Tester Guide to Bug Tracking in **MANTIS LQA**

Document Revision Date: February 2, 2024

TIP: in the PDF version of this guide, when clicking on navigation links use the **Alt** + ← keys to return to the original location. **Alt** + → will switch back to the linked location.

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acclaro
Translating Global Business

Introduction

Your Role - Linguistic Tester

After the translation and editing steps which serve to produce translations of at least average quality, we rely on the language expertise of **Linguistic Testers** to verify these translations in ***context of the product*** (Software, Website, Mobile App, etc.). Testers will also make sure that no localization issues such as cosmetic and locale-related bugs exist in the target language product.

In any event, all testers report any translation- and localization-related issues introduced during the product localization process in our Bug Tracking tool **MANTIS** - or in the document or system specified in the Test Plan. After the issues have been corrected – either by the Language Lead or Tester during the initial Test Pass/Bug Fix pass, or by the Engineer, Test Lead or Client during Bug Triage – the Tester or Test Lead verifies that the issues have been resolved in the product (or have been confirmed as invalid or irrelevant) and closes the related bugs.

Objective - Efficient and Effective Bug Reporting

Informative Bug Reports and Bug Screenshots are vital to quick and effective bug triaging by all resources involved in the testing cycle. Following good practices right from start is therefore essential. Consider that the Engineer, Test Lead or the Client, who need to review or process a bug logged for a language, don't read that language. If the bug description and the screenshot don't convey precisely - in clear English - where and what the issue in the localized product is then extra effort (= time and money) is spent requesting information from the tester in order to resolve an issue. The same is true even if a second tester for the same language needs to review, fix or verify the linguistic bug logged by the first linguist – they also need precise information about the nature and the location of the error or issue.

Guidelines for Good Bug Reports

When reporting bugs you need to provide **detailed information**. Keep the following rules of thumb in mind at all times:

- Readers of your bug reports might not know the tested product as well as you and therefore may require more precise and detailed information and reproduction steps.
- Do not assume readers of your bug report are native speakers of the product's target language. Make sure your bug report can be understood by non-native speakers who are not familiar with grammar, spelling or even the characters of your language.
- Enter all bug details (Summary, Description, Notes, bug screenshot markups and filenames) in English - Exception: the affected target language text that has the issue/error.
- Enter only one bug type per bug page. Different types of bugs might need to be assigned to different people. Exception: you may enter several bugs in the same bug window if they are all of the same bug type (e.g. all spelling and other formal language issues) and are all found on the same webpage or on the same application screen/dialog/menu.
- With sometimes long lists of bugs, it is important to be able to quickly distinguish bugs from one another by just looking at the bug summary (headline). Provide descriptive and informative bug headlines in English.
- Screenshots are required to show bugs. Whenever possible, you must include an informative and easily viewable bug screenshot.

- Some bugs will go to our clients, so please use proper professional language at any time.
- Do not assume that readers of your bug reports have the test script at hand. In other words, you cannot provide only a test case ID as a replacement for reproduction steps and/or an URL (where applicable).

Test Process Guidelines and Requirements

- Carefully read the **Test Plan document** you receive from the PM or Test Lead. It describes the process and requirements for the test task and includes a list of reference and other required materials and files and their location.
- Familiarize yourself with the testing environment based on information in the Test Plan.
- For most test projects you should have two systems or screens/windows set up to execute the test pass successfully.

  PC/Mobile App with English Source language OS with source language product and all required third-party products installed.

  Or: PC with any OS language that allows concurrent display of ENU source and Target Language product in separate browser windows (or Virtual Machines)

  AND: **PC/Mobile App with Target language OS** with target language product and all required third-party products installed.

- Navigate through the product or test screenshots following the **Test Script, Test Cases/URLs** provided by the Test Lead. Compare the Target language product to the Source language product to ensure the translated contents and their display and layout, as well as their basic functionality, are accurate in context.

Linguistic Test Criteria - What To Look For

- When applicable, verify that translations and terminology are **consistent with any**
  - **Do-Not-Translate lists of terms (Blacklists)**
  - **Project- or Product-specific term lists (Whitelists)**
  - **Master and/or project glossaries** and – if applicable – with general industry standards (e.g. Microsoft terminology, Apple terminology or Android terminology).
- Verify that translations and terminology are **correct** and **consistent throughout the entire tested product**.
- Verify that all text is translated, unless it is to be left in English on purpose.
- Scan text for any of the following **formal language errors** missed during the translation and editing steps:
  - Spelling
  - Case
  - Punctuation
  - Grammar
  - Overtranslation

  NOTE: please alert the Project Manager and Test Lead if you find an inordinate amount of any of these objective formal language errors. The contents to be tested have gone through separate translation QA and editing steps and are expected to be of at least average quality. If you find early on in the test pass that this this is clearly not the case, stop the task and alert the PM and Test Lead.

- Verify that no text displays garbled (character corruption).
- **If applicable:** Check for **duplicate or invalid mnemonics** (hotkeys) in menus and dialogs. If the hotkey underline (e.g. the "Open" in the *File* menu command) is not shown, press the **Alt key** and the mnemonic will display.
- Check technical and cultural appropriateness of translations in context.
- Check for **basic internationalization issues** such as:
  - User can type/input extended or double-byte characters in text fields.
  - Bidirectional text display and input is enabled.
  - Proper display of date, time, currency, number, and decimal point formats (as per requirements of the locale being tested).
  - Text sort order in lists corresponds to the language/locale.
- Scan text for highly visible stylistic issues, such as wrong register, address, noticeably inconsistent phrasing and style.
- Verify that there are no text truncations or missing translations.
- Check if any text wrapping, word and line break changes need to be made to correct layout or readability problems.
- Verify that concatenated strings do not cause syntax or other grammatical errors in your language.

Using Mantis LQA Bug Tracker

System Access

URL: https://mantis.acclaro.com/lqa

Mantis works on all browsers, including mobile device browsers.

Project Organization

Because Mantis is not template-based, where component- or client-specific bug data fields, page formats and items can be preconfigured separately and transferred to various live projects (like in IssueView), clients and their projects are organized under one root or master project called **Bug Projects**, which is a *Private* project.
All globally used fields, settings, system customizations etc. are made at the **All Projects** level, so all projects created under that system root will have the same configurations, i.e. behavior seen by the tester.

The structure of projects is as follows:

All Projects
Bug Projects
>>Client group level
>> >>*Order-level Projects* (where bugs are logged)
Non-Client (public) Project (optional)

NOTE: **All Projects** is not an accessible project by itself (i.e. you can't log a bug in *All Projects*). The initial "**root**" project is **Bug Projects** (created by the system admin), and all other projects created under it (Clients, order-level projects) are true **Subprojects**.

Test team members will work primarily in an order-level project (>> >> *xxx_O-11-xxx…*) under a client (>> XXX).

Project Names

Because of the way clients and projects need to be organized in Mantis, the following project naming convention is used to make it easy for all users to identify a **client name** and the **Plunet order number** quickly when navigating or searching the project structure and the bug lists.

ClientName_OrderNumber_ProductName_Version_Component_Language

Examples:

Sony_O-11-07777_MG_2.5_WebPages

Circle_O-11-09999_UI_9-langs

Square_O-11-08888_Web_JPN_KOR

Asurion_O-11-09876_Soluto_iOS-App_FR-CA

AccurateBackground_O-11-41239_WEB

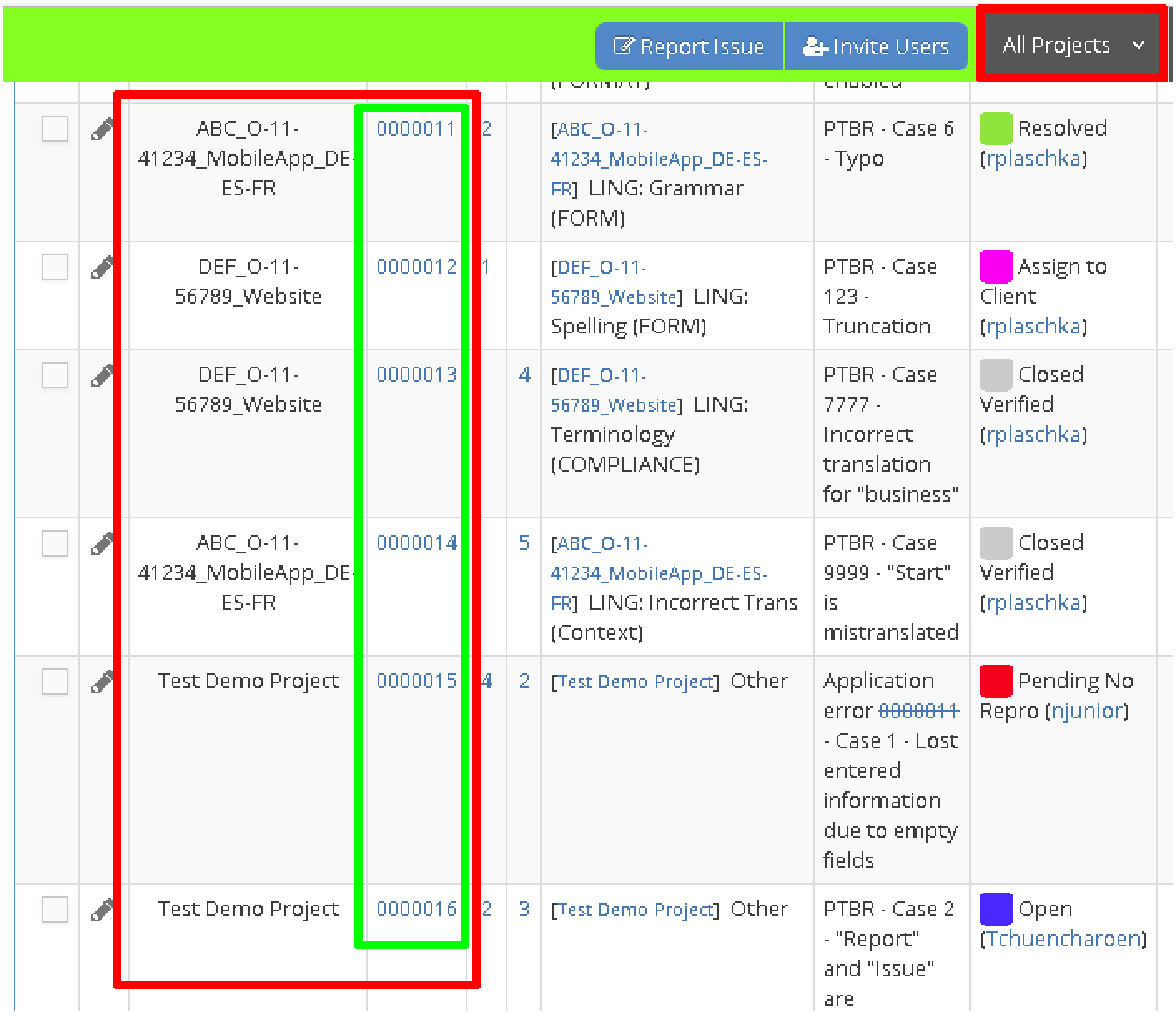
NOTE: Not every project will have all of these naming parts, but as a minimum, every order-level bug project name will contain these items in that sequence: **ClientName_OrderNumber_Component**

Components can be *Web*, *UI*, *Mobile*, *iOS*, *Android*, *Firmware*, *OnlineHelp*, etc.

Issue IDs

Mantis generates bug IDs (aka issue ID or #) sequentially at the **All Projects** level. It does NOT distinguish between bug IDs logged for separate projects, that is, it does NOT start a new bug ID count on each new project. This means that a bug ID reference by itself is meaningless if not accompanied by the project name. [This is another reason why Mantis bug tracking needs to be organized with a 3-level *root project > subprojects* structure as explained above.]

See below example of issue IDs when **All Projects** level is selected -- one and the same issue ID sequence carries through the different projects:



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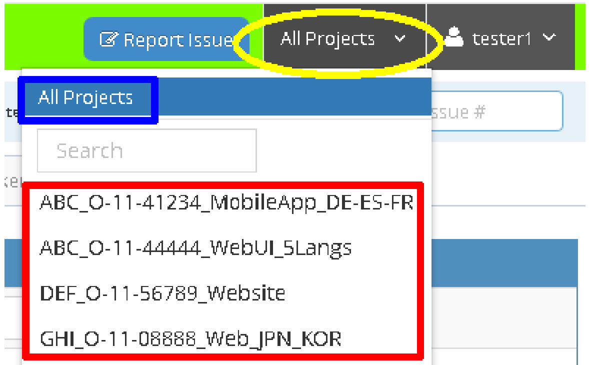
Project Navigation

The quickest way for any user to access the project listing and select the correct bug project is to open the project selector dropdown in the upper right corner - to the left of the username icon - of the Mantis homepage. The default project (or project level) selected in the user's account **Preferences** will be listed just below the **Search** field, above all other projects.

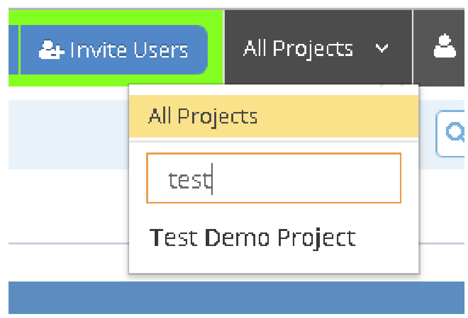
Testers will want to set the default to **All Projects** and then select the specific Order-level project from that list to work on. See below.

For certain testers it may make sense to set the default project to a Client group (if they have access to that group level and primarily work on a specific client's jobs), or to the one specific Order-level bug project they are assigned to.



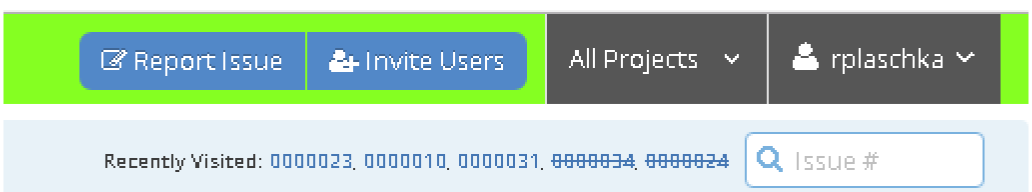
Project Search

The **Search** field allows quick location of a specific project. Start typing any part of the project's <u>order number</u> or <u>name</u> in that field and matching results appear immediately:



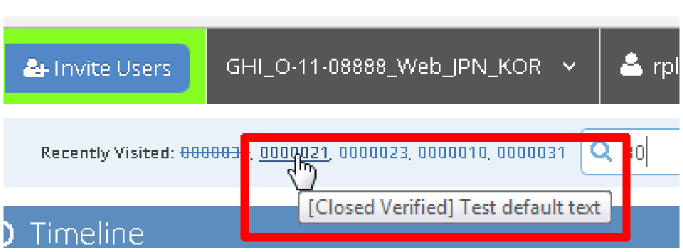
Bug/Issue ID Search

If you need to quickly locate a specific bug ID: enter the bug number in the **Issue #** search field in the upper right corner below the navigation bar. You don't need to add the zeros preceding the bug ID. Example: enter *5437* to find bug *0005437*. Then hit ENTER.



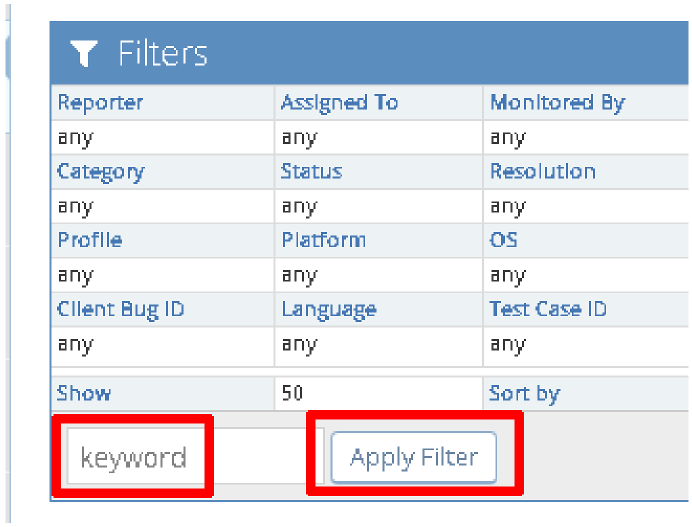
Recently Visited: to the left of the **Issue #** search field are listed up to 5 of the bugs the user visited (viewed, modified etc.) very recently - again, this is for the <u>All Projects</u> level.

If you hover the mouse over any of these bugs their **Status** and **Summary** label will be displayed. Bug IDs with strikethrough style have a status of *Resolved* or *Closed*. Clicking on them will bring you to that bug's **[View Issues Details](#)** page:



Keyword Search

In order to search across all projects or a set of specific projects (or client groups), a corresponding simple or advanced filter can be created, and the **Search** field will then look for simple keyword matches in the **Summary**, **Description**, **Steps To Reproduce**, **Additional Information**, **Issue ID**, or **Notes** fields within that filter range. You can also limit the search scope by selecting a client's root project or a specific order-level project. Then enter the search text (or a partial text string) in the **Search** field and hit Enter or click **Apply Filter**:



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User Account Management

Acclaro (a Test Lead or other Mantis admin) will create the user accounts for new testers. Testers will receive an **Account Registration** email with their assigned username.

Username

The provided username for the Mantis bug tracker follows these naming conventions:

Individual/Freelance/Client users

Username -> firstname initial and lastname – lowercase
Example for user "John Doe" = **jdoe**

SLV/Agency users:

Username -> agency-language-code_agency-sequence-code_firstname initial and lastname initial
Example for user "John Doe" with agency number 9 from the United States = **EN_EN_09_JD**

Access Level

Testers have **developer** access level. If a tester reports that a lower (or higher) access level than *developer* has been assigned to the account by accident, please alert the Acclaro Test Lead or Project Manager.

Only Acclaro Test Leads have **administrator** access level.

