

TARGETPROCESS BUGZILLA INTEGRATION GUIDE



v.2.8

Bugzilla Integration Guide

This document describes Bugzilla plugin configuration.

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IMPORTANT NOTES:

- **Supported Bugzilla version is 3.x**

Bugzilla Integration Overview

Bugzilla Integration provides the following functionality:

- Import bugs from Bugzilla into TargetProcess.
- Synchronize bugs in Bugzilla and TargetProcess (if bug updated in Bugzilla the update will be reflected in TargetProcess).
- Change bug status and resolution in Bugzilla when it's changed in TargetProcess.

Setup on Bugzilla Side

It is required to put small script [tp_distrib_folder]\TP-2.8.XX.XXXX-archive\Tools\Plugins\BugzillaIntegration\BugzillaScripts\tp.cgi into Bugzilla root folder. This script enables communications between TargetProcess and Bugzilla.

Configure TargetProcess Bugzilla Integration Plugin

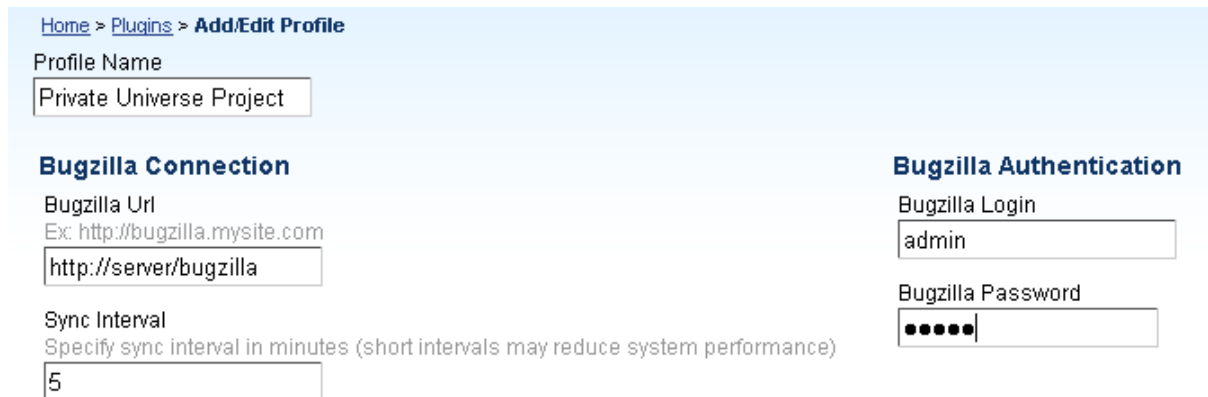
Bugzilla plugin has quite many options and it is very flexible. It may take some time to configure it correctly, but it should definitely fit your specific needs.

First of all you should navigate to **Admin** -> **Plugins** and click *Add Profile* for Bugzilla Integration plugin. The profile form will appear. You should specify Profile Name. It is recommended to use project name in profile name, since each profile relates to exactly one project.

Step 1. Connection

You should specify several parameters to enable Bugzilla connection:

- Bugzilla Url: just an URL to Bugzilla server.
- Bugzilla login and password: login and password of any valid Bugzilla user that have permissions to required bugs.
- Sync Interval: parameters that specifies how often TargetProcess will run synchronization job.



Home > Plugins > Add/Edit Profile

Profile Name

Bugzilla Connection

Bugzilla Url
 Ex: http://bugzilla.mysite.com

Sync Interval
 Specify sync interval in minutes (short intervals may reduce system performance)

Bugzilla Authentication

Bugzilla Login

Bugzilla Password

After that save profile settings (find *Save & Exit* button at the bottom of the screen). Push *Check connection* button to ensure that TargetProcess can connect to Bugzilla server.



Add ▾ Admin

General Settings Roles Processes Priority/Severity Companies License Plugins Log

Home > Plugins **The connection with Bugzilla Integration Settings, ProjectID=1; Uri=http://server/bugzilla; Saved Queries=PrivateUniverse is failed. The remote name could not be resolved: 'server'**

Show Info

Plugins

Bug Tracking

Bugzilla Integration Add Profile

Private Universe Project **Check connection** Reset synchronization time Log

Push Check connection button See results

If you did not specify query name and all other connection parameters are fine, you will see error **“The defined Bugzilla saved search query is not valid”**. It means that connection passed, but you should specify query (see next step).

