Issue Tracking, Trac & Documentation

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Advanced School on Scientific Software Development:
Concepts and Tools

24/02/2011

Bug and Issue Tracking

- Need to capture bugs and feature requests as project/community develops

- For projects, things change, stuff happens

  - capturing these things, this stuff, in a ordered way will save lots of pain later

- Can use for issue tracking

  - Issue tracking is a simple yet powerful way to manage change

  - and it fits right on top of software bug-tracking tools

- Any changes to a development plan can be handled as issues

Project Issues

- An issue is any query or occurrence that might have an impact on a project
  - could be a software bug
  - could be a request for a change to something
  - could be something that just needs done
    - an action from a meeting
    - a task
- Whatever it is, following a simple process will help keep track of things

Issue Workflow

- A typical issue workflow process runs like this:

  - the issue is reported as "new"

  - someone is assigned ownership: it's "assigned"

  - that someone accepts ownership: it's "accepted"

    - or they refuse! The issue reverts to "new"

  - someone works on it

  - it gets resolved: it's "closed"

    - resolution may be *do nothing*, but the decision is recorded

  - the issue may get reopened: it becomes "new" again

FOSS Bugtrackers

- Wikipedia offers a good selection:
  - http://en.wikipedia.org/wiki/Bug_tracking_system
- To note a few popular ones:
  - Bugzilla
    - venerable and comprehensive (and baroque?)
  - Trac
    - lightweight; powerful cross-referencing with wiki, svn
    - used internally by SSI ☺
  - JIRA (free for non-profit, oss projects)
    - powerful, popular, widely used
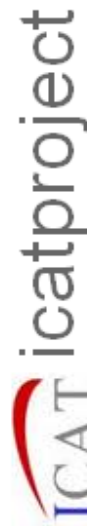- Others integrated into web-based public solutions
  - GoogleCode, SourceForge, …

Issue Tracking

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Search projects

ICAT icatproject
ICAT metadata catalogue

Project Home   Downloads   Wiki   Issues   Source

Summary Updates People

Project Information

☆ Starred by 9 users
Activity ▪▪▫ High
Project feeds

Code license
New BSD License

Labels
ICAT, STFC, Neutrons, ISIS, Muons, Nexus, X-rays, Diamond, SNS, ANSTO, ScientificData, APIs, Java

Members
tom.grif..@stfc.ac.uk, crcami..@gmail.com
31 committers

Featured

Wiki pages
IcatMain
Show all »

Links

Science & Technology
Facilities Council

diamond

NEUTRONS
FOR SCIENCE
Institut Laue-Langevin

ICAT is a database with a well defined API that provides an interface to Large Facility experimental data and will provide a mechanism to link all aspects of the research chain from proposal through to publication. ICAT is in use or development at several large facilities. For a full list see Facilities.

ICAT is developed as a collaboration between STFC eScience , STFC ISIS Facility , Diamond Light Source and the ILL.

To browse the ICAT source code, visit the Source tab.

If you have isolated a problem or want a new feature to be included in ICAT, please submit an issue.

Make sure to include all the relevant information when you submit the issue such as:

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ICAT icatproject
ICAT metadata catalogue

Project Home   Downloads   Wiki   **Issues**   Source

| New issue | **Search** | All issues | ▼ | for | | | | Search | Advanced search | Search tips |