User Password

Mantis then sends out an **Account Registration** email to the new user (at the provided email address) - example:

Subject: [Linguistic QA] Account registration

The user administrator has created an account for you with username "tester1".
In order to complete your registration, visit the following URL (make sure it is entered as the single line) and set your own access password:

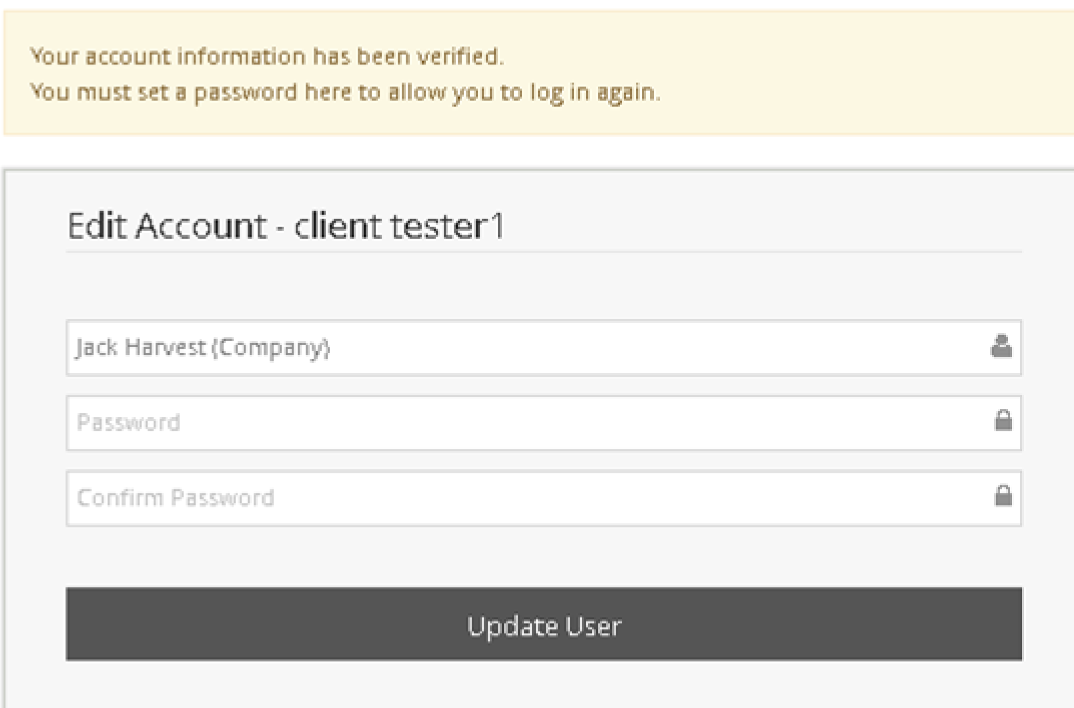
http://165.227.25.142/mantis/verify.php?
id=58&confirm [illegible]

If you did not request any registration, ignore this message and nothing will happen.

Do not reply to this message

NOTE: The invitation link in the User Account Registration email will expire within **30 days** after which the link will no longer work and a password reset may be required.

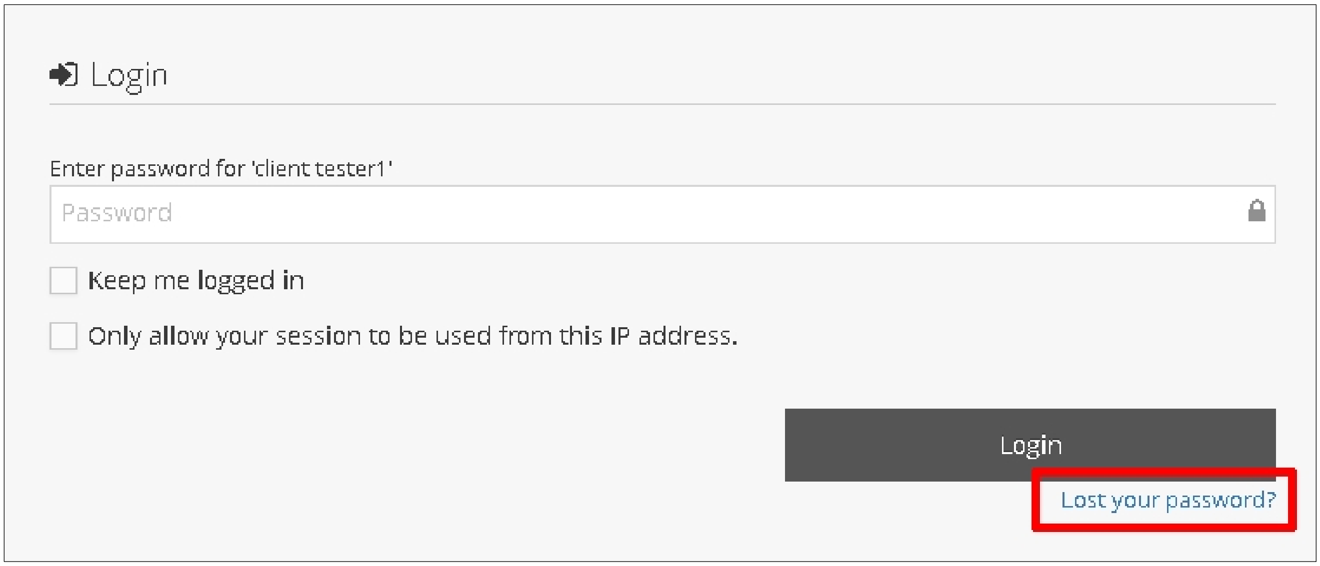
The new users click the provided URL to create their own password:



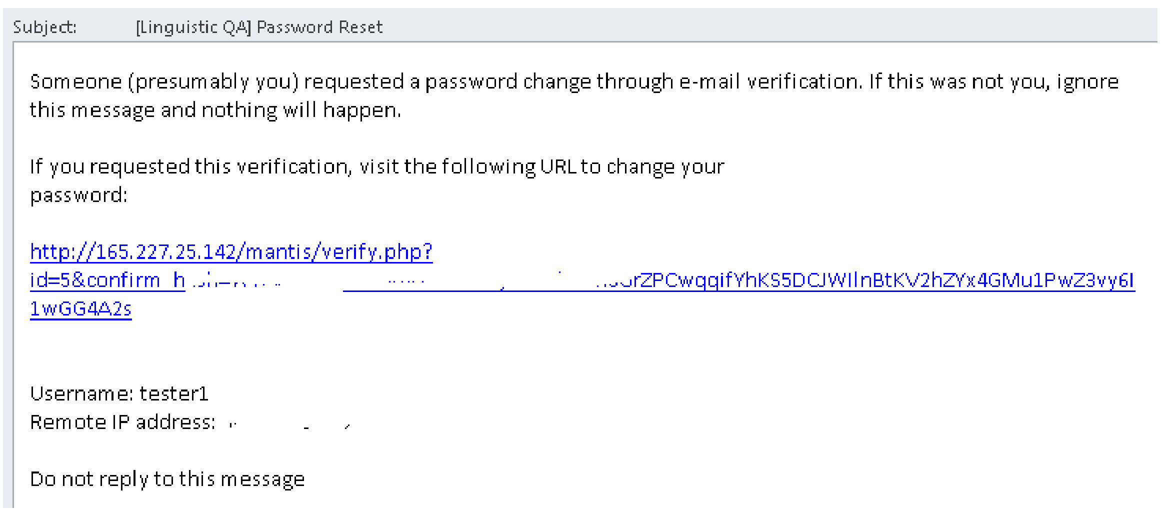
NOTE: Passwords are case-sensitive. There is no minimum in number of characters or restriction in type of characters.

Password Reset

Users are responsible for their own password. If a password gets lost, users can request their own password reset process at the **Login** prompt on the Mantis site. They need to first enter their username and click **Login**, and then click the **Lost your password?** link:



The user will receive a **Password Reset** email from Mantis with a link to the password reset page:


Subject: [Linguistic QA] Password Reset

Someone (presumably you) requested a password change through e-mail verification. If this was not you, ignore this message and nothing will happen.

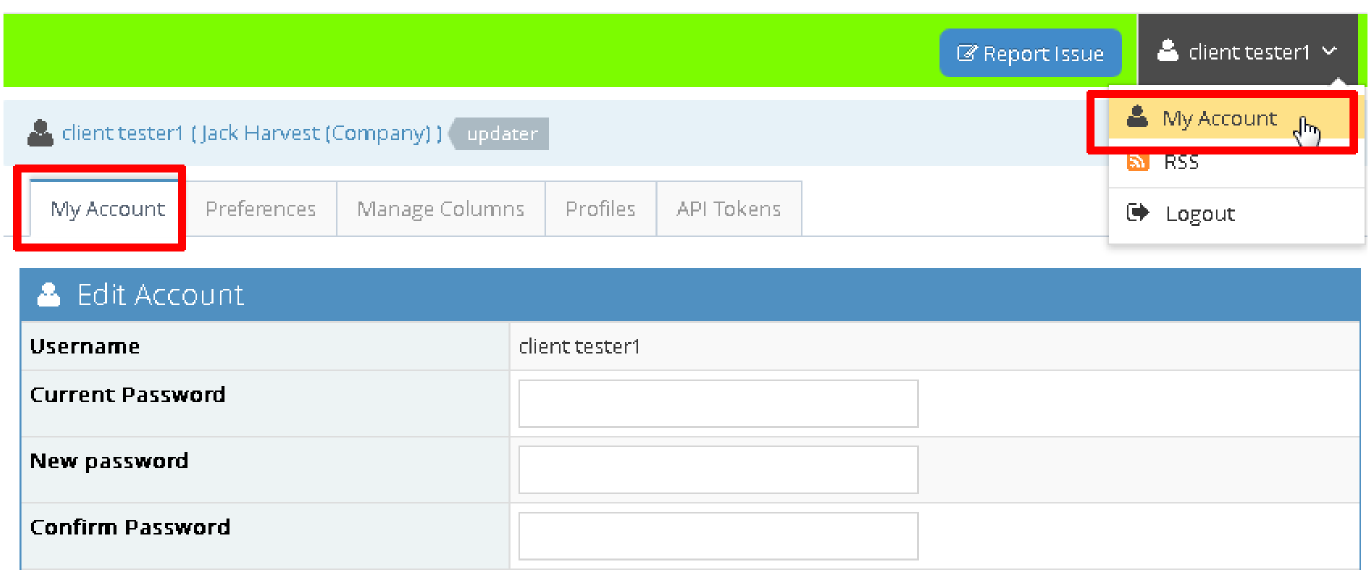
If you requested this verification, visit the following URL to change your password:

http://165.227.25.142/mantis/verify.php?id=5&confirm_h ...JrZPCwqqifYhKS5DCJWIlnBtKV2hZYx4GMu1PwZ3vy6I1wGG4A2s

Username: tester1
Remote IP address:

Do not reply to this message

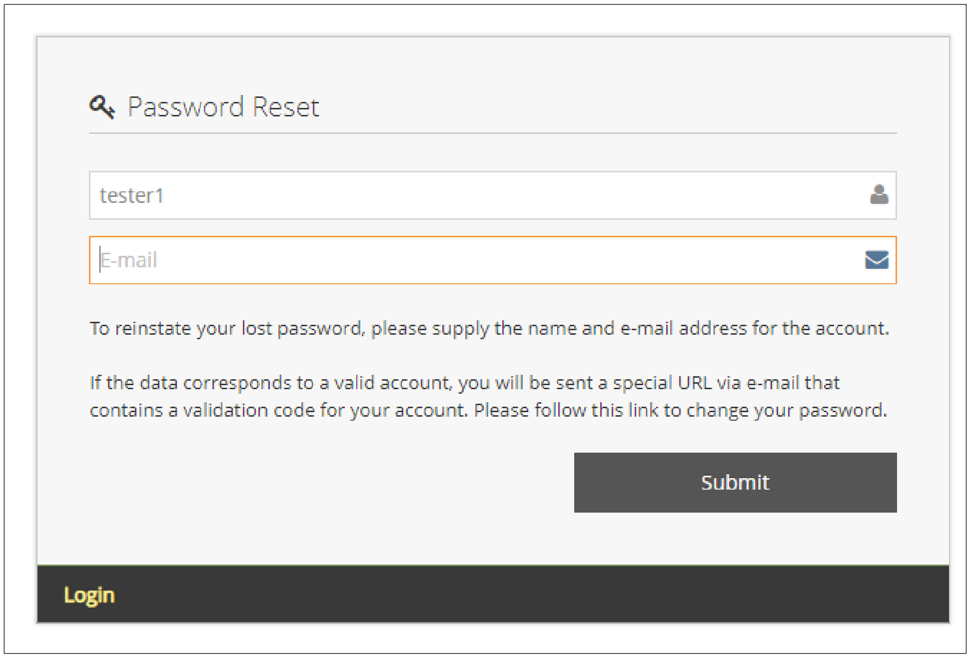
Users can also change their current valid password (if needed) after they login and access their **My Account** profile:



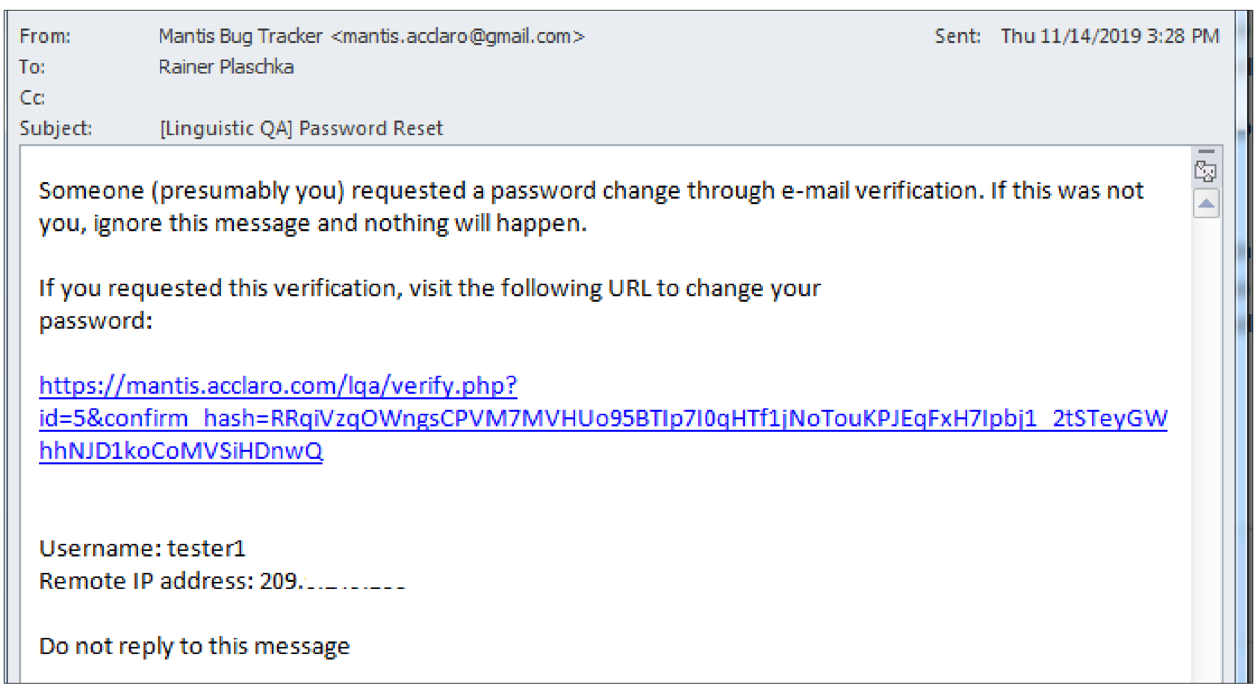
Blocked Account

If a user's account is **Blocked** after three (3) or more failed attempts to login with an invalid password they can go through these easy steps to reset their own password and unblock the account:

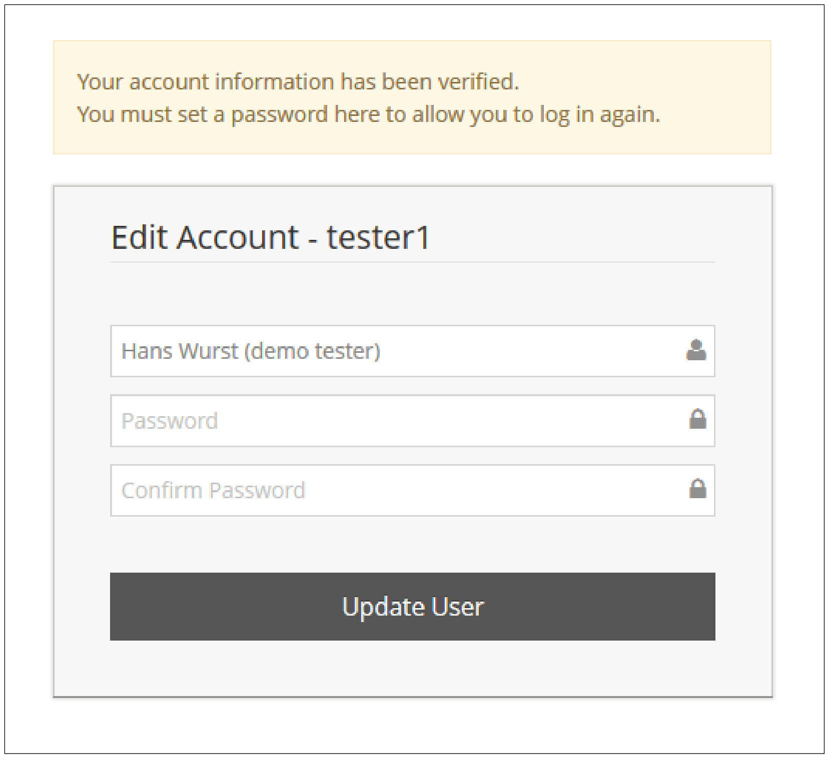
1. Access the **Login** prompt of the Mantis LQA site at https://mantis.acclaro.com/lqa/login_page.php
2. Enter correct username and valid account email address*. Click **Submit** button.



3. Receive a **Password Reset** email from Mantis with a link to the password reset page:

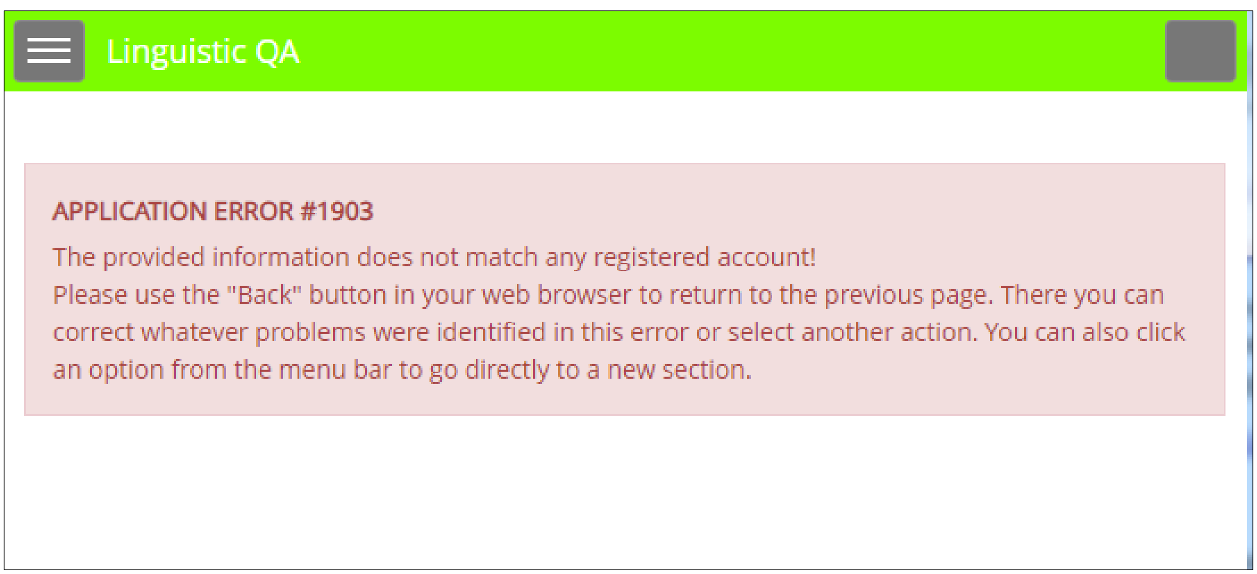


4. On that page, enter a new password, confirm the password and then click **Update User.**



After successful password reset for correct username and email the user will be logged in and see the **My View** home page.

