-CC:”
- Add a “To: %lt;your_email_address>”

5.3. I want whineatnews.pl to whine at something other than new and reopened bugs. How do I do it?

For older versions of Bugzilla, you may be able to apply Klaas Freitag’s patch for “whineatassigned”, which can be found in bug 6679 (http://bugzilla.mozilla.org/show_bug.cgi?id=6679). Note that this patch was made in 2000, so it may take some work to apply cleanly to any releases of Bugzilla newer than that, but you can use it as a starting point.

An updated (and much-expanded) version of this functionality is due to be released as part of Bugzilla 2.20; see bug 185090 (http://bugzilla.mozilla.org/show_bug.cgi?id=185090) for the discussion, and for more up-to-date patches if you just can’t wait.

5.4. How do I set up the email interface to submit/change bugs via email?

You can find an updated README.mailif file in the contrib/ directory of your Bugzilla distribution that walks you through the setup.

5.5. Email takes FOREVER to reach me from Bugzilla -- it’s extremely slow. What gives?

If you are using sendmail, try enabling `sendmailnow` in `editparams.cgi`. For earlier versions of sendmail, one could achieve significant performance improvement in the UI (at the cost of delaying the sending of mail) by setting this parameter to `off`. Sites with sendmail version 8.12 (or higher) should leave this `on`, as they will not see any performance benefit.

If you are using an alternate *MTA*, make sure the options given in `Bugzilla/BugMail.pm` and any other place where sendmail is called are correct for your MTA.

5.6. How come email from Bugzilla changes never reaches me?

Double-check that you have not turned off email in your user preferences. Confirm that Bugzilla is able to send email by visiting the “Log In” link of your Bugzilla installation and clicking the “Submit Request” button after entering your email address.

If you never receive mail from Bugzilla, chances are you do not have sendmail in `"/usr/lib/sendmail"`. Ensure sendmail lives in, or is symlinked to, `"/usr/lib/sendmail"`.

If you are using an MTA other than sendmail the `sendmailnow` param must be set to `on` or no mail will be sent.

6. Bugzilla Database

6.1. I think my database might be corrupted, or contain invalid entries. What do I do?

Run the “sanity check” utility (`sanitycheck.cgi`) from your web browser to see! If it finishes without errors, you’re *probably* OK. If it doesn’t come back OK (i.e. any red letters), there are certain things Bugzilla can recover from and certain things it can’t. If it can’t auto-recover, I hope you’re familiar with `mysqladmin`

commands or have installed another way to manage your database. Sanity Check, although it is a good basic check on your database integrity, by no means is a substitute for competent database administration and avoiding deletion of data. It is not exhaustive, and was created to do a basic check for the most common problems in Bugzilla databases.

6.2. I want to manually edit some entries in my database. How?

There is no facility in Bugzilla itself to do this. It's also generally not a smart thing to do if you don't know exactly what you're doing. If you understand SQL, though, you can use the **mysql** command line utility to manually insert, delete and modify table information. There are also more intuitive GUI clients available. Personal favorites of the Bugzilla team are phpMyAdmin (<http://www.phpmyadmin.net/>) and MySQL Control Center (<http://www.mysql.com/products/mysqlcc/>).

Remember, backups are your friend. Everyone makes mistakes, and it's nice to have a safety net in case you mess something up. Consider using **mysqldump** to make a duplicate of your database before altering it manually.

6.3. I think I've set up MySQL permissions correctly, but Bugzilla still can't connect.

Try running MySQL from its binary: **mysqld --skip-grant-tables**. This will allow you to completely rule out grant tables as the cause of your frustration. If this Bugzilla is able to connect at this point then you need to check that you have granted proper permission to the user password combo defined in `localconfig`.

Warning

Running MySQL with this command line option is very insecure and should only be done when not connected to the external network as a troubleshooting step.

6.4. How do I synchronize bug information among multiple different Bugzilla databases?

Well, you can synchronize or you can move bugs. Synchronization will only work one way -- you can create a read-only copy of the database at one site, and have it regularly updated at intervals from the main database.

MySQL has some synchronization features builtin to the latest releases. It would be great if someone looked into the possibilities there and provided a report to the newsgroup on how to effectively synchronize two Bugzilla installations.

If you simply need to transfer bugs from one Bugzilla to another, checkout the "move.pl" script in the Bugzilla distribution.

7. Bugzilla and Win32

7.1. What is the easiest way to run Bugzilla on Win32 (Win98+/NT/2K)?

Remove Windows. Install Linux. Install Bugzilla. The boss will never know the difference. B^)

Seriously though, making Bugzilla work easily with Windows was one of the major goals of the 2.18 milestone. If the necessary components are in place (perl, a webserver, an MTA, etc.) then installation of Bugzilla on a

Windows box should be no more difficult than on any other platform. As with any installation, we recommend that you carefully and completely follow the installation instructions in Section 2.4.1.

