1 Production Operations Procedure: Submission of Feature Requests or Bugs

Date:	September 5, 2008
Author:	Paul Szczypka
Version:	1.0
Description:	Submission of feature requests via Savannah
Tools To Use:	https://savannah.cern.ch/projects/dirac/ https://savannah.cern.ch/bugs/?group=dirac https://savannah.cern.ch/support/?group=dirac

Users of the DIRAC CLI or the DIRAC Production Monitoring Webpage may experience unexpected behaviour or identify a useful feature which is currently unavailable. All bugs and feature requests should be submitted via the DIRAC Savannah Webpage.

1.1 Bug Reporting

Before submitting a bug report, the user should:

- Identify conditions under which the bug occurs.

- Record all relevant information.

- Try to ensure that the bug is reproducible.

Once the user is convinced that the behaviour they are experiencing is a bug, they should then prepare to submit a bug report. Users should:

- Login at the DIRAC Savannah Webpage.

- Browse the existing bugs and ensure the user's bug has not been previously submitted (Fig. 1).
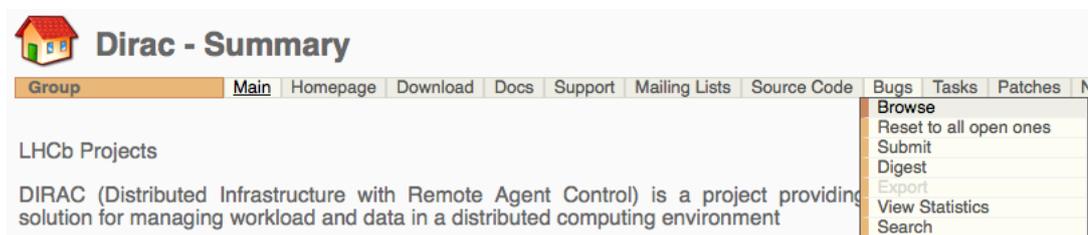

Figure 1: Browse current bugs.

Assuming the bug is new, the procedure to submit a bug report is as follows:

- Navigate to the "Bugs" tab at the top of the page (Fig. 2) and click on "submit".

- Ensure that the submission webform contains all relevant information (Fig. 3).
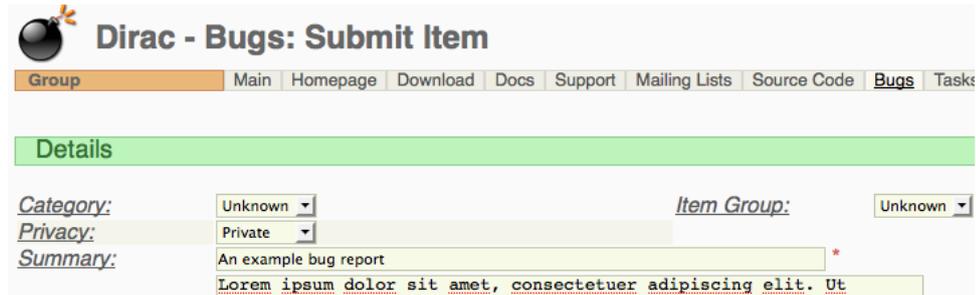
Figure 2: Submit bug report.

Figure 3: Example bug report.

- Write a short and clear summary.

- Set the privacy option to "private".

- Submit the bug report.

1.2 Feature Requests

Before submitting a feature request, the user should:

- Identify conditions under which the feature is to be used.

- Record all relevant information.

- Identify a use-case for the new feature.

Once the user has prepared all the relevant information, they should:

- Login at the DIRAC Savannah Webpage.

- Browse the existing support issues and ensure the feature request has not been previously submitted (Fig. 4).

Assuming the feature request has not been previously submitted, the user should then:

- Navigate to the "Support" tab at the top of the page (Fig. 5) and click on "submit".

- Ensure that the submission webform contains all relevant information (Fig. 6).
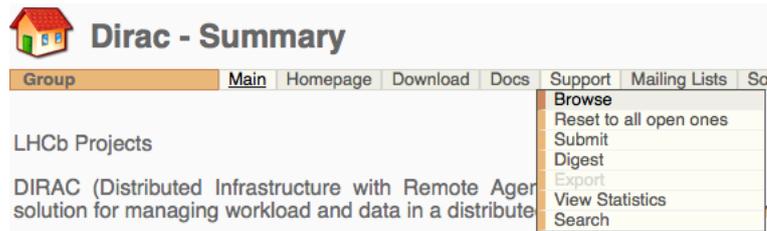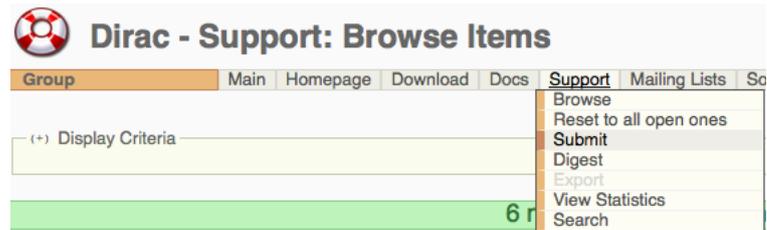
Figure 4: Browse current support issues.
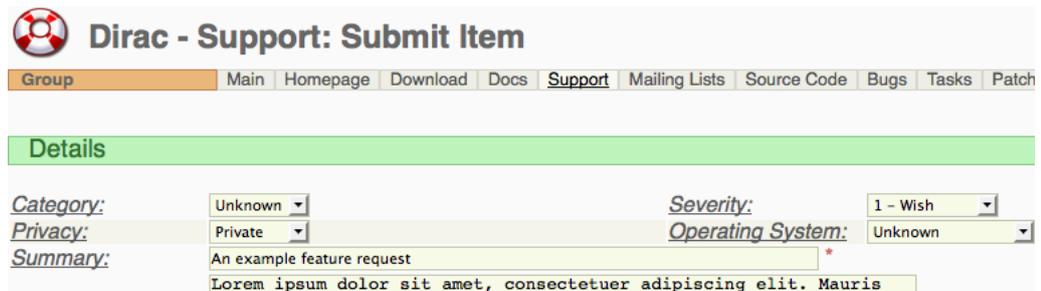

Figure 5: Savannah support submit.

Figure 6: Savannah support submit feature request.

- Set the severity option to "wish".

- Set the privacy option to "private".

- Submit the feature request.