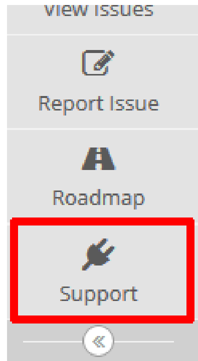
***Note**: if the email address entered in above field does NOT match the account email on file in Mantis user admin, the user will get below error message:



If user forgot the correct account email address they need to submit a HelpDesk ticket at Mantis_LQA_Support@acclaro.com.

User Support

If you need further support for access to or permissions for a Mantis project - after you successfully login - you may send a support request email to Mantis_LQA_Support@acclaro.com or click the **Support** link on the Mantis homepage navigation bar - this opens a blank email message in the default email client **if** one is configured on your computer (e.g. Outlook, Thunderbird, Mail app, etc.):



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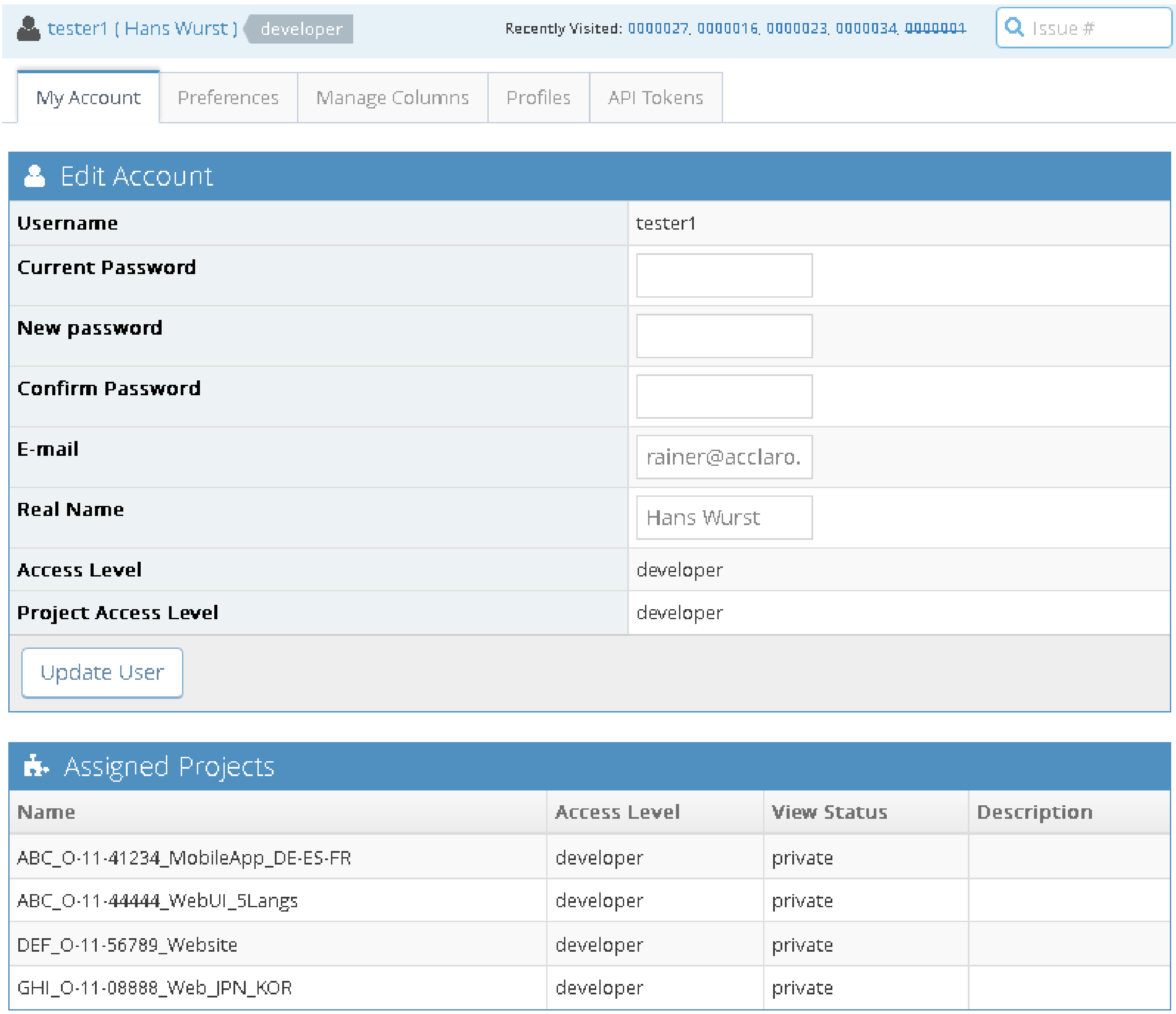
Edit User Account

Clicking on a user's username link anywhere on the Mantis site will open the related **Edit Account** section on the **My Account** page.

"My Account" page

Testers can modify their password, e-mail address and real name. Note, however, that an unannounced change of the e-mail address by the tester is NOT recommended as this information officially comes from the Acclaro Resource Management or Project Manager. Likewise, there is usually no good reason to change the initial Real Name. After making any edits click the **Update User** button.

The list of **Assigned Projects** for that user displays below the **Edit Account** section on that page.



"Preferences" page

Default Project: the default project is the automatically selected active project when the user first logs in to Mantis - see screenshot below.

Most testers will want to set the default to **All Projects** and then select the specific Order-level project from that list to work on. Because the Test Lead who creates the bug projects and the related user accounts assigns mostly order-level projects to testers, you will usually not see any projects other than these order-level projects.

If a tester has been given access to the Client group level by the Test Lead then it may make sense to set the default project to a Client group. For example, a dedicated tester working only on Topcon test projects would select the *Topcon* client group as default project.

NOTE: The active project is part of the filter applied on the issues listed in the **View Issues** page. Also any newly reported issues will automatically be associated with the active project.

Refresh Delay/Redirect Delay: these fields should not be changed.

E-mail on XXX: see below screenshot for recommended selections. Leave minimum severity for all of them set to "**any**".

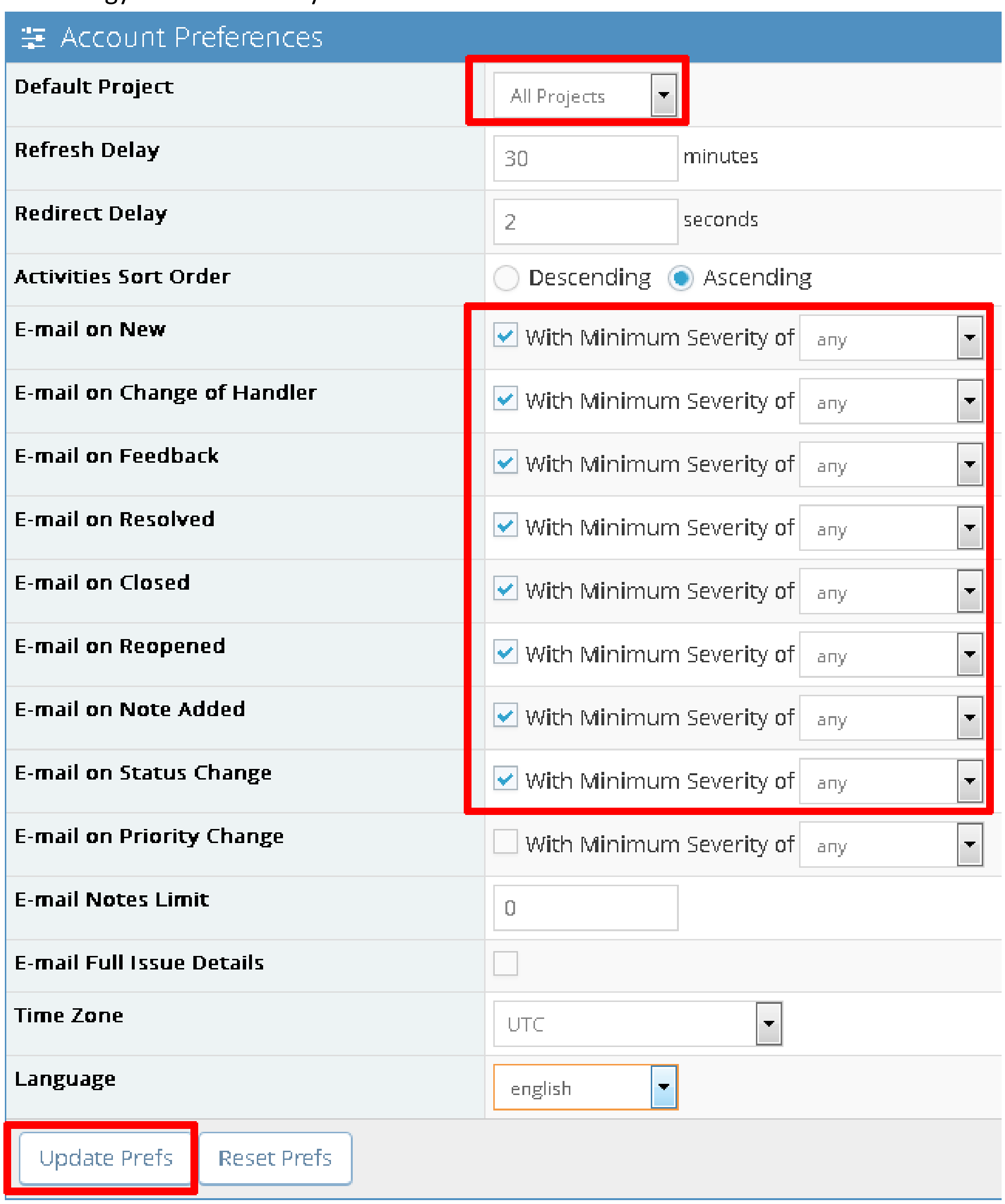
At a minimum, these 4 email notifications **must always** be enabled:

on New, **on Change of Handler** (i.e. Assignee), **on Feedback**, **on Note Added**

Testers may at their discretion disable some or all of the other notification settings.

Language: we recommend that all testers use the Mantis interface in **English**. If this is left set to **auto** then Mantis will pick up the language setting of your browser: if your browser is not set to English but you want Mantis to display in English, select *english* under **Language**, and not *auto*.
The set language is used by the Mantis GUI and in email notifications. Note that Mantis uses UTF8 for encoding the data, hence the user could for example use Mantis with a Chinese interface, while logging issue data in German.

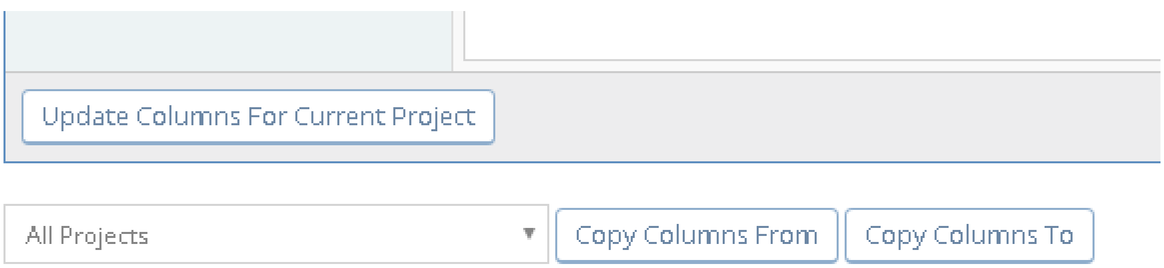
NOTE: Only if there is a strong preference by the tester, they can change that default setting here. But note that Mantis UI may have been translated by non-professional Mantis users (volunteers), and may therefore contain translation, terminology and consistency errors.



When done with all settings click the **Update Prefs** button.

“Manage Columns” page

- The global display of default columns for the four page and file format types shown in below screenshot has been configured at the **All Projects** level by the Mantis system admin.
- Testers can change the display of columns for the set of projects they are assigned to, and only to these.
- Columns are displayed in the output in the same order they are listed in the four sections below.
- Column names are case-sensitive.
- Generally, there should be no need to modify these selections, but if specific project needs exist you may follow the guidelines for the four page/export format sections below.
- **If** modified sets of columns are needed for a client order-level project:
    1. select the project from the project selector dropdown in the top nav bar
    2. add/remove columns from the **View Issues Columns** section (do not modify the other sections);
        - Add a column: copy and paste it from the **All Available Columns** field.
        - Remove a column: delete it from the field; make sure the last entry is NOT followed by a comma
    3. Click the **Update Columns For Current Project** button. (**NOTE**: If by accident **All Projects** is selected this button will read **Update Columns as Global Default for All Project**! You should not change the global default for your set of projects, unless you intend to do so specifically.)
    4. If needed: the four Column sets for any project or project level can be copied between any other projects.



Currently, these are all the columns available for selection:

id, project_id, reporter_id, handler_id, priority, severity, reproducibility, status, resolution, category_id, date_submitted, last_updated, os, os_build, platform, version, fixed_in_version, target_version, view_state, summary, due_date, description, steps_to_reproduce, additional_information, attachment_count, bugnotes_count, selection, edit, notes, tags, overdue, custom_Client Bug ID, custom_Language, custom_Test Case ID, custom_Test Pass, custom_URL

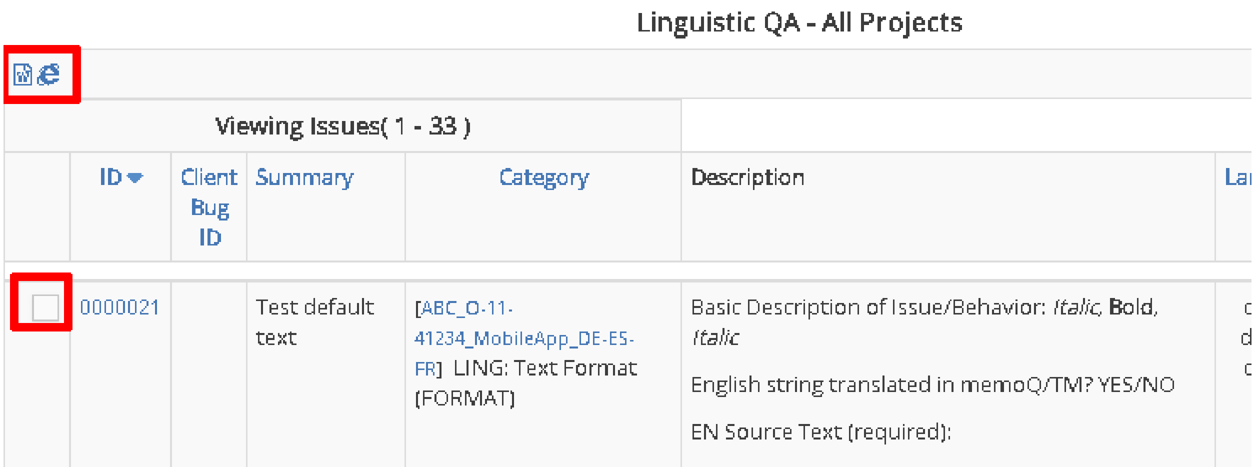
NOTE: A number of these fields - *marked in red* - are not used in Acclaro Mantis projects and should not be added to any of the page views. Some other fields are only relevant if they are needed for a specific project and have been added and configured for that project - *marked in blue*.

View Issues Page - Default columns: *selection, edit, project_id, id, bugnotes_count, attachment_count, category_id, summary, status, resolution, handler_id, custom_Language, custom_Test Case ID, date_submitted, reporter_id, tags*

NOTE: Because the number of columns on this page affects the ease-of-use for testers, you should generally try not to add any more columns. If a specific project would benefit from adding a certain column it should be added, and maybe a less used/important column should be removed to keep the page view small.

Print Issues - Default columns: *selection, id, custom_Client Bug ID, summary, category_id, description, custom_Language, custom_Test Case ID, steps_to_reproduce, date_submitted*

> **NOTE**: these columns display when you click the **Print Reports** button on the **Viewing Issues** page. The page that opens then shows these selected columns so you can review pertinent bug details and further select those bugs that should be included in the report. Once the bugs have been selected click the **Display selected only** button at the bottom. The two print output options are MW Word and HTML. Both formats will contain all bug details of each selected bug (this behavior cannot be modified). You can save the output pages as files or print them.