While doing so, don't forget to check out the very excellent guide to Installing Bugzilla on Microsoft Windows (<http://www.bugzilla.org/docs/win32install.html>) written by Byron Jones. Thanks, Byron!

7.2. Is there a "Bundle::Bugzilla" equivalent for Win32?

Not currently. Bundle::Bugzilla enormously simplifies Bugzilla installation on UNIX systems. If someone can volunteer to create a suitable PPM bundle for Win32, it would be appreciated.

7.3. CGI's are failing with a "something.cgi is not a valid Windows NT application" error. Why?

Depending on what Web server you are using, you will have to configure the Web server to treat *.cgi files as CGI scripts. In IIS, you do this by adding *.cgi to the App Mappings with the <path>perl.exe %s %s as the executable.

Microsoft has some advice on this matter, as well:

"Set application mappings. In the ISM, map the extension for the script file(s) to the executable for the script interpreter. For example, you might map the extension .py to Python.exe, the executable for the Python script interpreter. Note For the ActiveState Perl script interpreter, the extension '.pl' is associated with PerlIS.dll by default. If you want to change the association of .pl to perl.exe, you need to change the application mapping. In the mapping, you must add two percent (%) characters to the end of the pathname for perl.exe, as shown in this example: **c:\perl\bin\perl.exe %s %s**"

7.4. I'm having trouble with the perl modules for NT not being able to talk to the database.

Your modules may be outdated or inaccurate. Try:

1. Hitting <http://www.activestate.com/ActivePerl>
2. Download ActivePerl
3. Go to your prompt
4. Type 'ppm'
5. PPM> **install DBI DBD-mysql GD**

I reckon TimeDate and Data::Dumper come with the activeperl. You can check the ActiveState site for packages for installation through PPM. <http://www.activestate.com/Packages/>.

8. Bugzilla Usage

8.1. How do I change my user name (email address) in Bugzilla?

New in 2.16 - go to the Account section of the Preferences. You will be emailed at both addresses for confirmation.

8.2. The query page is very confusing. Isn't there a simpler way to query?

The interface was simplified by a UI designer for 2.16. Further suggestions for improvement are welcome, but we won't sacrifice power for simplicity.

As of 2.18, there is also a 'simpler' search available. At the top of the search page are two links; "Advanced Search" will take you to the familiar full-power/full-complexity search page. The "Find a Specific Bug" link will take you to a much-simplified page where you can pick a product and status (open,closed, or both), then enter words that appear in the bug you want to find. This search will scour the 'Summary' and 'Comment' fields, and return a list of bugs sorted so that the bugs with the most hits/matches are nearer to the top.

Note: Matches in the Summary will 'trump' matches in comments, and bugs with summary-matches will be placed higher in the buglist -- even if a lower-ranked bug has more matches in the comments section.

Bugzilla uses a cookie to remember which version of the page you visited last, and brings that page up when you next do a search. The default page for new users (or after an upgrade) is the 'simple' search.

8.3. I'm confused by the behavior of the "Accept" button in the Show Bug form. Why doesn't it assign the bug to me when I accept it?

The current behavior is acceptable to bugzilla.mozilla.org and most users. If you want to change this behavior, though, you have your choice of patches:

Bug 35195 (http://bugzilla.mozilla.org/show_bug.cgi?id=35195) seeks to add an "...and accept the bug" checkbox to the UI. It has

Bug 37613 (http://bugzilla.mozilla.org/show_bug.cgi?id=37613) also provides two patches (against Bugzilla 2.12): one to add a

These patches are all somewhat dated now, and cannot be applied directly, but they are simple enough to provide a guide on how Bugzilla can be customized and updated to suit your needs.

8.4. I can't upload anything into the database via the "Create Attachment" link. What am I doing wrong?

The most likely cause is a very old browser or a browser that is incompatible with file upload via POST. Download the latest version of your favourite browser to handle uploads correctly.

8.5. How do I change a keyword in Bugzilla, once some bugs are using it?

In the Bugzilla administrator UI, edit the keyword and it will let you replace the old keyword name with a new one. This will cause a problem with the keyword cache; run **sanitycheck.cgi** to fix it.

8.6. Why can't I close bugs from the "Change Several Bugs at Once" page?

Simple answer; you can.

The logic behind the page checks every bug in the list to determine legal state changes, and then only shows you controls to do things that could apply to *every* bug on the list. The reason for this is that if you try to do something illegal to a bug, the whole process will grind to a halt, and all changes after the failed one will *also* fail. Since that isn't a good outcome, the page doesn't even present you with the option.

In practical terms, that means that in order to mark multiple bugs as CLOSED, then every bug on the page has to be either RESOLVED or VERIFIED already; if this is not the case, then the option to close the bugs will not appear on the page.