Search projects

1 - 70 of 70   List | Grid

	ID ▼	Type ▼	Summary + Labels ▼	Icat ▼	Status ▼	Priority ▼	Milestone ▼	Owner ▼	...
☆	71	Defect	BadParameterException_Exception on negative values	---	New	Medium	---	---	
☆	70	Defect	UserDetails Missing in User Plugin	---	Fixed	Medium	---	srikanth...@gmail.com	
☆	69	Defect	The square brackets notation in search does not appear to do anything in ICAT4 API	---	Invalid	Medium	---	crcami...@gmail.com	
☆	68	Enhancement	ICAT usage logging	---	New	---	---	tom.grif...@stfc.ac.uk	
☆	67	Defect	getICATAPIVersion in Icat4 returns 3.3.4	---	Fixed	Low	---	dr.s.m.f...@gmail.com	
☆	66	Defect	DISTINCT Dataset.name fails with "Attempt to read beyond end"	---	Invalid	Medium	---	crcami...@gmail.com	
☆	65	Defect	Problem deploying icat.ear from icat3.3.5.zip on on Glassfish 3.1.1	---	Accepted	Medium	---	crcami...@gmail.com	
☆	64	Defect	Datafile.file_size overflows somewhere when >2GB	---	New	Medium	---	tom.grif...@stfc.ac.uk	
☆	63	Enhancement	API method for adding Facility Users needed	---	Fixed	---	---	kevin.ph...@stfc.ac.uk	
☆	62	Defect	Inconsistent behaviour from THIS_ICAT table	---	New	Medium	---	---	
☆	61	Enhancement	rename icat3-ansto project	---	New	Medium	ICAT4	tom.grif...@stfc.ac.uk	
☆	60	Defect	XML Ingest changes	---	Accepted	Medium	ICAT4	jessica...@stfc.ac.uk	

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ICAT icatproject
ICAT metadata catalogue

Project Home   Downloads   Wiki   **Issues**   Source

New issue   Search All issues   ▼ for   Search   Advanced search   Search tips

Search projects

☆ **Issue 70**: UserDetails Missing in User Plugin
1 person starred this issue and may be notified of changes.

< Prev 2 of 70 Next >
Back to list

Status: Fixed
Owner: srikanth...@gmail.com
Closed: Dec 19

Type-Defect
Priority-Medium

Add a comment below

Reported by srikanth...@gmail.com, Dec 19, 2011

What steps will reproduce the problem?
1. getUserDetails returns empty UserDetails.

What is the expected output? What do you see instead?
Atleast the UserId field set.

Please use labels and text to provide additional ~~information.~~

Comment 1 by srikanth...@gmail.com, Dec 19, 2011
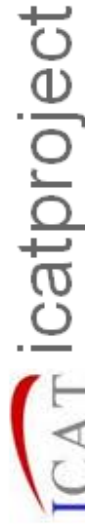
This issue was closed by revision r1576.

Status: Fixed

Issue Linked to Revision

Add a comment

☆ Vote for this issue and get email change notifications

ICAT icatproject
ICAT metadata catalogue

Project Home Downloads Wiki Issues **Source**

Checkout Browse **Changes**

Search Trunk

☆ **Revision: r1576**

‹ r1575 **r1576** r1577 ›

Author: srikanthnag

Date: Dec 19, 2011

Review scores: *No one has yet scored this revision.*

Log message

Fixes ~~issue 70~~ for useransto and userldap

Affected files   expand all   collapse all

⊕ Modify /icat3_api/trunk/icat3-user-ansto/src/main/java/uk/icat3/useranstoto/facility/AnstoUser.java   diff

⊕ Modify /icat3_api/trunk/icat3-user-ldap/src/main/java/uk/icat3/userldap/facility/LdapUser.java   diff

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ICAT icatproject
ICAT metadata catalogue

Project Home   Downloads   Wiki   Issues   **Source**

Checkout   Browse   **Changes**

Search Trunk

Committed Changes

1717 - 1693 of 1717 Older ›

Rev	Scores	Commit log message	Date	Author
☆ r1717		Edited wiki page IcatInstallation through web user interface.	Yesterday (18 hours ago)	crcamills
☆ r1716		Edited wiki page IcatMain through web user interface.	Yesterday (19 hours ago)	crcamills
☆ r1715		Schema description	Yesterday (23 hours ago)	dr.s.m.fisher
☆ r1714		Edited wiki page MeetingActionsRecord through web user interface.	Yesterday (25 hours ago)	crcamills
☆ r1713		Edited wiki page WorkshopGrenoble2012 through web user interface.	Yesterday (25 hours ago)	crcamills
☆ r1712		Edited wiki page UseOfICAT through web user interface.	Yesterday (25 hours ago)	crcamills
☆ r1711		Edited wiki page UseOfICAT through web user interface.	Feb 19 (41 hours ago)	crcamills
☆ r1710		Edited wiki page WorkshopGrenoble2012 through web user interface.	Feb 17 (4 days ago)	tom.grif...@stfc.ac.uk
☆ r1709		Fix unit tests and start work on ICATCompat	Feb 15 (5 days ago)	dr.s.m.fisher
☆ r1708		Clean core	Feb 14, 2012	dr.s.m.fisher
☆ r1707		Clean core	Feb 14, 2012	dr.s.m.fisher
☆ r1706		Clean core	Feb 14, 2012	dr.s.m.fisher
☆ r1705		Clean core	Feb 14, 2012	dr.s.m.fisher
			Feb 14, 2012	dr.s.m.fisher