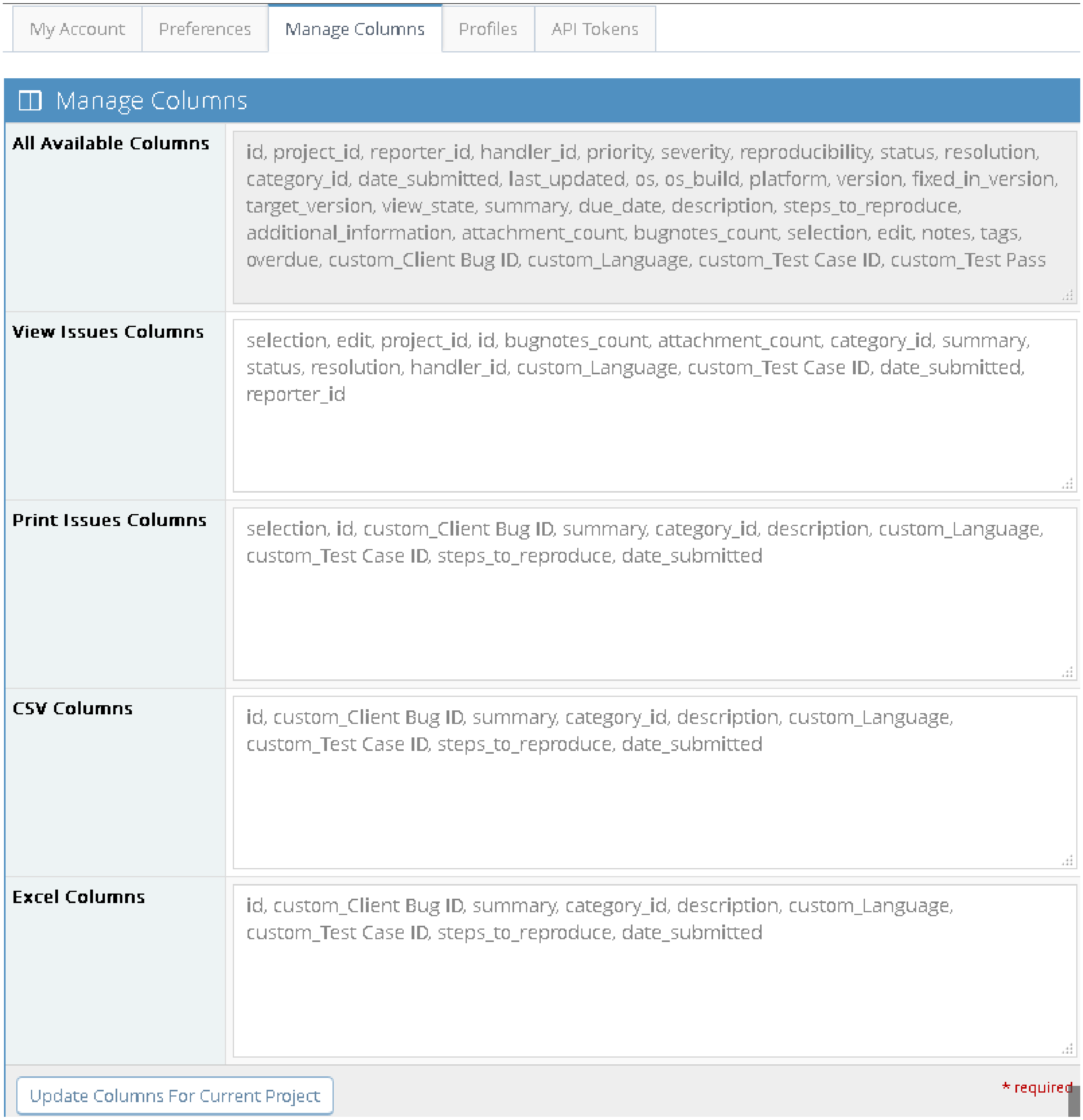


CSV Export - Default columns*: id, custom_Client Bug ID, summary, category_id, description, custom_Language, custom_Test Case ID, steps_to_reproduce, date_submitted*

> **NOTE**: these are the same columns as the ones selected for the Excel export below. CSV exports are less common or useful for Acclaro test projects and should be avoided.

Excel Export - Default columns: *id, custom_Client Bug ID, summary, category_id, description, custom_Language, custom_Test Case ID, steps_to_reproduce, date_submitted*

The **Manage Columns** page:



"Profiles", "API Tokens" pages

These two pages are not useful or relevant for Acclaro bug projects. Please ignore them, unless a Test Lead sends specific instructions for them.

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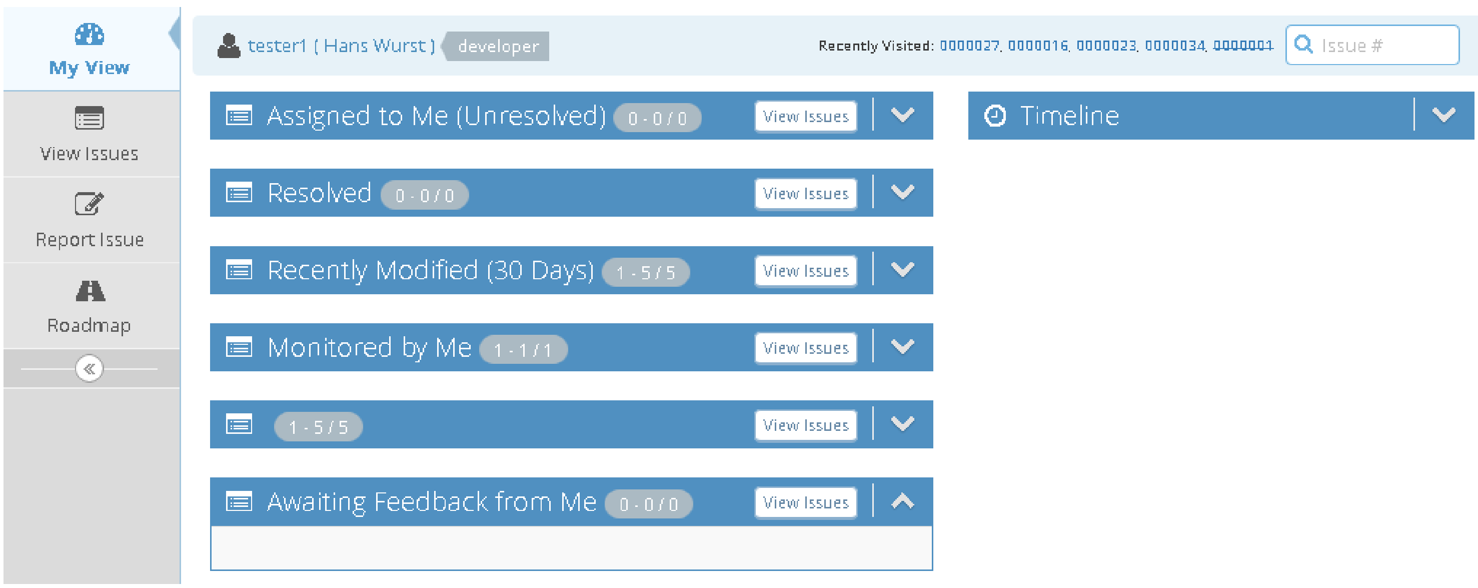
Pages and Sections in Mantis

"My View" page

The **My View** page may have some limited use for Testers. Depending on the selected project level, this page shows at-a-glance a summary of various bug statuses, assigned statuses, monitored bugs etc., as well as a timeline of events for a set time period. Use this page at your discretion.

> **NOTE**: For the most part, Testers need to use the **View Issues** page to see bug status and details etc. Also, some of the preset system filters linked to the bug status fields on the **My View** page may not have exact or correct results - therefore, use with caution!



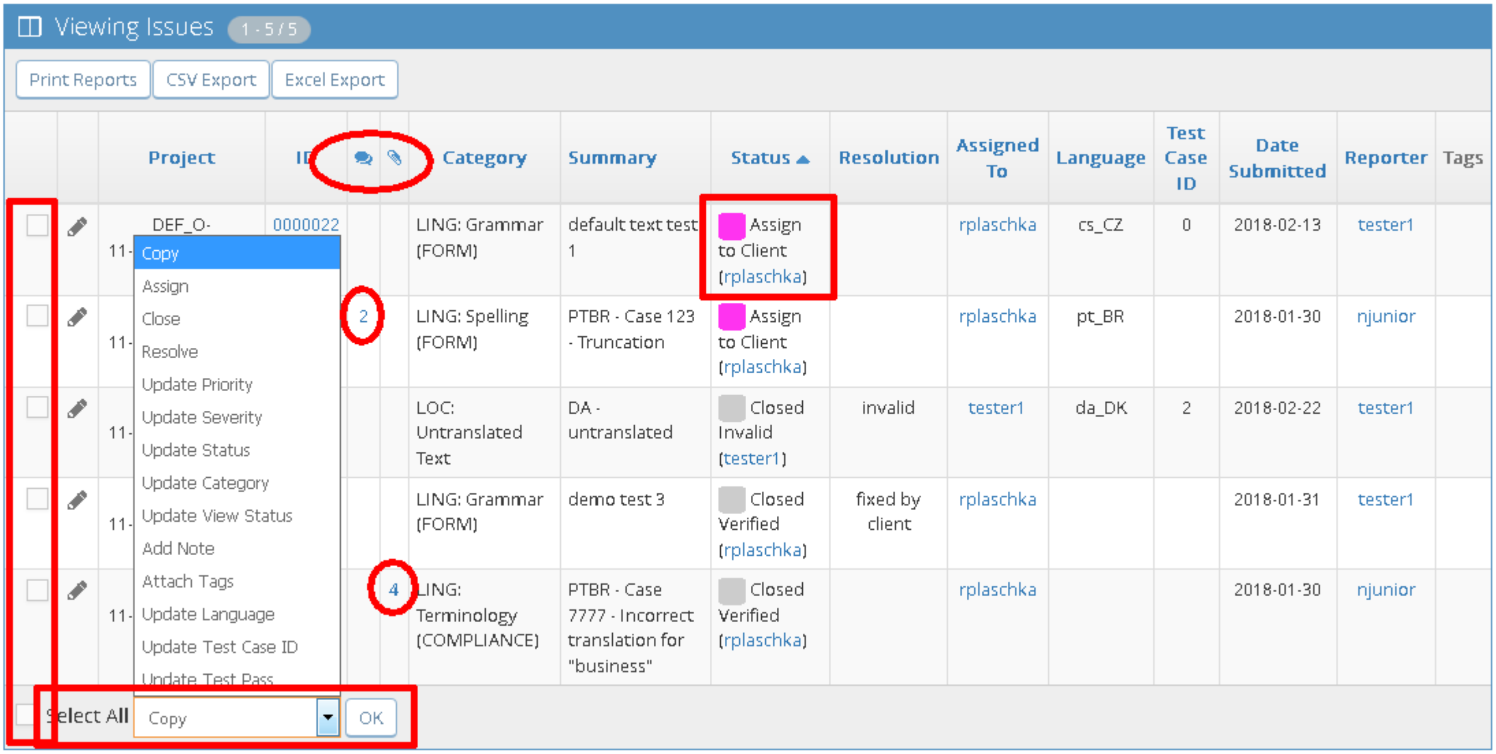
"View Issues" page

This is the main work page where users view bug lists, access bug details and create and apply filters. The scope of this entire page depends on the selected active project or project level.

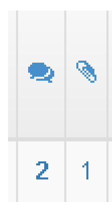
"Viewing Issues" section

Many of the features of this section are explained in more detail in the various other chapters and areas of this guide. This is a general overview with guidelines for using this page. All columns - except *Notes*, *Attachments*, *Tags* - in this section can be sorted up or down in alphanumerical order.

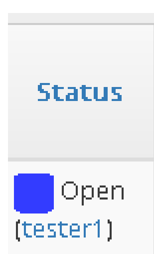
Group actions: for the active project, bugs can be selected one or a few at a time, or you can select All bugs on the list page (Note: the list displays only 50 bugs per page; if you have more than 50 bugs and need to select them all for the action you need perform this group action separately per list page). For testers, a number of actions are available in the dropdown list next to the **Select All** checkbox. Below example shows the 15 group actions a tester can take on the selected bug/s.



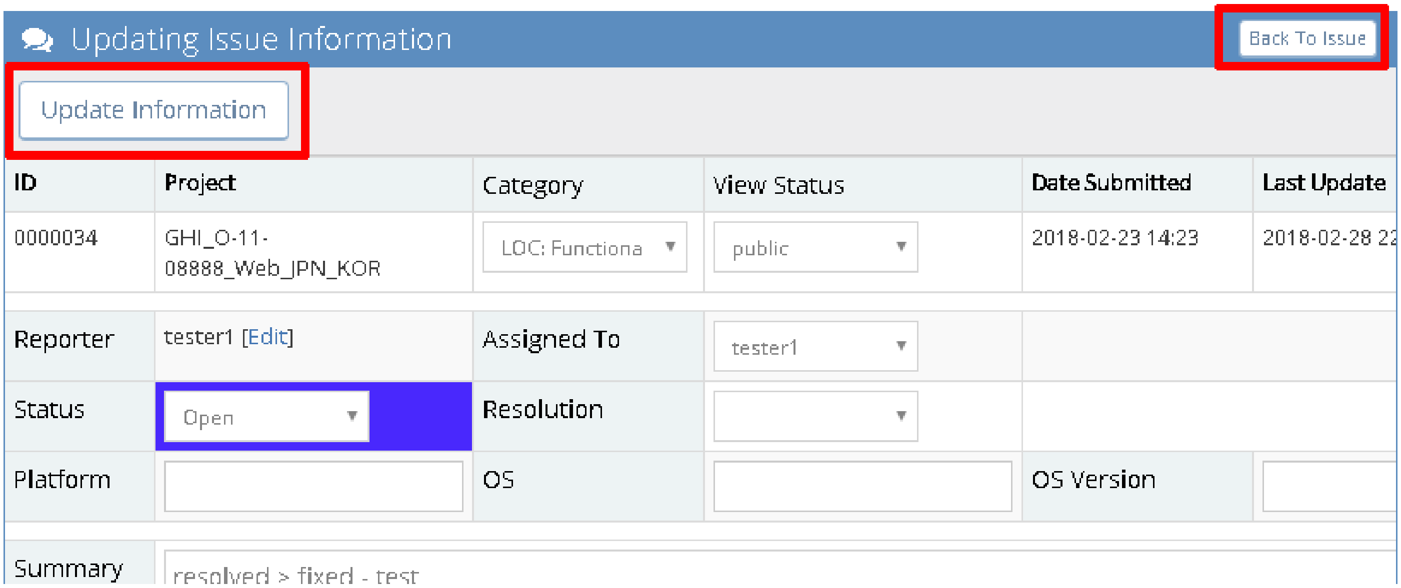
The **Notes** and **Attachment** count columns contain links to these items. Clicking on them will open that bug's Activities page where further details can be viewed and edited.



The **Status** column shows the bug's current status with a color code and the user the bug is assigned to.

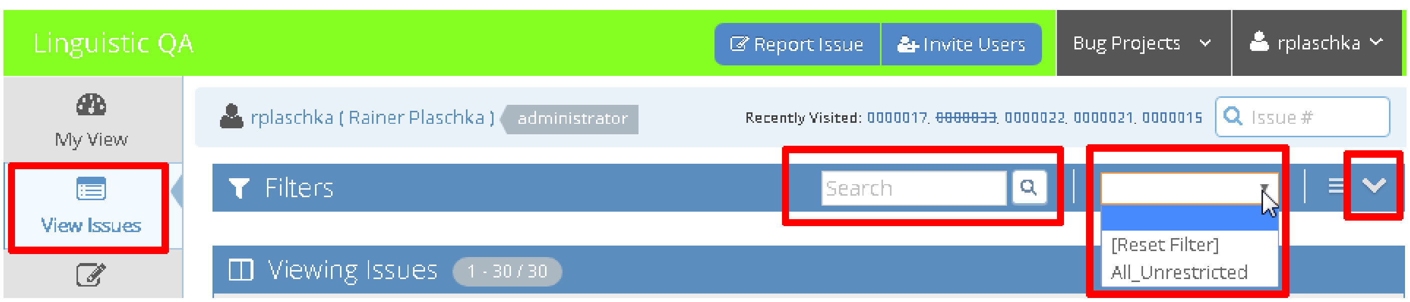


The **Edit** button (pencil icon) opens the bug's **Updating Issue Information** page, which is very similar to the **Enter Issues Details** page when first logging a bug. If edits are made, click the **Update Information** button to save the changes. Both the **Update Information** and the **Back To Issue** button open the bug's **View Issue Details** page. To return to the bug list, click the **View Issues** link in the left navigation bar.

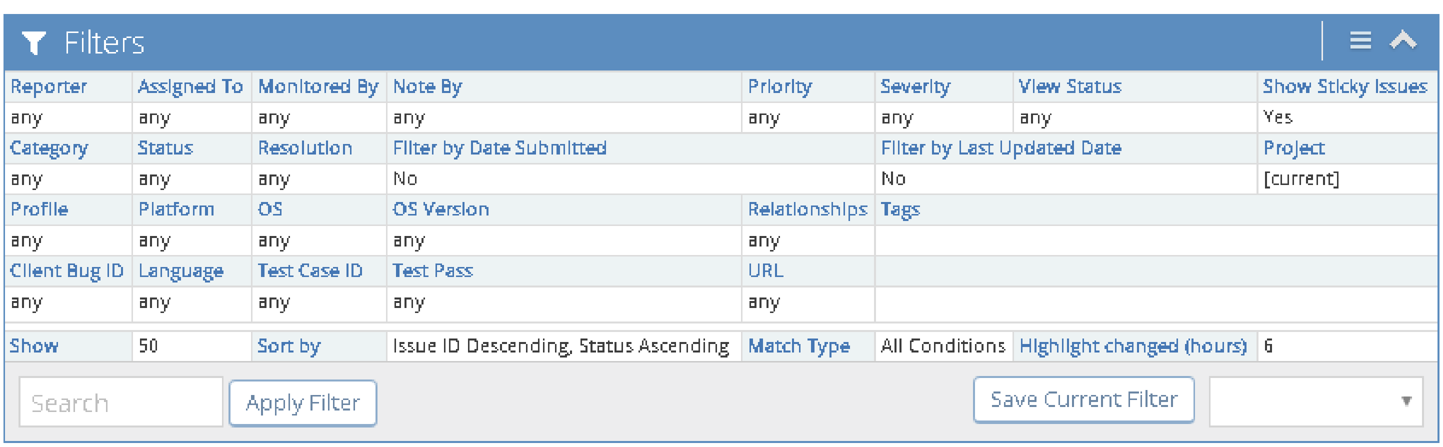


"Filters" section

Filters are available only on the **View Issues** page. In collapsed state the **Filters** section shows a **Search** field and a dropdown box with saved filters.



Click the arrow button to expand this section to full view:



Global Filters

The system has been configured with a few general global filters available to all projects:

For example, use the ***X_Nnnn*** bug type filters to view all bugs with a specific **Category**.

For example, if you find an *Untranslated Text* issue and you want to see if that issue has already been reported (to avoid duplicate bugs), you would select filter "**X_Untranslated**". If you want to see if that issue is a valid bug or an invalid or duplicate bug, select "**X_Untranslated_NotClosed**", and only Untranslated Text bugs that are **new** or **open** or **resolved** or **pending** or **assigned/reported to client** will be listed. Invalid and duplicate Untranslated bugs will not be shown.

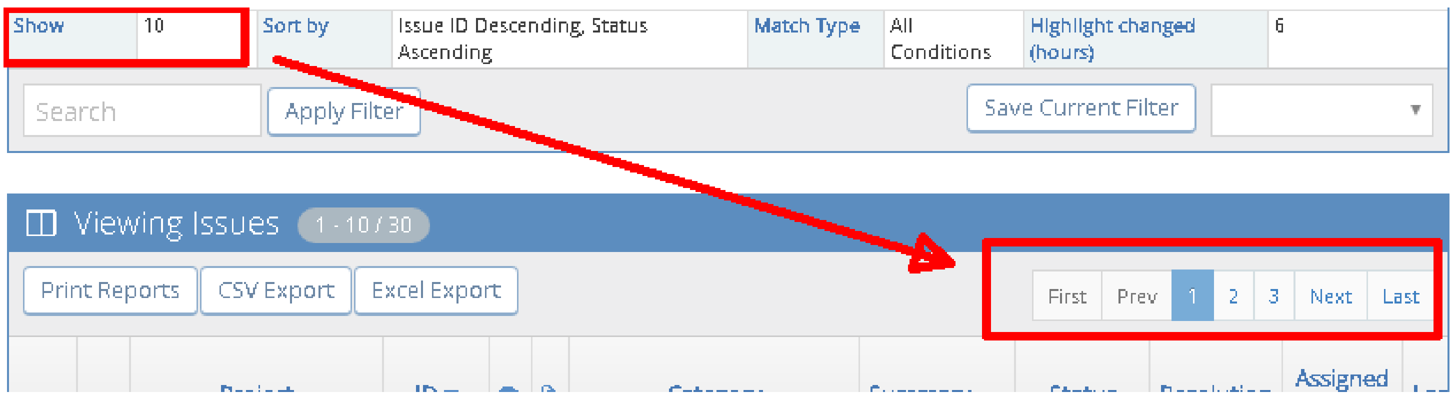
You can also use the text search described above to search all bugs for the specific string you found untranslated. All bugs that contain that search string will be listed, and you can determine if your bug is new and valid by comparing it to the existing bugs in the search results.