Step 2. Projects and Queries

Each Bugzilla Integration profile relates to one and only one project. It means if you want to enable integration for several projects you should create several profiles. But how TargetProcess knows what bugs relate to Project A and what bugs relate to Project B?

It is required to create saved search query in Bugzilla that contains all bugs for Project A and specify name of the query in profile. It is up to you how to create the query in Bugzilla. You may use custom field to distinguish bugs from different projects or you may use prefix in name. In any case, such query is absolutely mandatory to make TargetProcess-Bugzilla integration work.

For example, you have created ProjectXBugs query in Bugzilla:

ID	Sev	Pri	OS	Assignee	Status
2618	nor	P2	Wind		NEW
5598	nor	P2	Wind		NEW
4128	nor	P2	Wind		NEW
3128	nor	P2	Wind		REOP

4 bugs found.

[CSV](#) | [Feed](#) | [iCalendar](#) | [Change Columns](#) | [Change Several Bugs at Once](#) | [Send](#)

Actions: [Home](#) | [New](#) | [Search](#) | | [Reports](#) | [My Requests](#) | [My](#)

Saved Searches: [My Bugs](#) | [ProjectXBugs](#)

to bugs

And all these bugs relate to Project X in TargetProcess. In this case you should specify project mapping as shown on the picture below:

Project Mapping

Project ID

Specify the project you want to synchronize with Bugzilla. Bugs from Bugzilla will be added to this project.

Queries

Specify Bugzilla saved search query or comma separated queries that contain bugs for the project (Ex: MySavedQuery1,MySavedQuery2)

Step 3. States Mapping and Resolution

States mapping is quite complex thing. The reason is that Bugzilla has two concepts: **Statuses** and **Relations**, while TargetProcess has only **States**. In States mapping you should specify relations between **TargetProcess states** and **Bugzilla statuses**. You may have different workflows in Bugzilla and TargetProcess, but is **HIGLY** recommended to configure bug workflow in TargetProcess exactly the same as in Bugzilla (see picture below). In this case you may skip States Mapping step.

If you configure this workflow in TargetProcess, the plugin will do the mapping automatically and you are done with this step.

If you want to have different workflows in TargetProcess and Bugzilla you should provide mapping. If we take default workflow in TargetProcess: Open -> Fixed or Invalid -> Closed, it can be mapped like that:

States Mapping

Entity States

Specify Bugzilla-to-TargetProcess states. Use names of states (Ex: [UNCONFIRMED] -> [Open]). If you do not specify this mapping, TargetProcess will try to resolve it automatically. You may just set correct workflow in TargetProcess for Bug entity. This mapping will be used for TargetProcess-to-Bugzilla states synchronizaton as well.

Bugzilla	Target Process	
NEW	Open	Edit Del
UNCONFIRMED	Open	Edit Del
ASSIGNED	Open	Edit Del
RESOLVED	Fixed	Edit Del
VERIFIED	Closed	Edit Del
REOPEN	Open	Edit Del
CLOSED	Closed	Edit Del

Bugzilla	Target Process	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>

IMPORTANT: Do not forget to push Save & Exit button after adding states mapping, otherwise it will not be saved!

But what about resolution? Indeed, when you change bug state in TargetProcess to RESOLVED you can't directly specify resolution, however workaround exists. There is an option in TargetProcess workflow to show comment field when user change state. It is useful for example when state changed to Invalid **and additional information must be provided** via comment.

This mechanism is used by plugin to capture additional information about bug resolution. To enable this option, navigate to -> -> -> -> and set the following option for RESOLVED state (or Fixed and Invalid in default workflow)

The screenshot shows the 'Add/Edit Entity State' dialog in TargetProcess. It features a table of existing states and a configuration form for a new state. The table lists states like 'Open', 'Fixed', and 'Invalid' with their respective next states, actors, and required comments. The configuration form includes fields for 'State Name', 'Actor', 'Initial/Final' radio buttons, 'Next States' checkboxes, and a 'Switching entity to this state require the comment' checkbox. A red arrow points to this checkbox, which is checked. The 'Save' and 'Cancel' buttons are at the bottom right.