The rationale is that if you pick one of the bugs that's not VERIFIED and try to CLOSE it, the bug change will fail miserably (thus killing any changes in the list after it while doing the bulk change) so it doesn't even give you the choice.

9. Bugzilla Hacking

9.1. What kind of style should I use for templization?

Gerv and Myk suggest a 2-space indent, with embedded code sections on their own line, in line with outer tags. Like this:

```
<fred>
[% IF foo %]
  <bar>
    [% FOREACH x = barney %]
      <tr>
        <td>
          [% x %]
        </td>
      <tr>
    [% END %]
  [% END %]
</fred>
```

Myk also recommends you turn on `PRE_CHOMP` in the template initialization to prevent bloating of HTML with unnecessary whitespace.

Please note that many have differing opinions on this subject, and the existing templates in Bugzilla espouse both this and a 4-space style. Either is acceptable; the above is preferred.

9.2. What bugs are in Bugzilla right now?

Try this link (http://bugzilla.mozilla.org/buglist.cgi?bug_status=NEW&bug_status=ASSIGNED&bug_status=REOPENED&product=Bugzilla) to view current bugs or requests for enhancement for Bugzilla.

You can view bugs marked for 2.18.6 release here (http://bugzilla.mozilla.org/buglist.cgi?product=Bugzilla&target_milestone=Bugzilla2.18.6 nextver;). This list includes bugs for the 2.18.6 release that have already been fixed and checked into CVS. Please consult the [Bugzilla Project Page](http://www.bugzilla.org/) (<http://www.bugzilla.org/>) for details on how to check current sources out of CVS so you can have these bug fixes early!

9.3. How can I change the default priority to a null value? For instance, have the default priority be “---” instead of “P2”?

This is well-documented in bug 49862 (http://bugzilla.mozilla.org/show_bug.cgi?id=49862). Ultimately, it’s as easy as adding the “---” priority field to your `localconfig` file in the appropriate area, re-running `checksetup.pl`, and then changing the default priority in your browser using [editparams.cgi](#).

9.4. What’s the best way to submit patches? What guidelines should I follow?

1. Enter a bug into bugzilla.mozilla.org for the “Bugzilla (http://bugzilla.mozilla.org/enter_bug.cgi?product=Bugzilla)” product.
2. Upload your patch as a unified diff (having used “diff -u” against the *current sources* checked out of CVS), or new source file by clicking “Create a new attachment” link on the bug page you’ve just created, and

include any descriptions of database changes you may make, into the bug ID you submitted in step #1. Be sure and click the “Patch” checkbox to indicate the text you are sending is a patch!

3. Announce your patch and the associated URL (http://bugzilla.mozilla.org/show_bug.cgi?id=XXXXXX) for discussion in the newsgroup (netscape.public.mozilla.webtools). You’ll get a really good, fairly immediate reaction to the implications of your patch, which will also give us an idea how well-received the change would be.
4. If it passes muster with minimal modification, the person to whom the bug is assigned in Bugzilla is responsible for seeing the patch is checked into CVS.
5. Bask in the glory of the fact that you helped write the most successful open-source bug-tracking software on the planet :)

Appendix B. Troubleshooting

This section gives solutions to common Bugzilla installation problems. If none of the section headings seems to match your problem, read the general advice.

B.1. General Advice

If you can't get `checksetup.pl` to run to completion, it normally explains what's wrong and how to fix it. If you can't work it out, or if it's being uncommunicative, post the errors in the `netscape.public.mozilla.webtools` (`news://news.mozilla.org/netscape.public.mozilla.webtools`) newsgroup.

If you have made it all the way through Section 2.1 (Installation) and Section 2.2 (Configuration) but accessing the Bugzilla URL doesn't work, the first thing to do is to check your webserver error log. For Apache, this is often located at `/etc/logs/httpd/error_log`. The error messages you see may be self-explanatory enough to enable you to diagnose and fix the problem. If not, see below for some commonly-encountered errors. If that doesn't help, post the errors to the newsgroup.

B.2. The Apache webserver is not serving Bugzilla pages

After you have run `checksetup.pl` twice, run `testserver.pl http://yoursite.yourdomain/yoururl` to confirm that your webserver is configured properly for Bugzilla.

```
bash$ ./testserver.pl http://landfill.bugzilla.org/bugzilla-tip
TEST-OK Webserver is running under group id in $webservergroup.
TEST-OK Got ant picture.
TEST-OK Webserver is executing CGIs.
TEST-OK Webserver is preventing fetch of http://landfill.bugzilla.org/bugzilla-tip/localconfig.
```

B.3. I installed a Perl module, but `checksetup.pl` claims it's not installed!

This could be caused by one of two things:

1. You have two versions of Perl on your machine. You are installing modules into one, and Bugzilla is using the other. Rerun the CPAN commands (or manual compile) using the full path to Perl from the top of `checksetup.pl`. This will make sure you are installing the modules in the right place.
2. The permissions on your library directories are set incorrectly. They must, at the very least, be readable by the webserver user or group. It is recommended that they be world readable.