You can also use the "1_ClosedAll" status filter to see if your issue has already been reported and deemed invalid or duplicate by the Test Lead who triages the bugs.

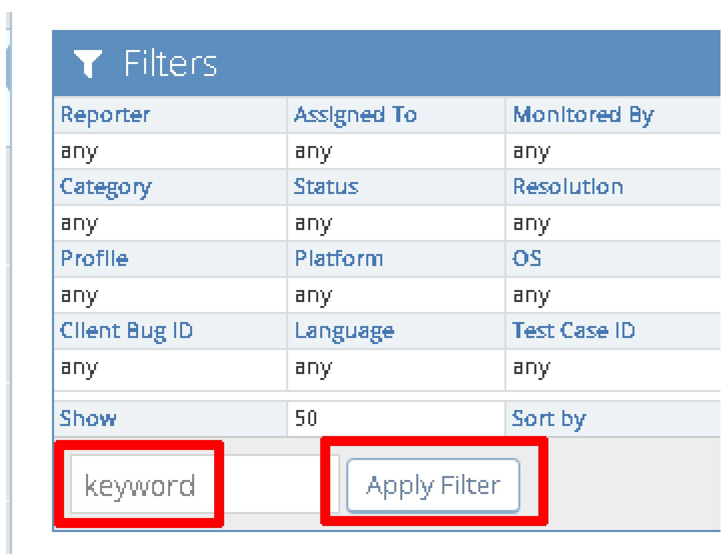
NOTE: the global filter **0_All_Unrestricted** is an *Advanced* filter at the **All Projects** level that resets all filters to show every bug and every level of data and status (<u>including Closed bugs</u>).

General Filter Features

- The filters control the behavior of the **Viewing Issues** list. The filters are saved between browsing sessions but do not currently save sort order or direction.
- Filters only affect the currently selected project. Global Filters should therefore be created on the **All Projects** or **Bug Projects** level.
- By default, Mantis stores the latest ad-hoc filter per project, so that users retain their latest filters between login sessions, or as they switch between projects. However, it is often useful to save filters so that the user is able to easily switch between them. You can also share these filters so other team members can make use of the same filter.
- If the number of issues exceeds the **Show** count defined in the filter (default value is 50), a set of navigation buttons to go to "First", "Last", "Previous", "Next" and specific page numbers is added to the **Viewing Issues** section:



- The **Search** field will look for simple keyword matches in the **Summary**, **Description**, **Steps To Reproduce**, **Additional Information**, **Issue ID**, or **Notes** fields. Enter one or several keywords and hit Enter or click **Apply Filter**:

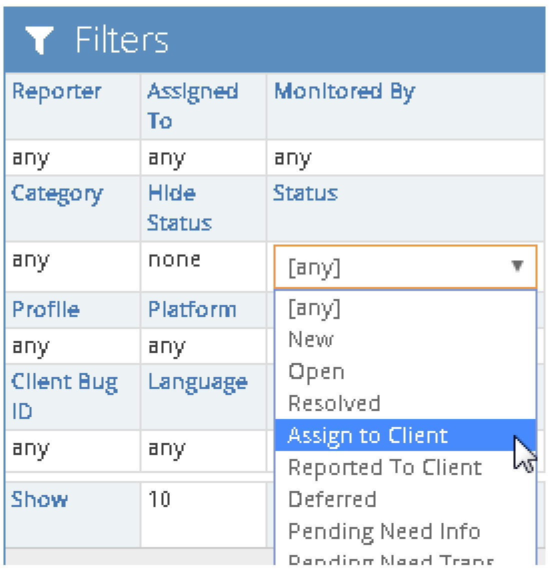


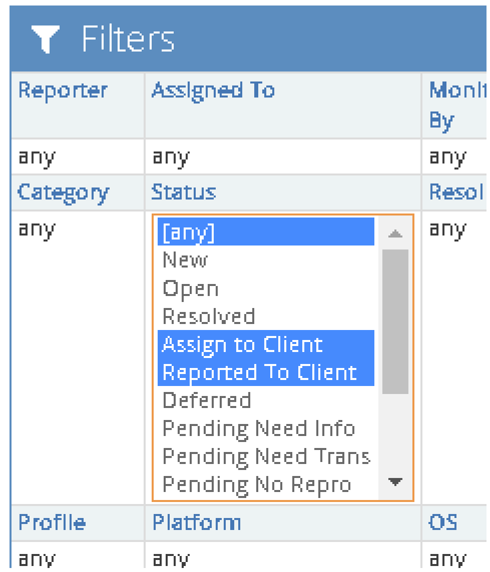
- The filters do NOT allow BOOLEAN operators (IS, IS NOT, CONTAINS, IS GREATER THAN, IS LESS THAN, etc.) to create filter criteria. You can only include or exclude certain values/options of an **Advanced** filter. For example: to create a **Category** (=Bug Type) filter for "*X_LING_Context-only*" (all LING bugs that are Context bugs, e.g. "*LING: Incorrect Trans (Context)*", etc.), you select all LING bug types in the **Category** field that include "…(Context)"

Advanced vs. Simple Filters

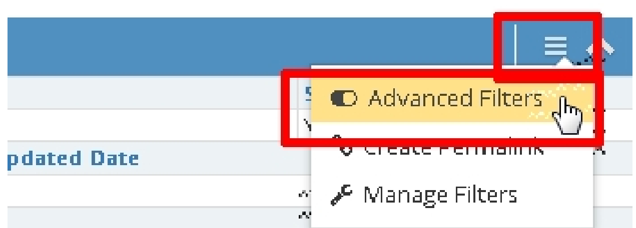
The main differences between the two filter types:

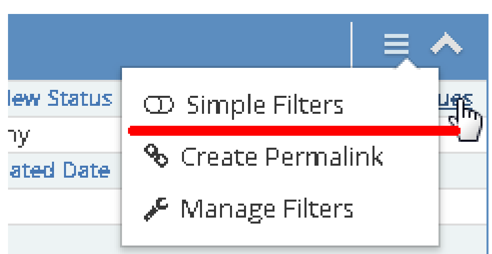
- **Simple Filters** allow <u>only one</u> selected value per field. They show the **Hide Status** filter (see details below).
- **Advanced Filters** allow <u>multiple</u> selected values per field. They do NOT show the **Hide Status** filter.

Simple: 

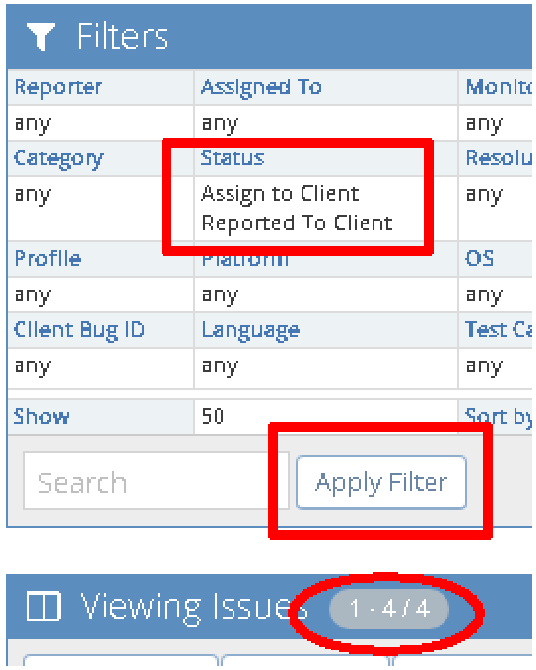
Advanced: 

If a tester needs the increased control of <u>Advanced Filters</u>, click the hamburger menu and make sure that the **Advanced Filters** option is <u>NOT</u> shown, and that the **Simple Filters** switch displays instead (with a blank switch to the left). This means the **Advanced Filters** have been switched **ON**:

Simple Filters enabled: 

→ **Advanced Filters** enabled: 

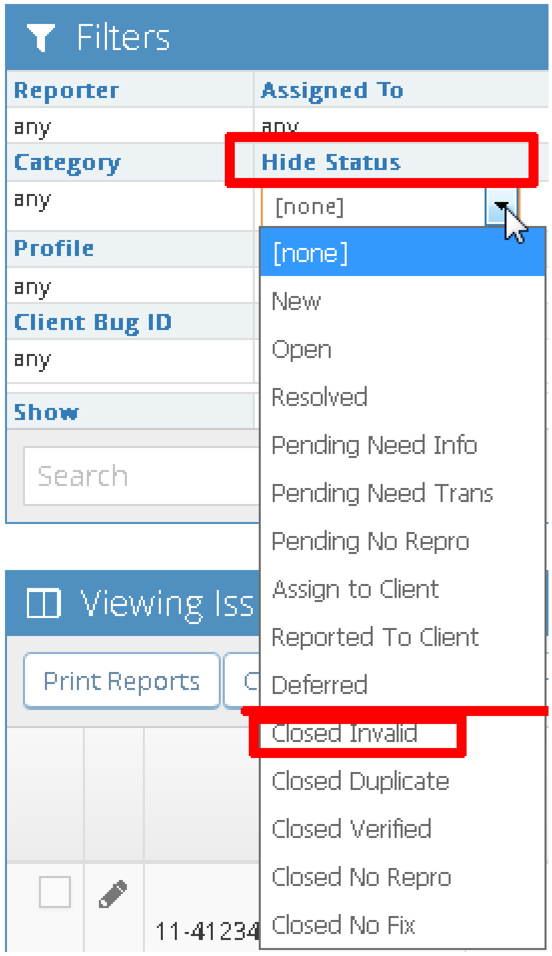
Set your filter field/s and click the **Apply Filter** button. The number of filter results is now displayed next to the **Viewing Issues** section header:



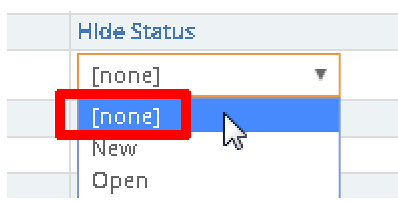
"Hide Status" filter

This filter displays only when **Simple Filters** type is enabled. It allows you to set a specific **Status** value at and above which bugs are <u>hidden</u> from the **Viewing Issues** list.

For example, if you want to hide all bugs that have any of the *Closed* statuses, you would select the lowest of the *Closed* values - **Closed Invalid** - for that filter, click **Apply Filter**, and none of the bugs in any of the *Closed* statues will be listed any longer:



If a user reports they can't see *Closed* bugs in the **Viewing Issues** list then they need to reset the **Hide Status** filter to status **[none]** and click **Apply Filter**:



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Saving Filters - Order-Level Project Filters

Testers may need various project-specific and personal **Language** or **Assigned To** filters for their order-level project. Such filters should also be saved, especially for large longer-term test projects with many languages and testers:

1. Select the specific **Order-Level Project** for a client in the project navigation dropdown.
2. Select the filter criteria - depending on the need, select one or more fields per filter. For example, you may create a complex language or Assignee filter that also distinguishes between 2 or 3 important status or bug type criteria - such as: *zhTW* & *Resolved*, *zhTW* & *Open*, *zhTW_*& *Untranslated*, *Assignee name* & *Resolved* etc.
3. Click **Apply Filter** button.
4. Verify that the **Viewing Issues** list shows the expected filter results.
5. Click the **Save Current Filter** button.

The **Save Current Filter** page opens. Enter the **Filter Name** for the new project-specific filter following this naming convention (xxXX stands for the language/locale combo code):

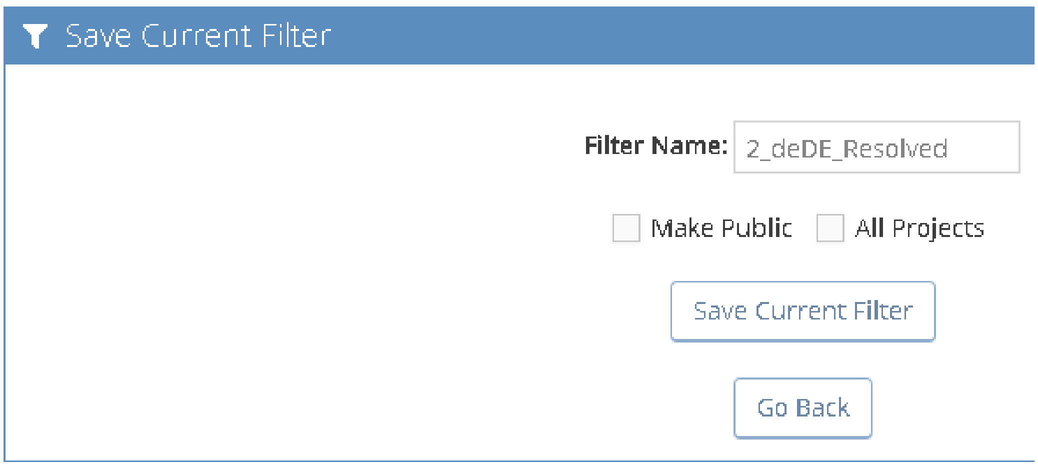
Language filters - **2**:

Examples: 2_xxXX, 2_xxXX_Open, 2_xxXX_Resolved, 2_xxXX_Untranslated, etc.

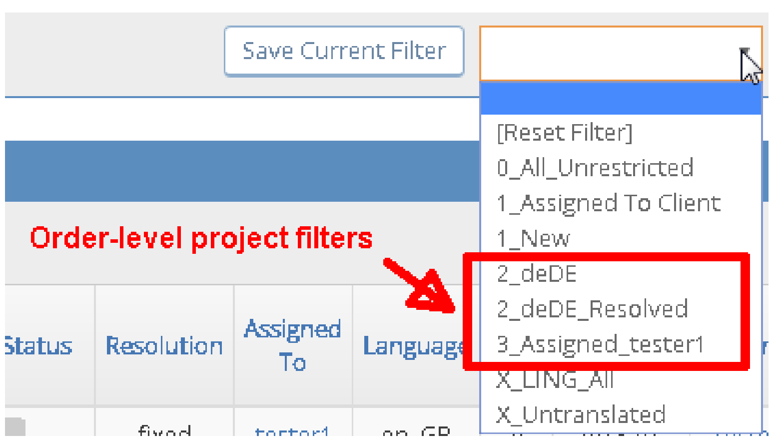
Assigned To filters - **3_Assigned**:

Examples: 3_Assigned_*TestLeadName*, 3_Assigned_*TesterName*, 3_Assigned_*TesterName*_Resolved, etc.

Since these filters are <u>only</u> used in the specific project, make sure to <u>NOT</u> check the boxes for **Make Public** and **All Projects**:



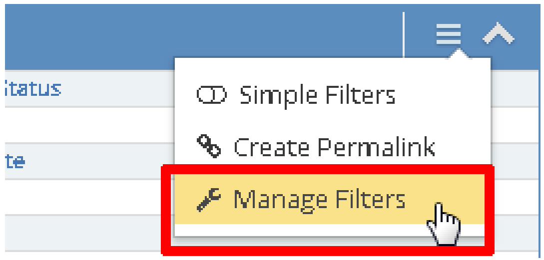
When done, click the **Save Current Filter** button. If you now click the saved filters dropdown for the selected order-level project the new filters will be listed in alphanumerical order among the existing Global Filters (that show for all Bug Projects):



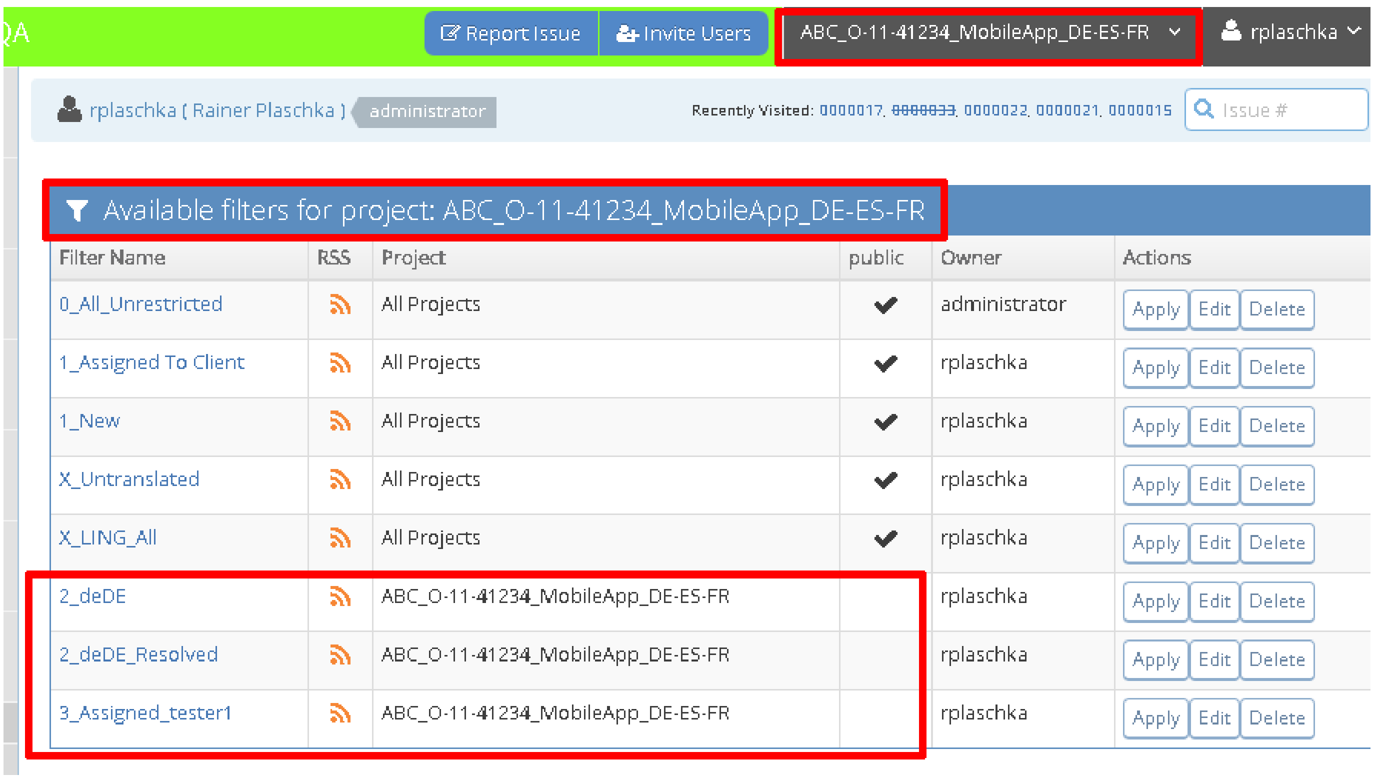
Managing Filters

Any user can access the **Available filters for project: xxx** page to view and manage any of the filters for that project level.