When TargetProcess user changes states to RESOLVED (or Fixed in default workflow), he will see a comment window and should specify resolution name in bug comment.

The screenshot shows a Bugzilla bug page with a modal dialog box. The dialog is titled 'Comment is required to switch the state' and contains a text input field with the word 'FIXED' entered. The dialog has 'OK' and 'Cancel' buttons at the bottom. The background shows a table of bugs with columns for ID, Name, Priority, Rank, Severity, State, Effort, Added, Priority, Iteration, Assignments, and Browser.

In this case plugin will be able to set correct bug resolution in Bugzilla.

Step 4. Priorities and Severities Mapping

It is recommended to configure priorities and severities in TargetProcess exactly the same as in Bugzilla. You may do the configuration in **Admin** -> **Priority/Severity** section. Bugzilla has the following values for severities and priorities.

Priority Definitions

Priority	Definition
P1	Top priority
P2	Highly desirable and planned for this release, but not stop ship
P3	Of interest, but not planned or expected in

	this release
P4	
P5	Lowest priority

Severity Definitions

Severity	Definition
blocker	Prevents function from being used, no work-around, blocking progress on multiple fronts
critical	Prevents function from being used, no work-around
major	Prevents function from being used, but a work-around is possible
normal	A problem making a function difficult to use but no special work-around is required
minor	A problem not affecting the actual function, but the behavior is not natural
trivial	A problem not affecting the actual function, a typo would be an example

If you set these values for bug in TargetProcess, plugin will map them automatically. If you want to have default priorities and severities, you should specify mappings:

Priorities Mapping

Bugzilla	Target Process	
P1	Must Fix	Edit Del
P2	Must Fix	Edit Del
P3	Fix if Time	Edit Del
P4	Fix if Time	Edit Del
P5	Fix if Time	Edit Del

Bugzilla → Target Process

Severities Mapping

Bugzilla	Target Process	
blocker	Blocking	Edit Del
critical	Critical	Edit Del
major	Critical	Edit Del
normal	Normal	Edit Del
minor	Small	Edit Del
trivial	Small	Edit Del

Bugzilla → Target Process

IMPORTANT: Do not forget to push Save & Exit button after adding states mapping, otherwise it will not be saved!

Step 5. Actors Mapping

There are two actors in Bugzilla: **Assignee** (person who will fix a bug) and **Reporter** (person who added a bug). In TargetProcess these actors may have different names. Default workflow has the following mapping:

Bugzilla Actor	TargetProcess Actor
Assignee	Developer(s)
Reporter	Verifier

Actors Mapping

Assignee Actor

Specify TargetProcess actor name who relates to Assignee role in Bugzilla (Ex: Developer(s)).

Reporter Actor

Specify TargetProcess actor name who relates to Reporter role in Bugzilla (Ex: Verifier).

If you have different workflow, you may specify another mapping. Type exact Actor name into the fields (for example, default actor name for Developer is Developer(s), check that in Workflows Management section in Process).

Step 6. Custom Fields Mapping

If you have custom fields in Bugzilla you may synchronize them as well. It is required to create the same custom fields in TargetProcess ([Admin](#) -> [Processes](#) -> [Custom Fields](#)) and map custom fields in profile.

It is required to use custom field name from Bugzilla (NOT DESCRIPTION!).

Edit custom field...	Description
cf_risk	Risk
cf_myname	Another Custom field

And use custom field name from TargetProcess as shown on picture below.

Custom Fields for 'All Practices' Process → add		
ID	Name	Entity
1	OS	BUG
2	Platform	BUG
3	Risk	BUG

In this case correct mapping will look like that:

Custom Fields Mapping

Custom Fields

(optional) Bugzilla-to-TargetProcess custom fields mapping. Use names of custom fields.

Bugzilla	Target Process	
cf_risk	Risk	Edit Del

Bugzilla	→	Target Process	<input type="button" value="Add"/>
<input type="text"/>		<input type="text"/>	

IMPORTANT: Do not forget to push Save & Exit button after adding states mapping, otherwise it will not be saved!