code.google..com/p/icatproject/source/detail?r=1714

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Search projects

ICAT icatproject
ICAT metadata catalogue

Project Home | Downloads | Wiki | **Issues** | Source

New issue | Search | Open issues ▼ | for [ ] Search | Advanced search | Search tips

Template: [Defect report from user ▼]

Defect report from user
Feature Request

Summary: [ ]

Description:

What steps will reproduce the problem?
1.
2.
3.

What is the expected output? What do you see instead?

What version of the product are you using? On what operating system?

Please provide any additional information below.

Tip: Please search for an existing issue before reporting a problem as a new issue.

Remember: This report will be publicly visible. So, don't include passwords or other confidential information.

📎 Attach a file

⭐ Notify me of issue changes, if enabled in settings

Submit issue | Discard

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Issue Tracking for Project Management and Community Wikis in Trac

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The Trac System

- Trac is "an enhanced wiki and issue tracking system for software development projects"

- Good support for links and references

- Inbuilt concepts such as timelines, tasks and milestones

- Various pictures to take through the use of Trac and its reporting and linking

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logged in as rmb | Logout | Preferences | Help/Guide | About Trac

Search

Calendar | Admin | Gantt Ticket

Welcome to the SSI internal Trac website

This is the landing page for the SSI internal Trac system, comprising wiki (here), ticket system, roadmap etc. In due course we'll edit this stuff away into other pages, but for now we can just dump ideas on processes etc. here :-).

Project Prospects

The ProjectProspects page lists current possibile areas for significant effort investment – this is the list of things that could become full-blown development projects.

Development Projects

The main DevProjects page has details of current and past projects.

RunningDevProjects describes the lightweight process for Project Leads to follow.

Developer Services and Resources

DevServicesResources is the internal hub for developing SSI dissemination content for developer-related services and resources.

Available Reports

Software Sustainability Institute

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| Wiki | Timeline | Roadmap | Browse Source | **View Tickets** | New Ticket | Search |

Available Reports | Custom Query

Available Reports

This is a list of ava

Report	Title
{1}	Active Tic...
{2}	Active Tickets by ...getime
{3}	Active Tickets by Milestone
{4}	Accepted, Active Tickets by Owner
{5}	Accepted, Active Tickets by Owner (Full Description)
{6}	All Tickets By Milestone (Including closed)
{7}	My Tickets
{8}	Active Tickets, Mine first
{9}	Active Tickets by Activity Type ("Component")
{10}	Active Tickets by Owner
{11}	All Project Checkpoint Tickets
{12}	All Tickets by Owner
{13}	Active Tickets by Owner (lite version)

Create new report

Active Tickets by Milestone

Note: See TracReports for help on using and creating reports.

Done

View: Tickets by Milestone

Available Reports

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| Wiki | Timeline | Roadmap | Browse Source | **View Tickets** | New Ticket | Search | Calendar | Admin | Gantt Ticket |

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Search

Available Reports | Custom Query

Available Reports

This is a list of available reports.

Report	Title
{1}	Active Tickets
{2}	Active Tickets by Changetime
{3}	Active Tickets by Milestone
{4}	A...er
{5}	A...er (Full Description)
{6}	...closed)
{7}	A...
{8}	A...
{9}	...by Activity Type ("Component")
{10}	Active Tickets by Owner
{11}	All Project Checkpoint Tickets
{12}	All Tickets by Owner
{13}	Active Tickets by Owner (lite version)

Create new report

Note: See TracReports for help on using and creating reports.