In the hamburger menu in the top right corner select the **Manage Filters** command:

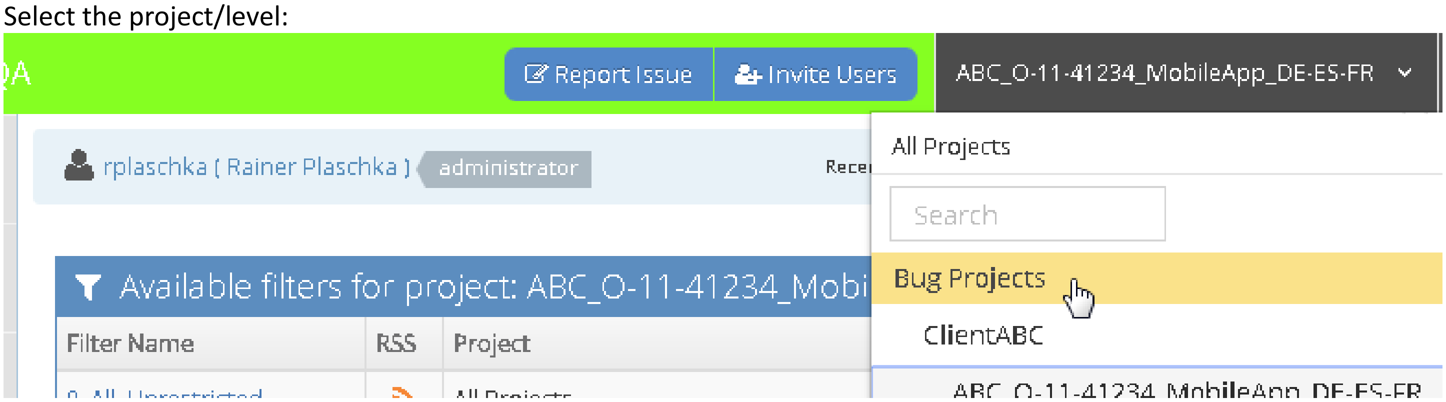


The **Available filters for project: xxx** page opens, showing the filters and related information for the selected project level. You can apply, edit and delete a filter from that central location:

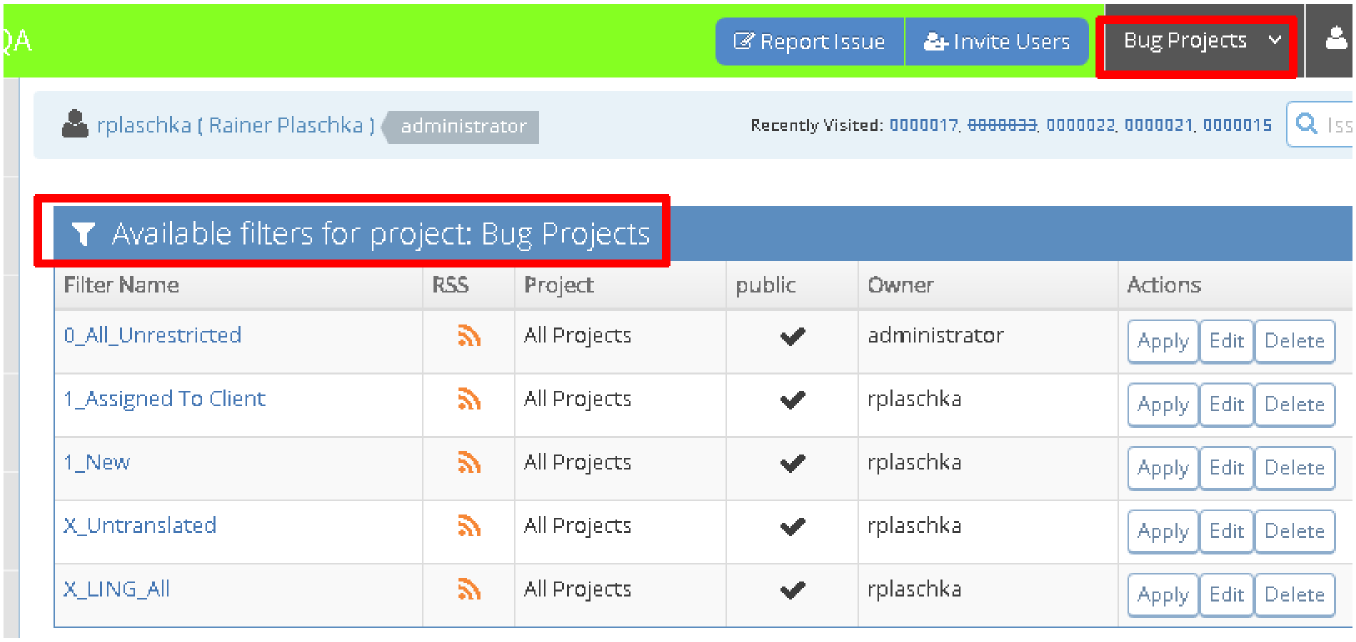


You can quickly switch to another project or project level by selecting it in the project selection dropdown in the top navigation bar:

Select the project/level:



The matching **Available Filters** page opens:



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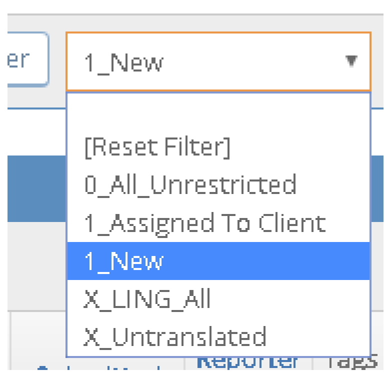
Sharing Filters

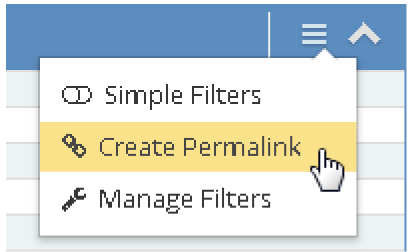
The easiest (and passive) way of sharing a filter is to make it **Public** in the **Save Current Filter** dialog.

If you need to actively send a special filter to other testers or the test lead/project manager so they see a very specific list of bugs for that project only, you should create a Permalink for the filter.

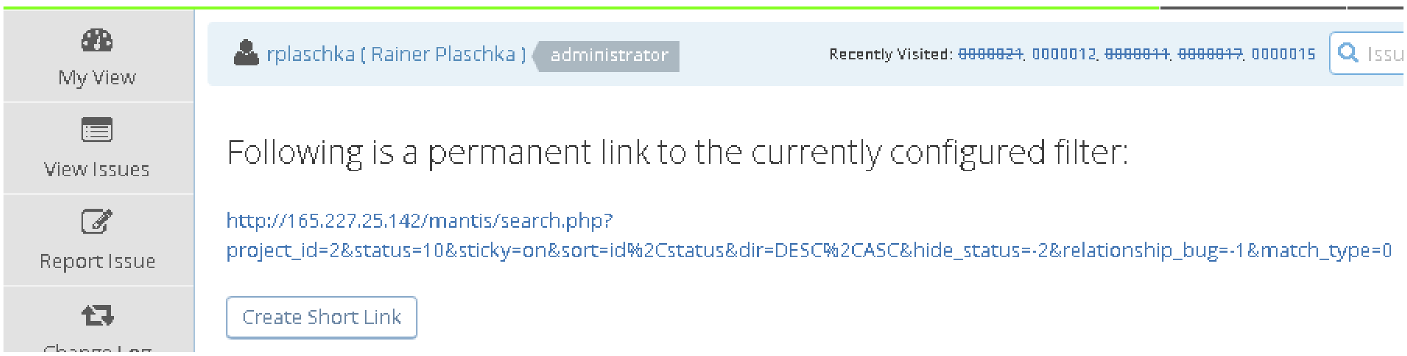
1. Select the desired filter from the dropdown.



2. In the hamburger menu of the **Filters** section select **Create Permalink**:



3. The permalink URL is displayed on a new page. You can copy that link:



4. Optional: create a Short Link of that URL to save space in an email. Click the **Create Short Link** button. A separate browser window opens the **TinyURL** site where the short link can be copied to the clipboard.

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"View Issue Details" page

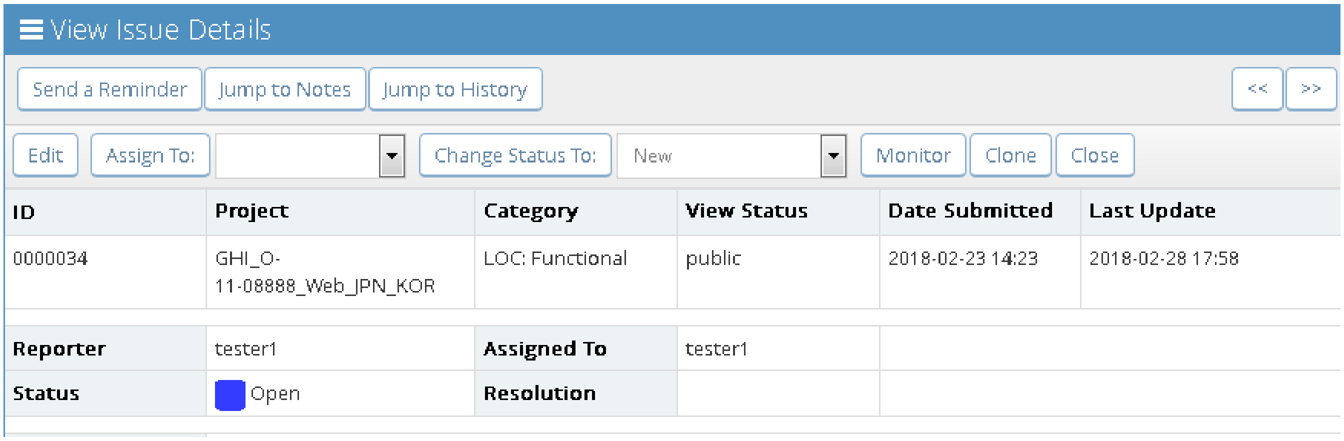
When you click a bug ID on the **Viewing Issues** page (or anywhere there is a bug ID link) the **View Issue Details** page opens.

Tester view

Testers (and **Clients**, i.e. updaters) will see the following set of buttons at the top and at the bottom of the **View Issues Details** section. Where present, click the link of a button name below to jump to a more detailed description of its function. The non-linked buttons should be self-explanatory:

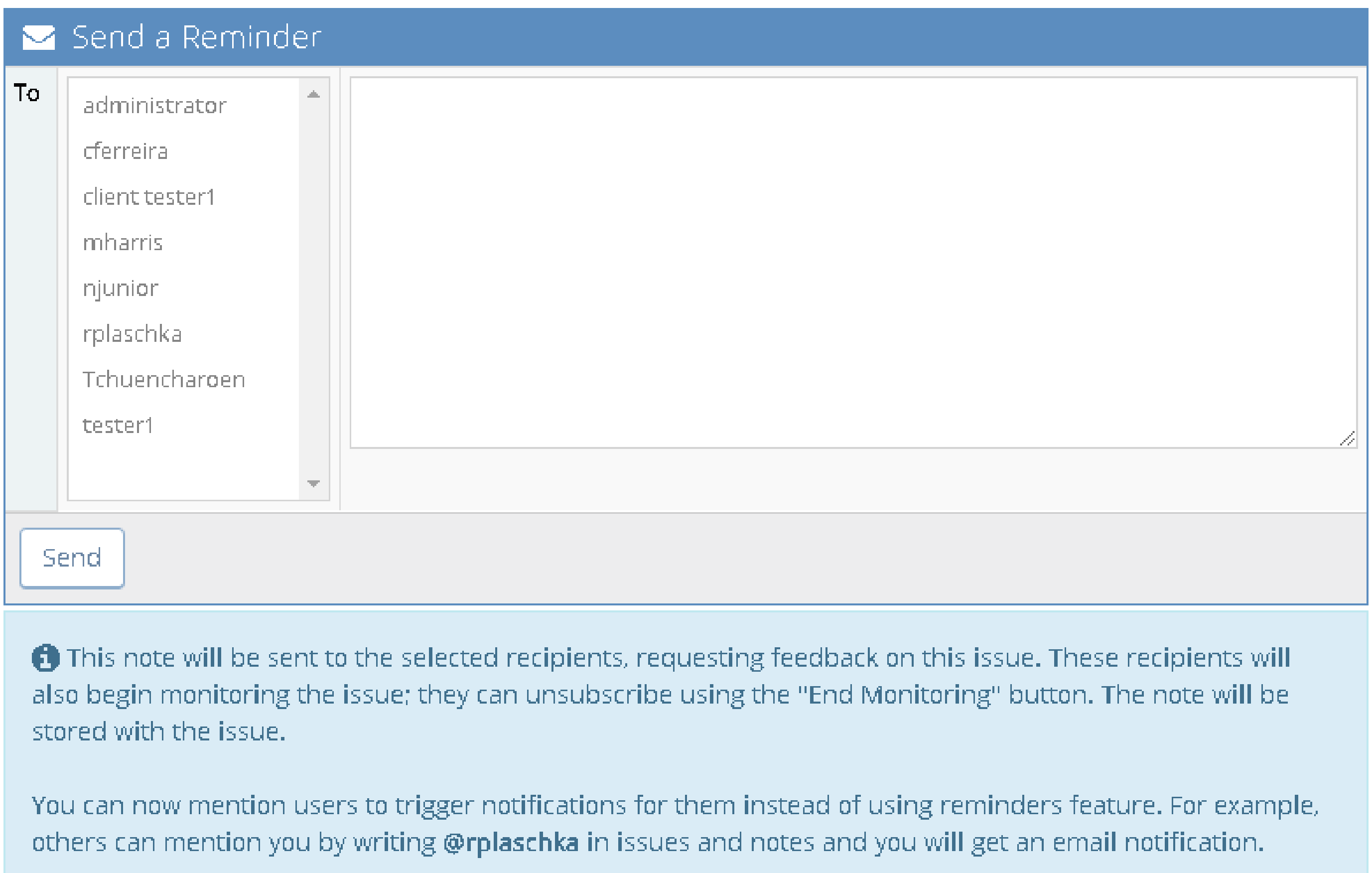
Top row: Send a Reminder, Jump to Notes, Jump to History, Previous Bug, Next Bug

Second row: Edit, Assign To:, Change Status To:, Monitor, Clone, Reopen/Close



"Send a Reminder" button

When you click this button, the **Send a Reminder** section displays above the **View Issue Details** section. Select the name or names, add a reminder note in the text field (if needed) and click **Send**. You can now mention users by inserting *@username* in bug notes etc. to trigger notifications to them. Once a user receives a Reminder she or he is automatically added to the **Users monitoring this issue** list for this bug. This feature also records the history of all reminders for the bug.



The selected user/s will receive a reminder email notification for this bug:

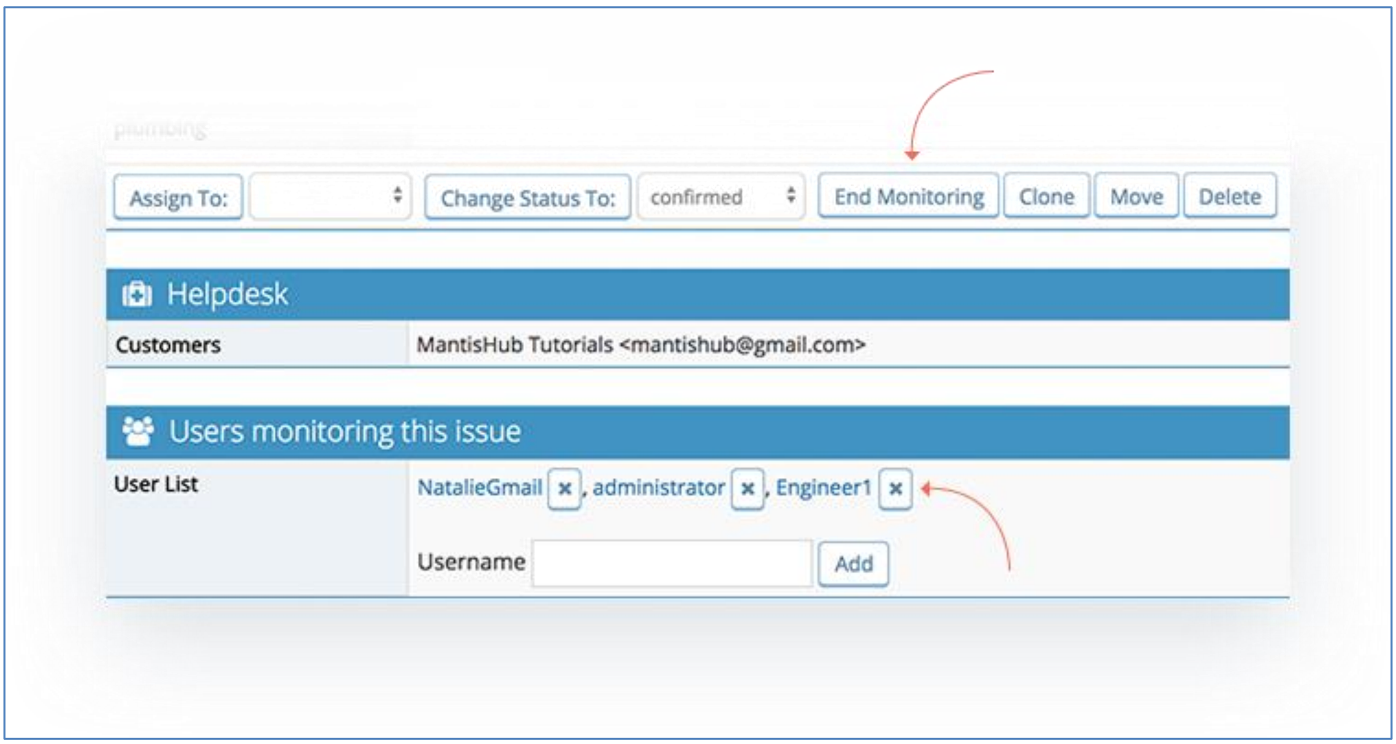
On 2018-02-28 15:46, rplaschka sent you this reminder about:

http://165.227.25.142/mantis/view.php?id=12

reminder test

“Monitor” button

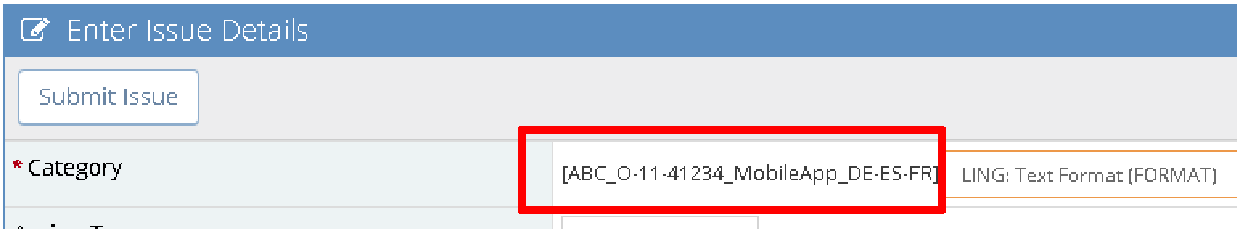
This button toggles between start monitoring and end monitoring states. The **Monitor** buttons allow the user to subscribe to the activity on an issue. The user will be added to the distribution list when the issue is updated. The user will be displayed in the section **Users monitoring this issue**. Users can remove themselves from monitoring at any time by clicking the **End Monitoring** button or by deleting themselves from monitoring users list by clicking the **x** button next to their name.