Step 7. Users Mapping

TargetProcess should know how to assign users on imported bugs. By default it tries to find user by email. For example, if you have user with email tester@mycompany.com in Bugzilla and have user with the same email in TargetProcess, all will be fine. However if there is no such user in TargetProcess, it will be required to map it in Users Mapping area.

Users Mapping

Users

Specify Bugzilla-to-TargetProcess users by email (Ex: [teddy2@targetprocess.com] -> [teddy@targetprocess.com]). Required to correct bugs' comments sync and assigned users sync.

Bugzilla	Target Process	
michael@targetprocess.com	tester@targetprocess.com	Edit Del

Bugzilla	→	Target Process	<input type="button" value="Add"/>
<input type="text"/>		<input type="text"/>	

Step 8. Unique Bugzilla Properties Mapping

Bug in Bugzilla has some unique properties that do not exist in TargetProcess. You may import this information as well if required using custom fields created in TargetProcess.

For example, to enable **Classification** property synchronization, the following steps required:

1. Create custom field for Bug entity named Classification (text box)
2. Specify custom field name in Bugzilla Integration profile

If you don't want to synchronize some properties, you may leave fields blank in profile.

Bugzilla Properties Mapping

Classification

Specify TargetProcess custom field name the Classification).

Version

Specify TargetProcess custom field name.

Platform

Specify TargetProcess custom field name.

Component

Specify TargetProcess custom field name.

Operating System

Specify TargetProcess custom field name.

How to Check Synchronization Results

Bugzilla synchronization will be run as often as configured in plugin profile. You can't run it immediately, but you may reset synchronization time to say plugin that synchronization is required. To reset synchronization time navigate to Plugins, expand Bugzilla Integration plugin and push the button for required profile.

To check sync results, click *Log* link for plugin profile. You will see sync log.

Home | Time | Projects | Programs | Reports | People | Help Desk | Admin | **Inbox (364)** | Settings | User Guide | Logout

Project select... Search

Add Admin

General Settings Roles Processes Priority/Severity Companies License Plugins Log

Home > Plugins > Profile Log

The log for Bugzilla Integration profile 'Project X'

Delete selected

<input type="checkbox"/>	Date	Successfull	Message	
<input type="checkbox"/>	12-Mar-2008 12:09:30	✓	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	12-Mar-2008 12:04:27	✓	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	12-Mar-2008 11:54:27	✓	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	12-Mar-2008 11:49:48	✓	Added Bugs Count of bugs : 29 Affected Bugzilla ID(s) : [1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29] Updated Bugs Count of bugs : 0 Failed...	✖
<input type="checkbox"/>	12-Mar-2008 11:39:36	✗	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 29 Affected Bugzilla ID(s) : [1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,2...	✖
<input type="checkbox"/>	12-Mar-2008 11:29:29	✗	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 6 Affected Bugzilla ID(s) : [4,5,6,8,10,24] ERROR: The entity 'Priority' ...	✖
<input type="checkbox"/>	12-Mar-2008 11:19:25	✗	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0 Synchronization is failed: The connection with Bugzilla Integration Sett...	✖

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The log shows all sync sessions with results, it shows how many bug were added or updated as well as Bugzilla Ids. You may click on date to see sync session details.

Home > Plugins > View Profile Log Entry

Profile Log Entry

Additional Info	
Plugin	Bugzilla Integration
Profile	Project X
Successfull	✗
Creation Date	12-Mar-2008 11:19:25

Added Bugs
Count of bugs : 0

Updated Bugs
Count of bugs : 0

Failed Bugs
Count of bugs : 0

Synchronization is failed: The connection with Bugzilla Integration Settings; ProjectID='1'; Uri='http://evkc8888'; Saved Queries='re' is failed. The defined Bugzilla saved query(ies) is(are) not valid

Other

Please, email to support@targetprocess.com if any problems with Bugzilla integration. Visit support forum at <http://support.targetprocess.com> or TargetProcess Help Desk at <http://helpdesk.targetprocess.com>

If you have any questions about TargetProcess, just contact us:

Email: info@targetprocess.com

Web: <http://www.targetprocess.com>