Active Tickets by Owner

Done

Using a View as an Agenda

Checkpoint Example

#56 (Project report: Culham-CCFE-I)...

logged in as rmb | Logout | Preferences | Help/Guide | About Trac

Wiki | Timeline | Roadmap | Browse Source | View Tickets | New Ticket | Search | Calendar | Admin | Gantt Ticket

← Previous Ticket | Back to Query | Next Ticket →

Search

Ticket #56 (accepted checkpoint)

Project report: Culham-CCFE-I

Opened 4 months ago
Last modified 42 minutes ago

Reported by:	neilc	Owned by:	dscott
Priority:	normal	Milestone:	M06
Component:	Culham-CCFE-I	Keywords:	
Cc:		Blocked By:	
Blocking:		Start (YYYY/MM/DD):	2010/07/01
End (YYYY/MM/DD):	2010/12/01	% Complete:	30

Description (last modified by rmb) (diff)

Project Lead:	Dave S
Collaborators:	Culham Centre for Fusion Energy
	Colin Roach <✉ Colin.M.Roach@ccfe.ac.uk>
SSI Effort:	4 s-m initially
Collaborator Effort:	-
Start/Finish:	01/07/10 – 12/31/10
Project Page:	wiki:DevProjects/Culham-CCFE-I
Project def:	source:projects/Culham-CCFE-I/ccfe-i-projdef.doc

This is active

Basic contact info & metadata
Links to Wiki page, SVN repos

Done

Completion of Checkpoint

Changed 10 months ago by rmb

- **due_close** changed from *2011/04/20* to *2011/04/30*

Reply

Changed 10 months ago by jamesp

I have updated the movie script so it removes a wedge shaped section of the data set to show what's happening inside, as requested by Colin R. I have also tested importing and rendering the full annulus rather than just a single flux tube – this appears to work but quickly exhausts the memory on my machine so I couldn't test conclusively.

Rob: I think we need to discuss all those questions with CCFE. None of the answers are obvious to me at present.

Reply

Changed 10 months ago by jamesp

I have updated the importer plugin so that it provides a GUI field for setting the ntube parameter, removing the need to edit the script file to do this. It would be easy to add further fields for other parameters if desired.

Reply

Changed 8 months ago by rmb

- **status** changed from *accepted* to *closed*
- **resolution** set to *complete*
- **complete** changed from *90* to *100*
- **due_close** changed from *2011/04/30* to *2011/05/30*

Reply

Changed 8 months ago by rmb

- **blocking** *218* added

Added follow-on ticket as dependancy

Reply

Add/Change #56 (Project report: Culham-CCFE-I)

View: Active Tickets by Owner

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| Wiki | Timeline | Roadmap | Browse Source | **View Tickets** |

logged in as rmb | Logout | Preferences | Help/Guide | About Trac

New Ticket | Search | Calendar | Admin | Gantt Ticket

Available Reports | Custom Query

Search

{10} Active Tickets by Owner (36 matches)

List active tickets, group by ticket owner, sorted by priority.

Edit report | Copy report | Delete report

dscott (1 match)

Ticket	Summary	Activity	Type	Who_else	Status	Created	Modified	Milestone
#56	Project report: Culham-CCFE-I	Culham-CCFE-I	checkpoint		accepted	18/05/10	10/09/10	M06

mikej (3 matches)

Ticket	Summary	Activity	Type	Who_else	Status	Created	Modified	Milestone
#45	Project report: SBIRC-I	SBIRC-I	checkpoint		accepted	13/05/10	09/09/10	M09
#51	MESSAGE code review	Consultancy	task		accepted	14/05/10	06/08/10	
#74	GeoTOD-II technical review	Consultancy	task		accepted	30/06/10	10/09/10	

nellc (11 matches)

Ticket	Summary	Activity	Type	Who_else	Status	Created	Modified	Milestone

Done

Example Task

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Wiki | Timeline | Roadmap | Browse Source | **View Tickets** | New Ticket | Search

← Previous Ticket | Back to Query | Next Ticket →

#87 (J.Omer: engineering software e...)

Ticket #87 (assigned task)

J.Omer: engineering software eval/review

Opened 2 weeks ago
Last modified 0 seconds ago

Reported by:	rmb	Owned by:	rmb
Priority:	normal	Milestone:	
Component:	Consultancy	Keywords:	
Cc:		Blocked By:	
Blocking:		Start (YYYY/MM/DD):	
End (YYYY/MM/DD):		% Complete:	0

Description (last modified by rmb) (diff)

Contacts:	Joshua Omer <J.R.Omer@kingston.ac.uk>
Institution:	Kingston Uni
Projects:	-
Goal:	Link thru HPC Software Dev call. Possible small-scale SSI intervention to review code prior to commercialisation?