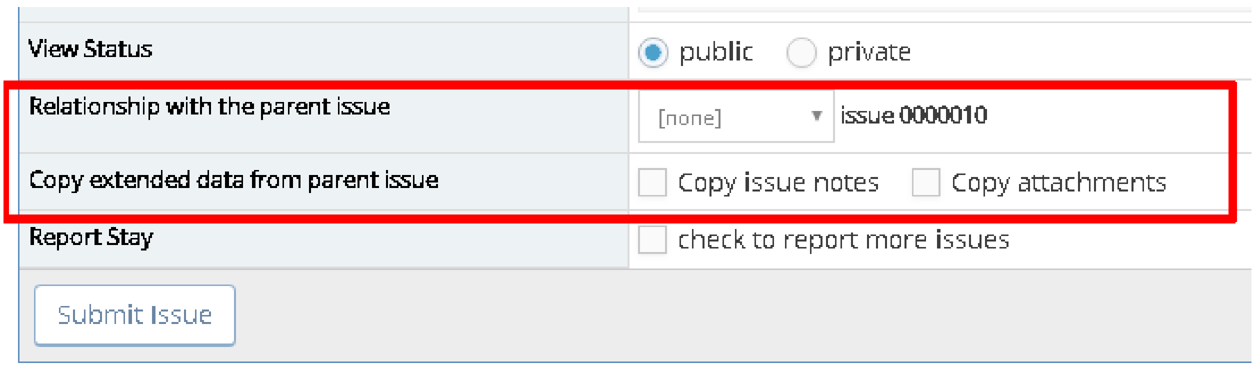
“Clone” button

The **Clone** button will create a duplicate of the bug within the same project. Before cloning you will be taken to the **Enter Issue Details** page, so that you can change some of the issue fields and details. You also have the option to copy across all issue notes and/or attachments as well as include a relationship to the cloned issue. See descriptions below:

The project name of the parent bug will display in front of the **Category** dropdown in the **Enter Issue Details** section of cloned bug:



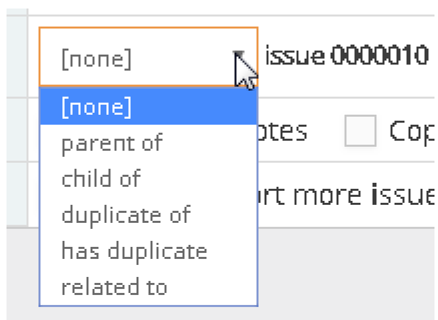
Options for carrying over bug items from Parent to Clone:



Relationship

Relationship options for the parent and clone bug. For Acclaro testing projects, we <u>only</u> use these three relationship options:

- "<u>duplicate of</u>" (when a bug is a duplicate of an earlier bug)
- "<u>has duplicate</u>" (when a bug has a separate duplicate bug logged later)
- "<u>related to</u>" (when two or more bugs have the same or very similar root causes or main behaviors; this relationship option can help during bug triage and bug type analysis)



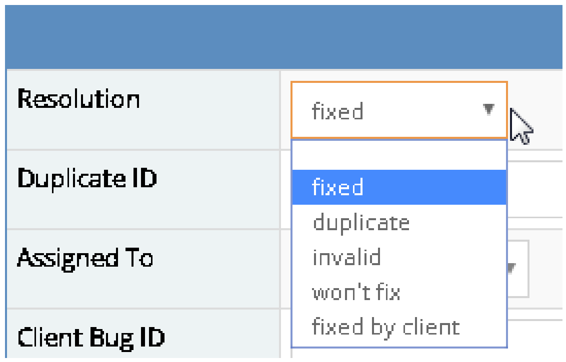
Logical Parent/Child relationships are <u>not</u> needed for Acclaro testing, and should NOT be used.

NOTE: Besides the **Clone** option, there is also the **Copy** function available as a group action on the **View Issues** page. Depending on your requirements, you can choose **Clone** or **Copy**, however, **Clone** has more functionality. **Copy** will exactly duplicate the entire issue (notes, attachments, category), and only allows you to select the destination project. So you might want to use Copy when you need to duplicate the issue in another project - which is very likely <u>NOT NECESSARY for Acclaro test projects</u>.

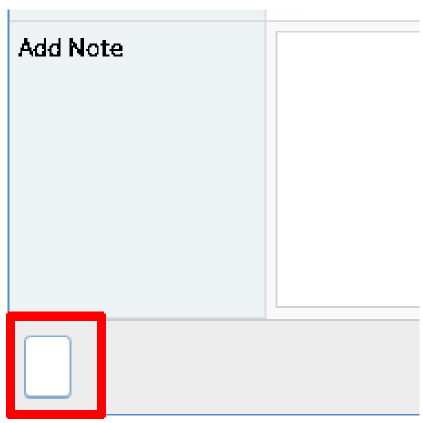
“Reopen/Close” buttons

Depending on the status of the bug displayed on the **View Issue Details** page, this button will have one of these labels (**NOTE**: for **Resolved** bugs there will be a **Reopen** and a **Close** button):

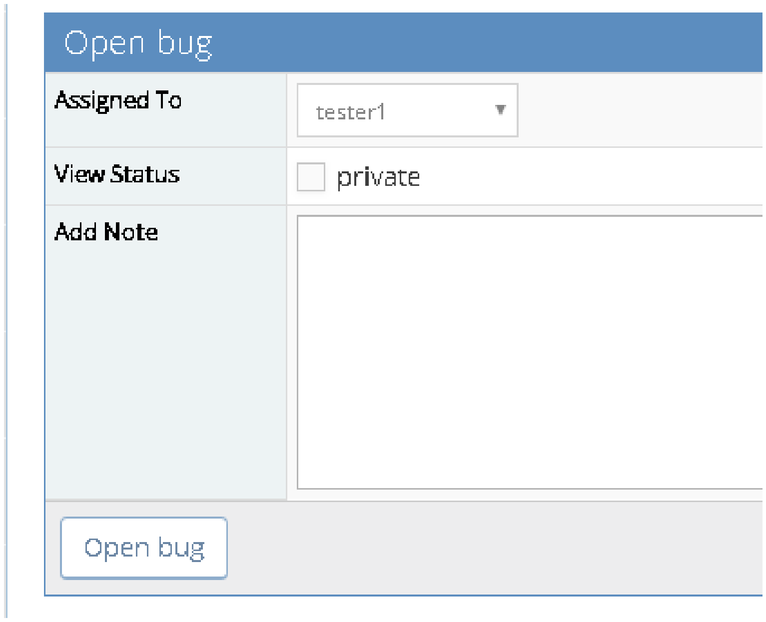
Close - when the bug is currently in status *New*, *Open*, *Pending xxx*, *Assign to Client*, *Reported to Client*, *Deferred, Resolved*; when you click **Close** for a bug in any of these statuses a status change confirmation page with details will display. The **Resolution** field will show the default value “fixed”, but you can and should change it to the appropriate resolution for that bug:



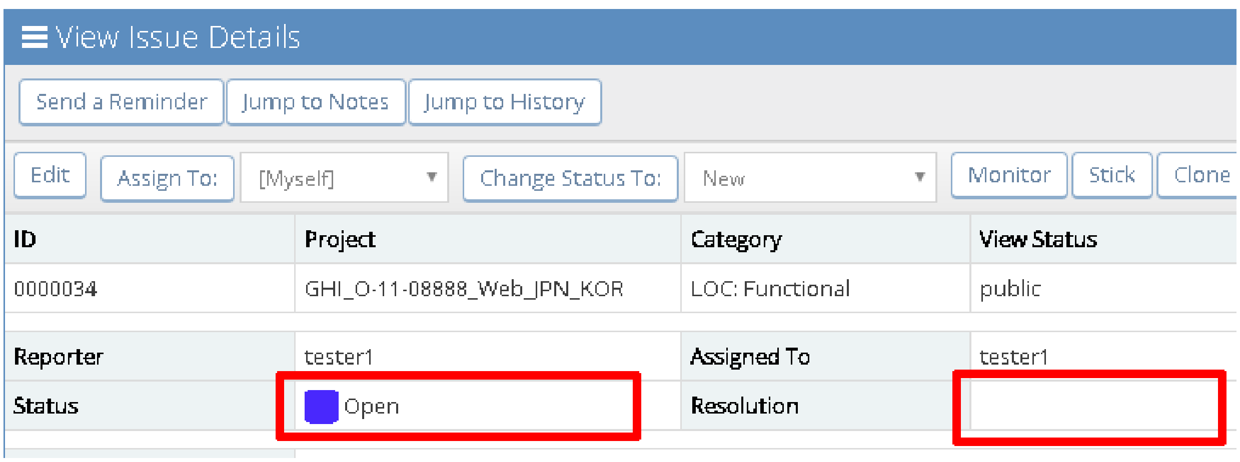
When you are done with updating the bug’s details and adding a note why the bug has been closed, click the button at the bottom left of this section. This may be an empty button without label:



Reopen - when the bug is currently in status *Resolved*, *Closed* xxx; when you click **Reopen** for a bug in any of these statuses the **Open bug** page with details will display. You can reassign the bug. All bugs that are reopened require a **Note** about the reason for changing its previous status back to **Open** (for example, when a Closed bug is not resolved anymore and now exists again). When done, click the **Open bug** button:



The bug is switched to the **Open** status and the **Resolution** field is blank again:



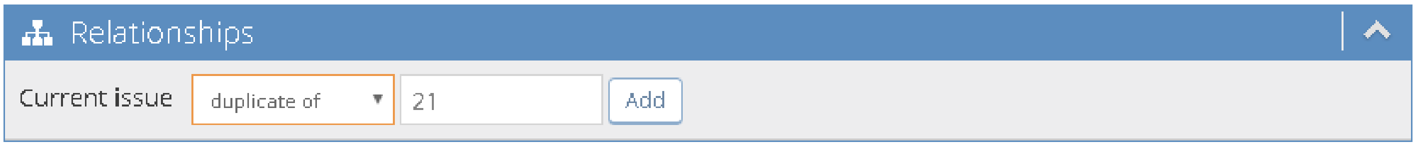
"View Issue Details" page - Other Sections

All user levels will see the following sections towards the bottom of the **View Issue Details** page. Each section can be collapsed or expanded with the arrow button:

:

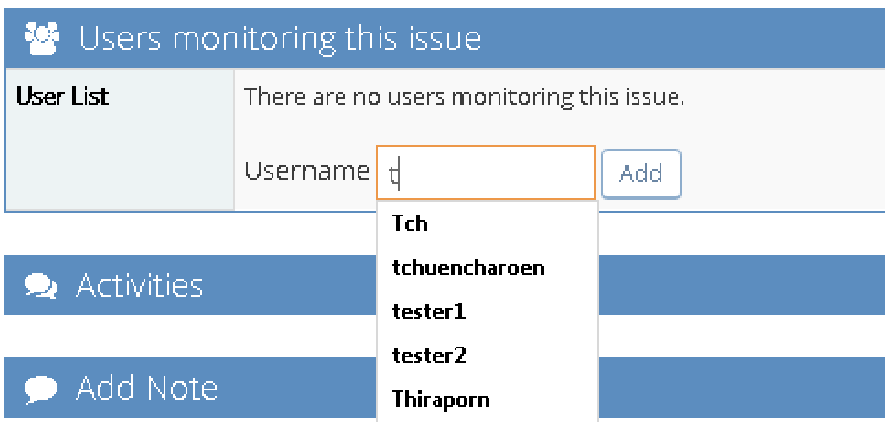
“Relationships” section

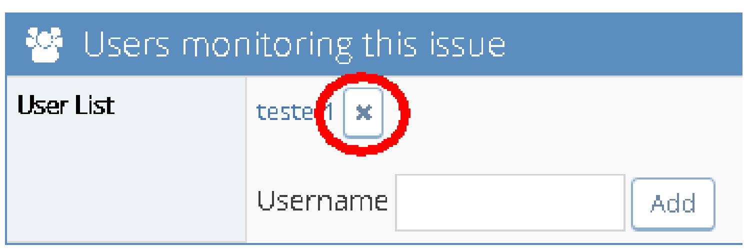
See above description of this feature. Here, you select the appropriate relationship option, enter the bug ID and click **Add**:



“Users monitoring this issue” section

See above description of this feature. Start typing the first few letters of a username and Mantis will auto-fill the list with all matching users in the system. Select that user and click **Add**. That user is now listed. Users can be removed from the monitor list by clicking the **x** next to their name.





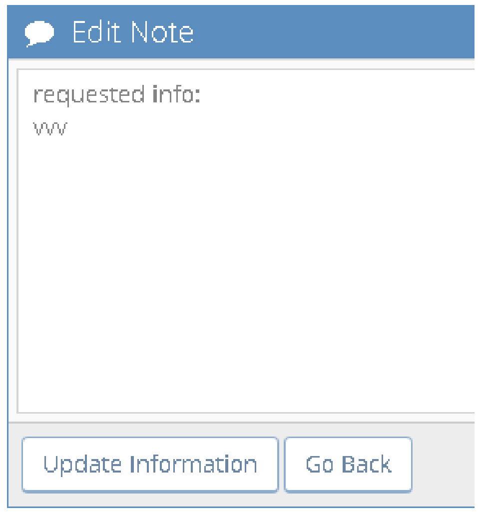
“Activities” section

This section lists a time-stamped log of all **Notes** and **Attachments** that have been added to the bug by any user. Each Activity log allows various actions to be taken on the item at hand:

Notes

Click on the Note ID link to access the note directly. You can edit and delete that note, or make it Private if it was originally added as a Public note:

When you click the **Edit** button the **Edit Note** page opens:

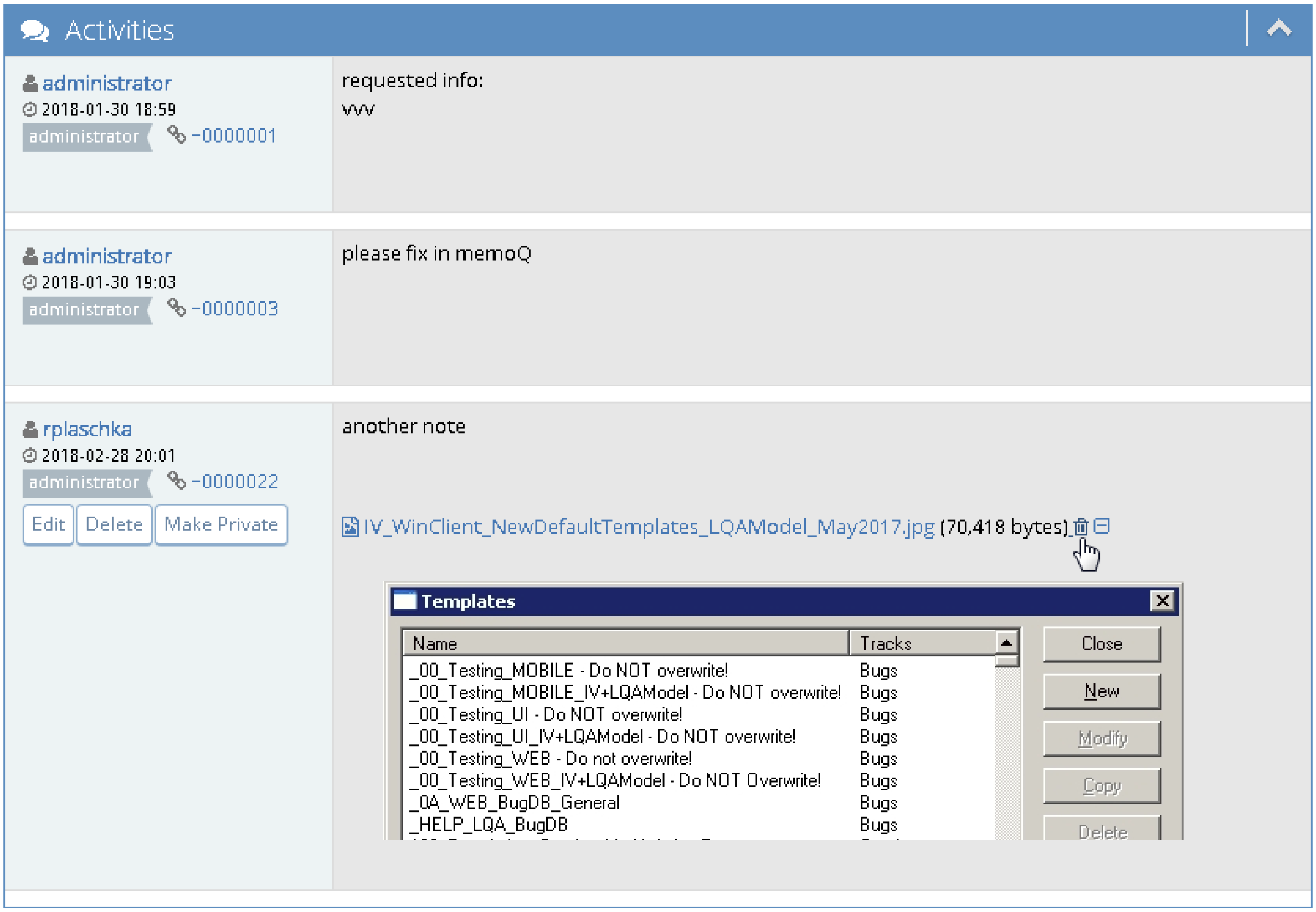


When you click the **Delete** button you are prompted to confirm the delete action. If you don't want to delete the note click the browser's **Back** button.