B.4. Bundle::Bugzilla makes me upgrade to Perl 5.6.1

Try executing `perl -MCPAN -e 'install CPAN'` and then continuing.

Certain older versions of the CPAN toolset were somewhat naive about how to upgrade Perl modules. When a couple of modules got rolled into the core Perl distribution for 5.6.1, CPAN thought that the best way to get those modules up to date was to haul down the Perl distribution itself and build it. Needless to say, this has caused headaches for just about everybody. Upgrading to a newer version of CPAN with the commandline above should fix things.

B.5. DBD::Sponge::db prepare failed

The following error message may appear due to a bug in DBD::mysql (over which the Bugzilla team have no control):

```
DBD::Sponge::db prepare failed: Cannot determine NUM_OF_FIELDS at D:/Perl/site/lib/DBD/mysql.pm line 10
SV = NULL(0x0) at 0x20fc444
REFCNT = 1
FLAGS = (PADBUSY,PADMY)
```

To fix this, go to `<path-to-perl>/lib/DBD/sponge.pm` in your Perl installation and replace

```
my $numFields;
if ($attrs->{'NUM_OF_FIELDS'}) {
    $numFields = $attrs->{'NUM_OF_FIELDS'};
} elsif ($attrs->{'NAME'}) {
    $numFields = @{$attrs->{NAME}};
```

with

```
my $numFields;
if ($attrs->{'NUM_OF_FIELDS'}) {
    $numFields = $attrs->{'NUM_OF_FIELDS'};
} elsif ($attrs->{'NAMES'}) {
    $numFields = @{$attrs->{NAMES}};
```

(note the S added to NAME.)

B.6. cannot chdir(/var/spool/mqueue)

If you are installing Bugzilla on SuSE Linux, or some other distributions with “paranoid” security options, it is possible that the `checksetup.pl` script may fail with the error:

```
cannot chdir(/var/spool/mqueue): Permission denied
```

This is because your `/var/spool/mqueue` directory has a mode of `drwx-----`. Type `chmod 755 /var/spool/mqueue` as root to fix this problem. This will allow any process running on your machine the ability to *read* the `/var/spool/mqueue` directory.

B.7. Your vendor has not defined Fcntl macro O_NOINHERIT

This is caused by a bug in the version of File::Temp that is distributed with perl 5.6.0. Many minor variations of this error have been reported:

Your vendor has not defined Fcntl macro O_NOINHERIT, used at /usr/lib/perl5/site_perl/5.6.0/File/Temp.pm line 208.

Your vendor has not defined Fcntl macro O_EXLOCK, used at /usr/lib/perl5/site_perl/5.6.0/File/Temp.pm line 210.

Your vendor has not defined Fcntl macro O_TEMPORARY, used at /usr/lib/perl5/site_perl/5.6.0/File/Temp.pm line 233.

Numerous people have reported that upgrading to version 5.6.1 or higher solved the problem for them. A less involved fix is to apply the following patch, which is also available as a patch file (../xml/filetemp.patch).

```
--- File/Temp.pm.orig   Thu Feb  6 16:26:00 2003
+++ File/Temp.pm       Thu Feb  6 16:26:23 2003
@@ -205,6 +205,7 @@
     # eg CGI::Carp
     local $SIG{__DIE__} = sub {};
     local $SIG{__WARN__} = sub {};
+    local *CORE::GLOBAL::die = sub {};
     $bit = &$func();
     1;
 };
@@ -226,6 +227,7 @@
     # eg CGI::Carp
     local $SIG{__DIE__} = sub {};
     local $SIG{__WARN__} = sub {};
+    local *CORE::GLOBAL::die = sub {};
     $bit = &$func();
     1;
 };
```

B.8. Everybody is constantly being forced to relogin

The most-likely cause is that the “cookiepath” parameter is not set correctly in the Bugzilla configuration. You can change this (if you’re a Bugzilla administrator) from the editparams.cgi page via the web.

The value of the cookiepath parameter should be the actual directory containing your Bugzilla installation, *as seen by the end-user’s web browser*. Leading and trailing slashes are mandatory. You can also set the cookiepath to any directory which is a parent of the Bugzilla directory (such as ‘/’, the root directory). But you can’t put something that isn’t at least a partial match or it won’t work. What you’re actually doing is restricting the end-user’s browser to sending the cookies back only to that directory.

How do you know if you want your specific Bugzilla directory or the whole site?

If you have only one Bugzilla running on the server, and you don't mind having other applications on the same server with it being able to see the cookies (you might be doing this on purpose if you have other things on your site that share authentication with Bugzilla), then you'll want to have the cookiepath set to "/", or to a sufficiently-high enough directory that all of the involved apps can see the cookies.