Reply

Attachments

Current owner can change But someone always owns interaction

Task has a defined *goal*

Search

New Ticket

Gantt Ticket

Done

Commentary as Record of Interaction

Changed 11 months ago by jamesp   Reply

This week I have been mostly working on the data import plugin again – Colin Roach tested it and discovered a problem: Paraview does not remember the plugin even when the "autoload" checkbox is ticked, meaning that the plugin needs to be reloaded manually every time Paraview is started. This turns out to be a bug in Paraview; in the current version the checkbox only works for dynamic library plugins and not XML plugins. It can be worked around by wrapping the XML plugin description into a dynamic library. This is fairly straightforward but does require recompiling Paraview from source. I have written instructions for this and sent them to Colin, I'm now working on movie generation again.

Changed 11 months ago by rmb   Reply

RMB to arrange call w/b 04 April with CR, JP to discuss wrapup.

Changed 11 months ago by rmb   Reply

- **complete** changed from *70* to *90*
- **due_close** changed from *2011/04/01* to *2011/04/20*

Call with Colin R, RMB, JP:

CR: "The working plugin is exactly what we wanted to achieve"

Remaining work:

- all agreed that a nice movie would be an excellent place to stop; should be achievable in a couple more weeks. RMB happy to sanction this;
- a visit to CCFE to give a short presentation would be a great way to complete the handover;
- it would be nice if there was a GUI way to edit certain parameters from the data file...

So, agreed final deliverables:

1. A final writeup including a "how to" on generating movies;
2. A movie, generated as above;
3. (If time) a parameter-editing GUI component.

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Wiki | Timeline | Roadmap | Browse Source | **View Tickets** | New Ticket | Search | Calendar | Admin | Gantt Ticket

Available Reports | Custom Query

Available Reports

This is a list of available reports.

Report	Title
{1}	Active Tickets
{2}	Active Tickets by Changetime
{3}	Active Tickets by Milestone
{4}	Accepted, Active Tickets by Owner
{5}	Accepted, Active Tickets by Owner (Full Description)
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{11}	All Project Checkpoint Tickets
{12}	All Tickets by Owner
{13}	Active Tickets by Owner (lite version)

Create new report

Note: See TracReports for help on using and creating reports.

Done

View: Sort by Component

Ease of Linkback

Example Wiki Page

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| Wiki | Timeline | Roadmap | Browse Source | View Tickets | New Ticket | Search |

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Search

Start Page | Index | History | Last Change

Calendar | Admin | Gantt Ticket

Developer Services and Resources

This is the internal hub for developing SSI dissemination content for developer-related services and resources. Once developed and approved, content can migrate to the website or other dissemination material (e.g. event handouts).

Progress is tracked via #73.

Status: WIP, Ready for review, Reviewed.

Services

- S1. Software evaluation service (Related: OMII-UK SEP, journalTOCs review summary)
- S2. Software development consultancy DMS. Ready for review.
- S3. Match-making between users and developers MJ. Ready for review.
- S4. Developer experience and expertise events MJ. Ready for review.

Resources

- D1. General best practice DMS. Ready for review.
- D2. How to develop maintainable software – MJ. Ready for review.
- How to write readable source code – MJ. Ready for review.
- D3. How to do software testing – STC. Ready for review.
- D4. Adopting an open source licence – STC. Ready for review.
- D5. How to support open source software – MJ. Ready for review.
- D6. How to do documentation – SJH will add content when time permits.
- D7. Migration guides for infrastructure – will evolve on an ad hoc basis.
- D8. Hosting of supporting materials – will evolve on an ad hoc basis.
- D9. Collaborative tools – will evolve on an ad hoc basis.
- How to use GSoC and MSc projects to improve your project MJ. Ready for review.