Example B-1. Examples of urlbase/cookiepath pairs for sharing login cookies

urlbase is `http://bugzilla.mozilla.org/`
cookiepath is `/`

urlbase is `http://tools.mysite.tld/bugzilla/`
but you have `http://tools.mysite.tld/someotherapp/` which shares
authentication with your Bugzilla
cookiepath is `/`

On the other hand, if you have more than one Bugzilla running on the server (some people do - we do on landfill) then you need to have the cookiepath restricted enough so that the different Bugzillas don't confuse their cookies with one another.

Example B-2. Examples of urlbase/cookiepath pairs to restrict the login cookie

urlbase is `http://landfill.bugzilla.org/bugzilla-tip/`
cookiepath is `/bugzilla-tip/`

urlbase is `http://landfill.bugzilla.org/bugzilla-2.16-branch/`
cookiepath is `/bugzilla-2.16-branch/`

If you had cookiepath set to "/" at any point in the past and need to set it to something more restrictive (i.e. "/bugzilla/"), you can safely do this without requiring users to delete their Bugzilla-related cookies in their browser (this is true starting with Bugzilla 2.18 and Bugzilla 2.16.5).

B.9. Some users are constantly being forced to relogin

First, make sure cookies are enabled in the user's browser.

If that doesn't fix the problem, it may be that the user's ISP implements a rotating proxy server. This causes the user's effective IP address (the address which the Bugzilla server perceives him coming from) to change periodically. Since Bugzilla cookies are tied to a specific IP address, each time the effective address changes, the user will have to log in again.

If you are using 2.18, there is a parameter called "loginnetmask", which you can use to set the number of bits of the user's IP address to require to be matched when authenticating the cookies. If you set this to something less than 32, then the user will be given a checkbox for "Restrict this login to my IP address" on the login screen, which defaults to checked. If they leave the box checked, Bugzilla will behave the same as it did before, requiring an exact match on their IP address to remain logged in. If they uncheck the box, then only the left side of their IP address (up to the number of bits you specified in the parameter) has to match to remain logged in.

B.10. `index.cgi` doesn't show up unless specified in the URL

You probably need to set up your web server in such a way that it will serve the `index.cgi` page as an index page.

If you are using Apache, you can do this by adding `index.cgi` to the end of the `DirectoryIndex` line as mentioned in Section 2.2.4.1.

B.11. `checksetup.pl` reports "Client does not support authentication protocol requested by server..."

This error is occurring because you are using the new password encryption that comes with MySQL 4.1, while your `DBD::mysql` module was compiled against an older version of MySQL. If you recompile `DBD::mysql` against the current MySQL libraries (or just obtain a newer version of this module) then the error may go away.

If that does not fix the problem, or if you cannot recompile the existing module (e.g. you're running Windows) and/or don't want to replace it (e.g. you want to keep using a packaged version), then a workaround is available from the MySQL docs: http://dev.mysql.com/doc/mysql/en/Old_client.html

Appendix C. Contrib

There are a number of unofficial Bugzilla add-ons in the `$BUGZILLA_ROOT/contrib/` directory. This section documents them.

C.1. Command-line Search Interface

There are a suite of Unix utilities for searching Bugzilla from the command line. They live in the `contrib/cmdline` directory. There are three files - `query.conf`, `buglist` and `bugs`.

Warning

These files pre-date the templatisation work done as part of the 2.16 release, and have not been updated.

`query.conf` contains the mapping from options to field names and comparison types. Quoted option names are “grepped” for, so it should be easy to edit this file. Comments (`#`) have no effect; you must make sure these lines do not contain any quoted “option”.

`buglist` is a shell script that submits a Bugzilla query and writes the resulting HTML page to stdout. It supports both short options, (such as “-Afoo” or “-Rbar”) and long options (such as “--assignedto=foo” or “--reporter=bar”). If the first character of an option is not “-”, it is treated as if it were prefixed with “--default=”.

The column list is taken from the `COLUMNLIST` environment variable. This is equivalent to the “Change Columns” option that is available when you list bugs in `buglist.cgi`. If you have already used Bugzilla, `grep` for `COLUMNLIST` in your cookies file to see your current `COLUMNLIST` setting.

`bugs` is a simple shell script which calls `buglist` and extracts the bug numbers from the output. Adding the prefix “`http://bugzilla.mozilla.org/buglist.cgi?bug_id=`” turns the bug list into a working link if any bugs are found. Counting bugs is easy. Pipe the results through `sed -e 's/,/ /g' | wc | awk '{printf $2 "\n"}'`

Akkana Peck says she has good results piping `buglist` output through `w3m -T text/html -dump`

C.2. Command-line 'Send Unsent Bug-mail' tool

Within the `contrib` directory exists a utility with the descriptive (if compact) name of `sendunsentbugmail.pl`. The purpose of this script is, simply, to send out any bug-related mail that should have been sent by now, but for one reason or another has not.

To accomplish this task, `sendunsentbugmail.pl` uses the same mechanism as the `sanitycheck.cgi` script; it scans through the entire database looking for bugs with changes that were made more than 30 minutes ago, but where there is no record of anyone related to that bug having been sent mail. Having compiled a list, it then uses the standard rules to determine who gets mail, and sends it out.

As the script runs, it indicates the bug for which it is currently sending mail; when it has finished, it gives a numerical count of how many mails were sent and how many people were excluded. (Individual user names are not recorded or displayed.) If the script produces no output, that means no unsent mail was detected.

Usage: move the `sendunsentbugmail.pl` script up into the main directory, ensure it has execute permission, and run it from the command line (or from a cron job) with no parameters.

Appendix D. Manual Installation of Perl Modules

D.1. Instructions

If you need to install Perl modules manually, here's how it's done. Download the module using the link given in the next section, and then apply this magic incantation, as root:

```
bash# tar -xzvf <module>.tar.gz
bash# cd <module>
bash# perl Makefile.PL
bash# make
bash# make test
bash# make install
```

Note: In order to compile source code under Windows you will need to obtain a 'make' utility. The **nmake** utility provided with Microsoft Visual C++ may be used. As an alternative, there is a utility called **dmake** available from CPAN which is written entirely in Perl. The majority of the links given below, however, are to pre-compiled versions of the modules, which can be installed on Windows simply by issuing the following command once you have downloaded the PPD file (which may be packaged within a ZIP file):

```
> ppm install <filename.ppd>
```

D.2. Download Locations

Note: Running Bugzilla on Windows requires the use of ActiveState Perl 5.8.1 or higher. Some modules already exist in the core distribution of ActiveState Perl so no PPM link is given. (This is noted where it occurs.)

AppConfig:

CPAN Download Page: <http://search.cpan.org/src/ABW/AppConfig-1.56/lib/AppConfig.pm>

PPM Download Link: <http://landfill.bugzilla.org/ppm/AppConfig.ppd>

Documentation: <http://search.cpan.org/~abw/AppConfig-1.56/lib/AppConfig.pm>

CGI:

CPAN Download Page: <http://search.cpan.org/dist/CGI.pm/>
PPM Download Link: Part of core distribution.
Documentation: <http://www.perldoc.com/perl5.8.0/lib/CGI.html>

Data-Dumper:

CPAN Download Page: <http://search.cpan.org/src/ILYAM/Data-Dumper-2.121/Dumper.pm>
PPM Download Page: Part of core distribution.
Documentation: <http://search.cpan.org/~ilyam/Data-Dumper-2.121/Dumper.pm>

Date::Format (part of TimeDate):

CPAN Download Page: <http://search.cpan.org/dist/TimeDate/>
PPM Download Link: <http://landfill.bugzilla.org/ppm/TimeDate.ppd>
Documentation: <http://search.cpan.org/dist/TimeDate/lib/Date/Format.pm>

DBI:

CPAN Download Page: <http://search.cpan.org/dist/DBI/>
PPM Download Link: <http://landfill.bugzilla.org/ppm/DBI.ppd>
Documentation: <http://dbi.perl.org/docs/>

DBD::mysql:

CPAN Download Page: <http://search.cpan.org/dist/DBD-mysql/>
PPM Download Link: <http://landfill.bugzilla.org/ppm/DBD-mysql.ppd>
Documentation: <http://search.cpan.org/dist/DBD-mysql/lib/DBD/mysql.pm>

File::Spec:

CPAN Download Page: <http://search.cpan.org/dist/File-Spec/>
PPM Download Page: Part of core distribution.
Documentation: <http://www.perldoc.com/perl5.8.0/lib/File/Spec.html>

File::Temp:

CPAN Download Page: <http://search.cpan.org/dist/File-Temp/>
PPM Download Page: Part of core distribution.
Documentation: <http://www.perldoc.com/perl5.8.0/lib/File/Temp.html>

Template-Toolkit:

CPAN Download Page: <http://search.cpan.org/dist/Template-Toolkit/>
PPM Download Link: <http://landfill.bugzilla.org/ppm/Template-Toolkit.ppd>
Documentation: <http://www.template-toolkit.org/docs.html>

Text::Wrap:

CPAN Download Page: <http://search.cpan.org/dist/Text-Tabs+Wrap/>
PPM Download Link: Part of core distribution.
Documentation: <http://www.perldoc.com/perl5.8.0/lib/Text/Wrap.html>

GD:

CPAN Download Page: <http://search.cpan.org/dist/GD/>
PPM Download Link: <http://landfill.bugzilla.org/ppm/GD.ppd>
Documentation: <http://stein.cshl.org/WWW/software/GD/>

D.3. Optional Modules

Chart::Base:

CPAN Download Page: <http://search.cpan.org/dist/Chart/>
PPM Download Page: <http://landfill.bugzilla.org/ppm/Chart.ppd>
Documentation: <http://search.cpan.org/src/CHARTGRP/Chart-2.3/doc/Documentation.pdf>

GD::Graph:

CPAN Download Page: <http://search.cpan.org/dist/GDGraph/>
PPM Download Link: <http://landfill.bugzilla.org/ppm/GDGraph.ppd>

Documentation: <http://search.cpan.org/dist/GDGraph/Graph.pm>

GD::Text::Align (part of GD::Text::Util):

CPAN Download Page: <http://search.cpan.org/dist/GDTextUtil/>

PPM Download Page: <http://landfill.bugzilla.org/ppm/GDTextUtil.ppd>

Documentation: <http://search.cpan.org/dist/GDTextUtil/Text/Align.pm>

MIME::Parser (part of MIME-tools):

CPAN Download Page: <http://search.cpan.org/dist/MIME-tools/>

PPM Download Link: <http://ppm.activestate.com/PPMPackages/zips/8xx-builds-only/Windows/MIME-tools-5.411a.zip>

Documentation: <http://search.cpan.org/dist/MIME-tools/lib/MIME/Parser.pm>

XML::Parser:

CPAN Download Page: <http://search.cpan.org/dist/XML-Parser/>

PPM Download Link: Part of core distribution.

Documentation: <http://www.perldoc.com/perl5.6.1/lib/XML/Parser.html>

PatchReader:

CPAN Download Page: <http://search.cpan.org/author/JKEISER/PatchReader/>

PPM Download Link: <http://landfill.bugzilla.org/ppm/PatchReader.ppd>

Documentation: http://www.johnkeiser.com/mozilla/Patch_Viewer.html

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Version 1.1, March 2000

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Glossary

0-9, high ascii

.htaccess

Apache web server, and other NCSA-compliant web servers, observe the convention of using files in directories called `.htaccess` to restrict access to certain files. In Bugzilla, they are used to keep secret files which would otherwise compromise your installation - e.g. the `localconfig` file contains the password to your database. curious.

A

Apache

In this context, Apache is the web server most commonly used for serving up Bugzilla pages. Contrary to popular belief, the apache web server has nothing to do with the ancient and noble Native American tribe, but instead derived its name from the fact that it was “a patchy” version of the original NCSA world-wide-web server.

Useful Directives when configuring Bugzilla

`AddHandler` (<http://httpd.apache.org/docs-2.0/mod/core.html#addhandler>)

Tell Apache that it's OK to run CGI scripts.

`AllowOverride` (<http://httpd.apache.org/docs-2.0/mod/core.html#allowoverride>)

`Options` (<http://httpd.apache.org/docs-2.0/mod/core.html#options>)

These directives are used to tell Apache many things about the directory they apply to. For Bugzilla's purposes, we need them to allow script execution and `.htaccess` overrides.

`DirectoryIndex` (http://httpd.apache.org/docs-2.0/mod/mod_dir.html#directoryindex)

Used to tell Apache what files are indexes. If you can not add `index.cgi` to the list of valid files, you'll need to set `$index_html` to 1 in `localconfig` so **`./checksetup.pl`** will create an `index.html` that redirects to `index.cgi`.

`ScriptInterpreterSource` (<http://httpd.apache.org/docs-2.0/mod/core.html#scriptinterpretersource>)

Used when running Apache on windows so the shebang line doesn't have to be changed in every Bugzilla script.

For more information about how to configure Apache for Bugzilla, see Section 2.2.4.1.

B

Bug

A “bug” in Bugzilla refers to an issue entered into the database which has an associated number, assignments, comments, etc. Some also refer to a “tickets” or “issues”; in the context of Bugzilla, they are synonymous.

Bug Number

Each Bugzilla bug is assigned a number that uniquely identifies that bug. The bug associated with a bug number can be pulled up via a query, or easily from the very front page by typing the number in the "Find" box.

Bugzilla

Bugzilla is the world-leading free software bug tracking system.

C

Common Gateway Interface

CGI is an acronym for Common Gateway Interface. This is a standard for interfacing an external application with a web server. Bugzilla is an example of a CGI application.

Component

A Component is a subsection of a Product. It should be a narrow category, tailored to your organization. All Products must contain at least one Component (and, as a matter of fact, creating a Product with no Components will create an error in Bugzilla).

Comprehensive Perl Archive Network

CPAN stands for the “Comprehensive Perl Archive Network”. CPAN maintains a large number of extremely useful *Perl* modules - encapsulated chunks of code for performing a particular task.

`contrib`

The `contrib` directory is a location to put scripts that have been contributed to Bugzilla but are not a part of the official distribution. These scripts are written by third parties and may be in languages other than perl. For those

that are in perl, there may be additional modules or other requirements than those of the official distribution.