Done

- D3. How to do software testing – STC. Published: ➡ WWW
- D4. Adopting an open source licence – STC. Published:➡ WWW
- D5. How to support open source software – MJ. Published: ➡ WWW
- D6. How to do documentation – SJH will add content when time permits.
- D7. Migration guides for infrastructure – will evolve on an ad hoc basis.
- D8. Hosting of supporting materials – will evolve on an an ad hoc basis.
- D9. Collaborative tools – will evolve on an ad hoc basis.
- How to use GSoC and MSc projects to improve your project MJ. Published: ➡ WWW
- How to identify project champions MJ. Published: ➡ WWW
- Usability evaluation contacts MJ. Ready for review.

Raw material

- How to develop maintainable software – excess content to be integrated into the above or new pages.
- Maintainable software notes and references.

Form, content, tone

- Tone should be informal – I, we, you.
- Services
  - ◇ 50 word summary and up to 200 words of additional content.
- Resources
  - ◇ 50 word summary and up to 4 pages of additional content.
  - ◇ Links to external resources/pages/docs should be provided where possible.
  - ◇ Task-oriented.

Edit this page   Attach file

Download in other formats:
Plain Text

Example Editing

Software Sustainability Institute

Wiki | Timeline | Roadmap | Browse Source | View Tickets | New Ticket | Search

logged in as stevec | Logout | Preferences | Help/Guide | About Trac

Search

Start Page | Index | History | Last Change
Calendar
Admin
Gantt Ticket

Editing DevServicesResources

B I A

Adjust edit area height: 20

```
= Developer Services and Resources =

This is the internal hub for developing SSI dissemination content for developer-related services and resources.  Once
developed and approved, content can migrate to the website or other dissemination material (e.g. event handouts).

Progress is tracked via #73.

Status: WIP, Ready for review, Reviewed.

== Services ==

* S1. [wiki:SoftwareEvaluation Software evaluation service]  (Related: [wiki:OMIISEP2SES OMII-UK SEP],
[wiki:JournalTOCsSummary journalTOCs review summary])
* S2. [wiki:DevConsultancy Software development consultancy] DMS. Ready for review.
* S3. [wiki:MatchMakeService Match-making between users and developers] MJ. Ready for review.
* S4. [wiki:DeveloperExperienceService Developer experience and expertise events] MJ. Ready for review.

== Resources ==

* D1. [wiki:BestPractice General best practice] DMS. Published: [http://www.software.ac.uk/resources/guides/software-
```

Note: See WikiFormatting and TracWiki for help on editing wiki content.

Change information

Comment about this change (optional).

Software Sustainability Institute

Create a New Ticket

Create New Ticket

Properties

Summary:

Reporter: rmb

Description:

B I A

Type: task

Milestone:

Keywords:

Blocked By:

Start (YYYY/MM/DD):

% Complete: 0

Assign to:

Priority: normal

Component: Consultancy

Cc:

Blocking:

End (YYYY/MM/DD):

Done

Administration

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Wiki | Timeline | Roadmap | Browse Source | View Tickets | New Ticket | Search

logged in as rmb | Logout | Preferences | Help/Guide | About Trac

Search

Admin | Calendar | Gantt Ticket

Administration

Basic Settings

General
Basic Settings
Logging
Permissions
Plugins

Accounts
Configuration
Users

Ticket System
Components
Milestones
Priorities
Resolutions
Severities
Ticket Types
Versions

trac.ini
account-manager
attachment
browser
changeset

Project

Name:
SSI

URL:
www.software.ac.uk

Description:
The UK Software Sustainability Institute

Apply changes

Done

Managing Ticket Types

Software Sustainability Institute

Administration: Ticket Types – SSI

logged in as rmb | Logout | Preferences | Help/Guide | About Trac

Wiki | Timeline | Roadmap | Browse Source | View Tickets | New Ticket | Search | Calendar | Admin | Gantt Ticket

Search

Administration

General
Basic Settings
Logging
Permissions
Plugins

Accounts
Configuration
Users

Ticket System
Components
Milestones
Priorities
Resolutions
Severities
Ticket Types
Versions

trac.ini
account-manager
attachment
browser
changeset

Manage Ticket Types

	Name	Default	Order
☐	defect	○	1
☐	enhancement	○	2
☐	task	◉	3
☐	issue	○	4
☐	checkpoint	○	5
☐	milestoneReview	○	6

Remove selected items   Apply changes

You can remove all items from this list to completely hide this field from the user interface.

Add Ticket Type

Name:

Add

Done

Generated Roadmap

Screenshot of a Trac "Roadmap" page for the Software Sustainability Institute (SSI).

Browser window titled "Roadmap – SSI"

logged in as rmb | Logout | Preferences | Help/Guide | About Trac

Search

Wiki | Timeline | Roadmap | Browse Source | View Tickets | New Ticket | Search | Calendar | Admin | Gantt Ticket

Roadmap

☑ Show already completed milestones   Update

Milestone: JISC-RI mtg
Completed 4 months ago (12/05/10)

100%

Closed tickets: 9   Active tickets: 0   / Total tickets: 9

First "point of presence" for SSI with JISC Rapid Innovation projects. Should demonstrate intelligent working processes.

Milestone: AHM 2010
12 hours late (10/09/10)

0%

Closed tickets: 0   Active tickets: 4   / Total tickets: 4

Milestone: M06
Due in 3 months (01/12/10)

0%

Closed tickets: 0   Active tickets: 4   / Total tickets: 4

Done

Example Milestone

logged in as rmb | Logout | Preferences | Help/Guide | About Trac

Wiki | Timeline | Roadmap | Browse Source | View Tickets | New Ticket | Search | Calendar | Admin | Gantt Ticket

Search

Milestone M06

Due in 3 months (01/12/10)

0%

Closed tickets: 0   Active tickets: 4   / Total tickets: 4

Six months. Review ongoing projects on the Gantt

Edit milestone | Delete milestone | Attach file

Ticket status by Component ▶

Culham-CCFE-I	0 / 1
ILDG-I	0 / 1
Publicity	0 / 1
SSI-Operations	0 / 1

Note: See TracRoadmap for help on using the roadmap.

Key Features of Trackers

- A tracker should be web-based for easy access

- Good trackers will store tickets in a db

  - reports can then be gen'd through queries

- Good trackers should make it easy to link to related information

  - code changesets, documents, web pages

- But like any tool, the most important feature is consistency of use

  - get everyone into the habit!

Writing Good Software Documentation

Software Sustainability Institute

Before you Start…

- Know the software!
  - Build, install, use – on a variety of platforms
  - Experiment with it
- Gather information
- Identify target audience
  - Critical – who is the documentation for?
  - Different documentation for different user types?
    - e.g. end-user, adminstrator, developer
- Set aside time to do it – the dichotomy
  - Writing documentation is often boring
  - Documentation is invaluable for others

High-level Considerations

- What problem does the software solve?

- How does the software solve the problem?

- How does the user/administrator install and configure (and optionally build) the software?

- How can a user quickly access the functionality of the software?

- How can a developer make use, or extend the functionality, of the software?

- What is the current release state, and how does the current release differ from earlier releases?

General Guidance

- Goal-oriented
  - e.g. steps to build, steps to install, steps to configure
- Keep it simple!
  - Try to explain all the detail unnecessarily, e.g. all configuration options when installing
- Include verification…
  - Verify procedures for accomplishing each task where appropriate
  - Example trace output/screenshots for success and failure of a step
- Decide what is most important for your software
  - What does your (intended) community need/want?
  - Write the documentation the software needs now; prioritise

General Guidance

- Develop a plan for the documentation in question!
- What is the level of expertise required?
- User should experience success within *30 minutes*
- Reference material is no substitute for good documentation
- Get someone else to verify the documentation!!!
- Get something out soon; don't spend months on a monolithic piece of documentation
- Avoid proprietary formats e.g. Word, use e.g. PDF
- Be flexible in response to users' feedback

Example Structure – Keeping it Simple

- Summary
  - Overview, origins (project name, software domain)
  - What the software does and its primary benefits
  - Project and technical contact information (inc. support)
- 3 sections: Building the Software, Installing the Software, Administrating the Software
  - Skill pre-requisites
  - Software pre-requisites & install/configure instructions
  - Step-based guide
- User Guide
  - Skill pre-requisites
  - Basic user guide
  - Advanced/developer user guide (API, configuration, etc.)
- If time is a factor – a less detailed quick start guide is a great place to start!