Note: Scripts in the `contrib` directory are not officially supported by the Bugzilla team and may break in between versions.

D

daemon

A daemon is a computer program which runs in the background. In general, most daemons are started at boot time via System V init scripts, or through RC scripts on BSD-based systems. *mysqld*, the MySQL server, and *apache*, a web server, are generally run as daemons.

DOS Attack

A DOS, or Denial of Service attack, is when a user attempts to deny access to a web server by repeatedly accessing a page or sending malformed requests to a webserver. This can be effectively prevented by using `mod_throttle` as described in Section 4.3.2. A D-DOS, or Distributed Denial of Service attack, is when these requests come from multiple sources at the same time. Unfortunately, these are much more difficult to defend against.

G

Groups

The word “Groups” has a very special meaning to Bugzilla. Bugzilla’s main security mechanism comes by placing users in groups, and assigning those groups certain privileges to view bugs in particular *Products* in the *Bugzilla* database.

J

JavaScript

JavaScript is cool, we should talk about it.

M

Message Transport Agent

A Message Transport Agent is used to control the flow of email on a system. Many unix based systems use sendmail (<http://www.sendmail.org>) which is what Bugzilla expects to find by default at `/usr/sbin/sendmail`. Many other MTA's will work, but they all require that the `sendmailnow` param be set to on.

MySQL

MySQL is currently the required *RDBMS* for Bugzilla. MySQL can be downloaded from <http://www.mysql.com>. While you should familiarize yourself with all of the documentation, some high points are:

Backup (<http://www.mysql.com/doc/en/Backup.html>)

Methods for backing up your Bugzilla database.

Option Files (http://www.mysql.com/doc/en/Option_files.html)

Information about how to configure MySQL using `my.cnf`.

Privilege System (http://www.mysql.com/doc/en/Privilege_system.html)

Much more detailed information about the suggestions in Section 4.2.

P

Perl Package Manager

<http://aspn.activestate.com/ASPN/Downloads/ActivePerl/PPM/>

Product

A Product is a broad category of types of bugs, normally representing a single piece of software or entity. In general, there are several Components to a Product. A Product may define a group (used for security) for all bugs entered into its Components.

Perl

First written by Larry Wall, Perl is a remarkable program language. It has the benefits of the flexibility of an interpreted scripting language (such as shell script), combined with the speed and power of a compiled language, such as C. *Bugzilla* is maintained in Perl.

Q

QA

“QA”, “Q/A”, and “Q.A.” are short for “Quality Assurance”. In most large software development organizations, there is a team devoted to ensuring the product meets minimum standards before shipping. This team will also generally want to track the progress of bugs over their life cycle, thus the need for the “QA Contact” field in a bug.

R

Relational DataBase Management System

A relational database management system is a database system that stores information in tables that are related to each other.

Regular Expression

A regular expression is an expression used for pattern matching. Documentation (<http://perldoc.com/perl5.6/pod/perlre.html#Regular-Expressions>)

S

Service

In Windows NT environment, a boot-time background application is referred to as a service. These are generally managed through the control panel while logged in as an account with “Administrator” level capabilities. For more information, consult your Windows manual or the MSKB.

SGML

SGML stands for “Standard Generalized Markup Language”. Created in the 1980’s to provide an extensible means to maintain documentation based upon content instead of presentation, SGML has withstood the test of time as a robust, powerful language. *XML* is the “baby brother” of SGML; any valid XML document is, by definition, a valid SGML document. The document you are reading is written and maintained in SGML, and is also valid XML if you modify the Document Type Definition.

T

Target Milestone

Target Milestones are Product goals. They are configurable on a per-Product basis. Most software development houses have a concept of “milestones” where the people funding a project expect certain functionality on certain dates. Bugzilla facilitates meeting these milestones by giving you the ability to declare by which milestone a bug will be fixed, or an enhancement will be implemented.

Tool Command Language

TCL is an open source scripting language available for Windows, Macintosh, and Unix based systems. Bugzilla 1.0 was written in TCL but never released. The first release of Bugzilla was 2.0, which was when it was ported to perl.

Z

Zarro Boogs Found

This is just a goofy way of saying that there were no bugs found matching your query. When asked to explain this message, Terry had the following to say:

I’ve been asked to explain this ... way back when, when Netscape released version 4.0 of its browser, we had a release party. Naturally, there had been a big push to try and fix every known bug before the release. Naturally, that hadn’t actually happened. (This is not unique to Netscape or to 4.0; the same thing has happened with every software project I’ve ever seen.) Anyway, at the release party, T-shirts were handed out that said something like "Netscape 4.0: Zarro Boogs". Just like the software, the T-shirt had no known bugs. Uh-huh.

So, when you query for a list of bugs, and it gets no results, you can think of this as a friendly reminder. Of *course* there are bugs matching your query, they just aren’t in the bugsystem yet...

—Terry Weissman