When you click the **Make Private** button the activity log for the note displays the **private** icon, and the note text background color changes. Also, a **Make Public** button appears, if you want to switch the note's view status again:

Attachments

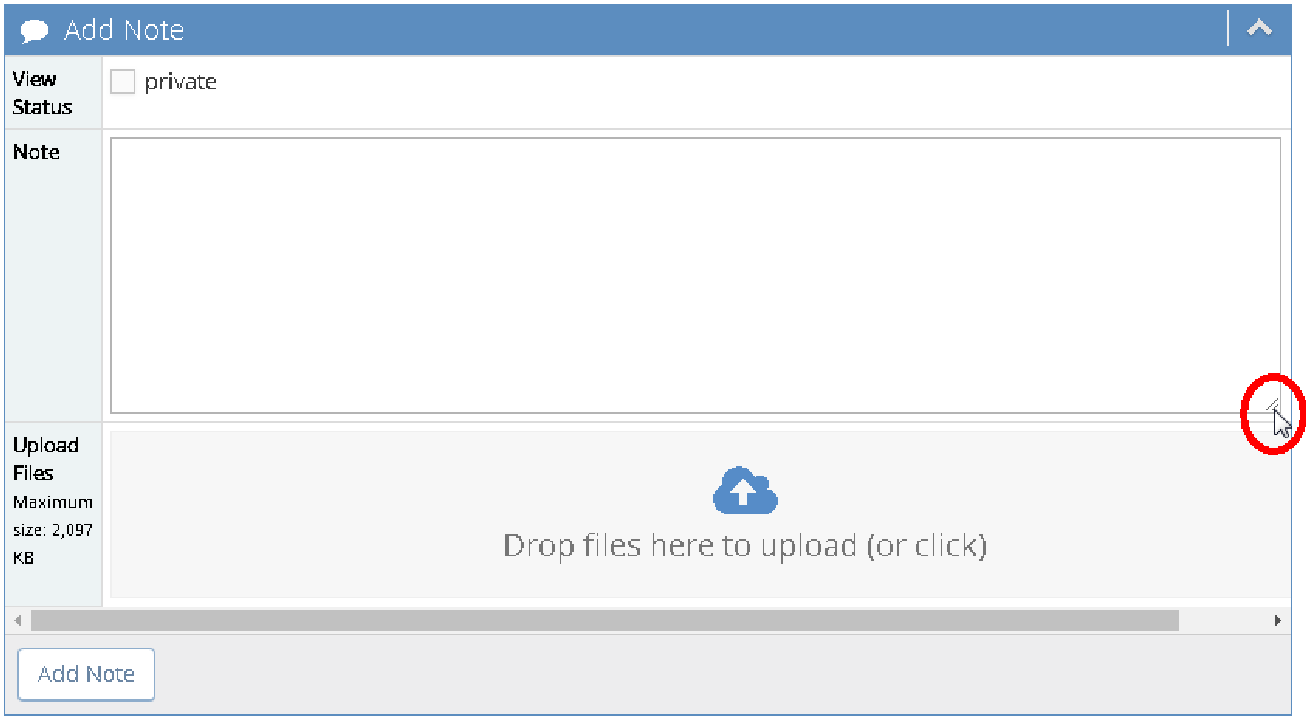
Attachments that are image or text files <u>smaller than 256KB</u> are previewed inline when viewing the bug or activity log (see below screenshots). All larger attachments can be downloaded or opened when clicked by the user. You can minimize or delete an attachment when you hover over the note and click **Delete** button that will appear. Otherwise, next to the attachment you can select the **Trash Can** icon to delete or the **Minimize** icon to minimize an inline preview image.



"Add Note" section

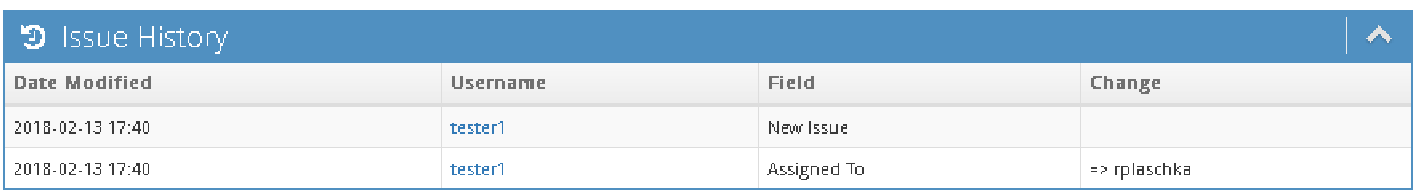
Notes have by default a **Public** view status - everyone assigned to the project can see them. If sensitive information is added, meant only for certain users, the note should be made **Private**.

Attachments can be added by Drag&Drop or by the browser's "Open" (Chrome) or "File Upload" (Firefox) dialog when clicking. **NOTE**: Currently, only public notes support attachments. You will not see the **Upload Files** section if the note is marked as **Private**. The **Note** text field can be resized with the size handle at the lower right.



"Issue History" section

This section displays a time-stamped log in chronological order of all changes made to the bug.


Issue History

Date Modified	Username	Field	Change
2018-02-13 17:40	tester1	New Issue	
2018-02-13 17:40	tester1	Assigned To	=> rplaschka

"Updating Issue Information" page - Verification Testing

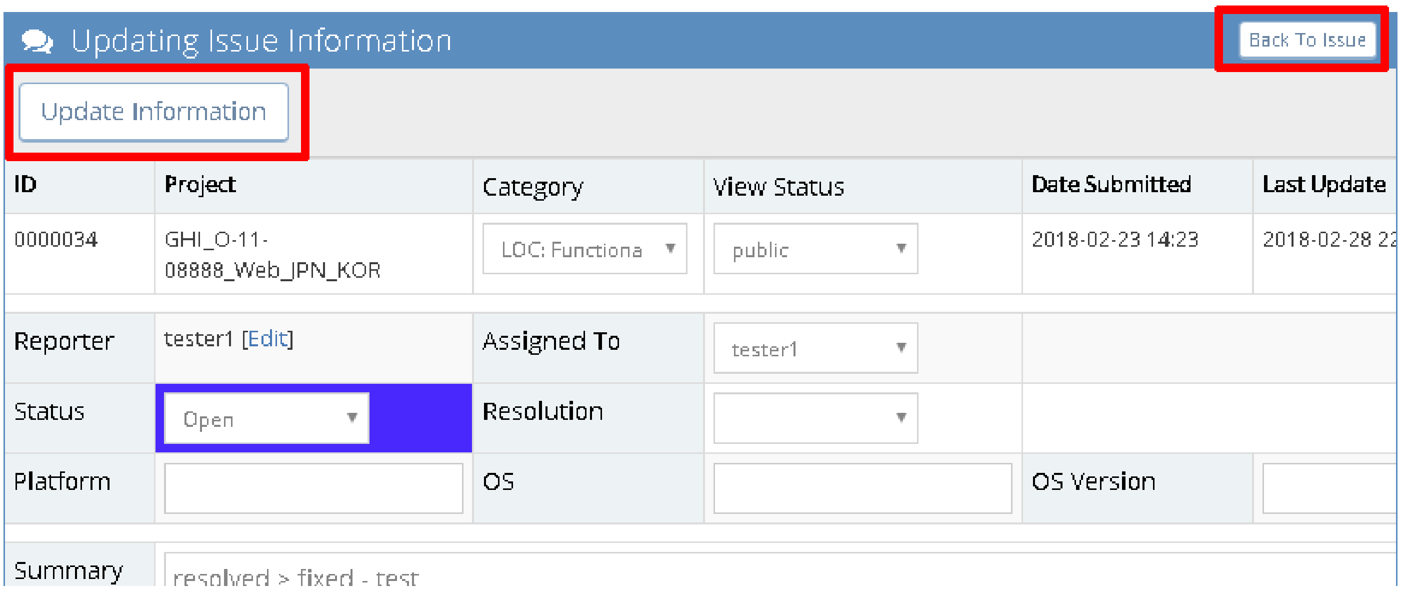
The **Edit** button on the **View Issue Details** page and the pencil icon on the **Viewing Issues** page open the bug's **Updating Issue Information** page, which is very similar to the **Enter Issues Details** page when first logging a bug. After edits are made, click the **Update Information** button to save the changes. Both the **Update Information** and the **Back To Issue** button open the bug's **View Issue Details** page. To return to the bug list, click the **View Issues** link in the left navigation bar.

During Bug Verification Testing or anytime an existing bug needs to be updated or edited this page allows changing the following fields: **Category**, **View Status**, **Assigned To**, **Status**, **Resolution**, any of the text fields (including **Notes**), and any of the custom dropdown fields that have been added to the project. Attaching files or viewing attachments is NOT possible on this page. You need to return to the **View Issue Details** page to view or attach files.

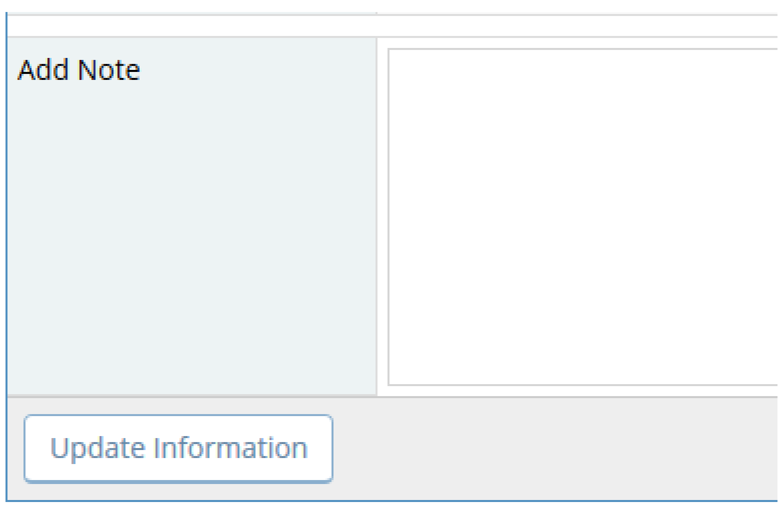
Typically, during Verification Testing, only these fields need to be updated/edited:

- **Status**: if a bug fix is verified, the tester changes the status to **Closed_Verified**. If a bug still exists at that time (i.e. the fix is not verified), the tester changes the status to **Open** (and adds a comment in the **Notes** field and/or more details to the **Description** field).

- **Resolution**: usually, the **Resolution** field is selected when a bug is fixed (during 1st test pass) and doesn't need to be updated during Verification Testing. However, if a bug is subsequently considered to be invalid, duplicate or a "won't fix" then this field will be updated at that time.
- **Assigned To**: re-assigning a bug will trigger a notification email to the new assignee. In most cases, bugs are assigned back to the Acclaro Test Lead after a bug has been updated by the tester so that the Test Lead is made aware of the changes. The Test Lead may assign a bug back to the tester if further information or action (such as fixing the issue in the translation files or attaching a bug screenshot) is required.

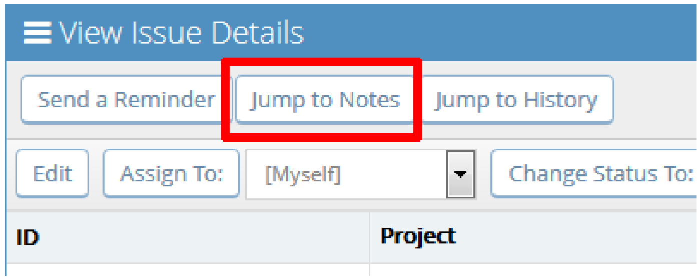


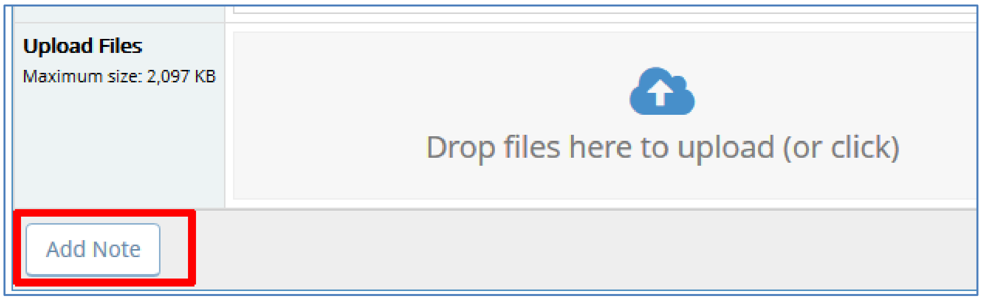
After edits are made, click the **Update Information** button to save the changes and return to the **View Issue Details** page.



Attaching New Files to an Existing Bug

Because attaching files or viewing attachments is NOT possible on the **Updating Issue Information** page, you need to return to the **View Issue Details** page to view or attach files. On that page click the **Jump to Notes** button and drag&drop your attachment in the **Upload Files** field. Then click **Add Note**, and the file will be uploaded.



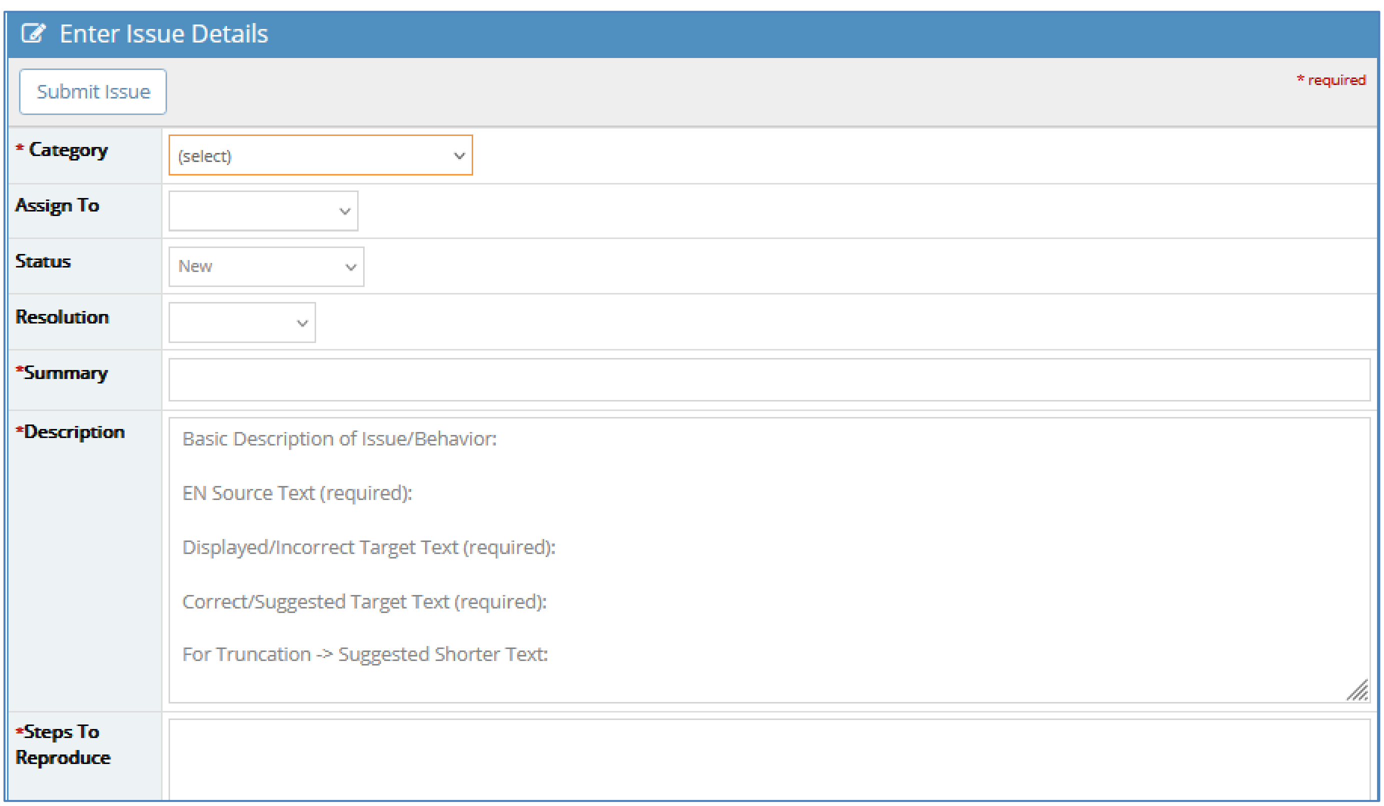


Report Issue - “Enter Issue Details” page

This page will mostly be used by Testers, and occasionally by Test Leads when they need to log a bug. The items here are self-explanatory, they are also listed and described for the tester in the specific **Test Plan** document they receive with the job.

The **Enter Issue Details** page may show different fields and items across different projects, depending on how the Test Lead configured it to best meet the project’s or client’s needs for tracking certain bug data and details.

Example page - All fields with a red asterisk * are mandatory:



*Summary

Enter your language code, the test case #/main section name etc. as applicable, and a brief summary of the issue – all in English, please.

Example: *FR - case 12.3 - Tools - Preferences - "Username" - spelling error*

*Language

Select your language. Language-specific bugs – such as Linguistic Bug (mistranslation, typo, etc.), and language-specific Layout/Truncation bugs – must be logged **individually and separately for each language**. Bugs that have the same root cause, such as Untranslated Text or certain Functional issues, may be updated to add other languages if also affected.

*Test Case ID

Enter the test case number from the Test Script. If no test cases exist, enter "N/A"

*Category (=Bug Type)

Select the appropriate LING or LOC bug type. For details, see below. Note: please do not log "bundle" bugs for the same dialog box or menu with different types of bugs in them. Each bug type requires a separate bug record.

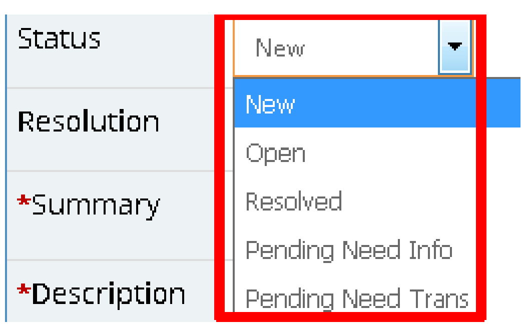
Status

Initially it is automatically set to the default value **New**. Follow below rules to set the correct status before saving the bug:

1) For all linguistic bugs that you **DO** fix in TM files please set the bug status to **Resolved**, under **Resolution** select **fixed**, and add a comment in the **Additional Information** field (e.g. "Fixed in TM" – "Fixed in file xxxxx.xxx"). REMINDER: please QA and Validate any changed segments before delivery – or as instructed by PM.

2) Set the bug **Status** field to **Pending Need Info** for linguistic bugs you **cannot** fix in the TM files, and in the **Additional Information** field add a note such as "String not found in TM" or "Which string instance of the many instances should be fixed?", etc.

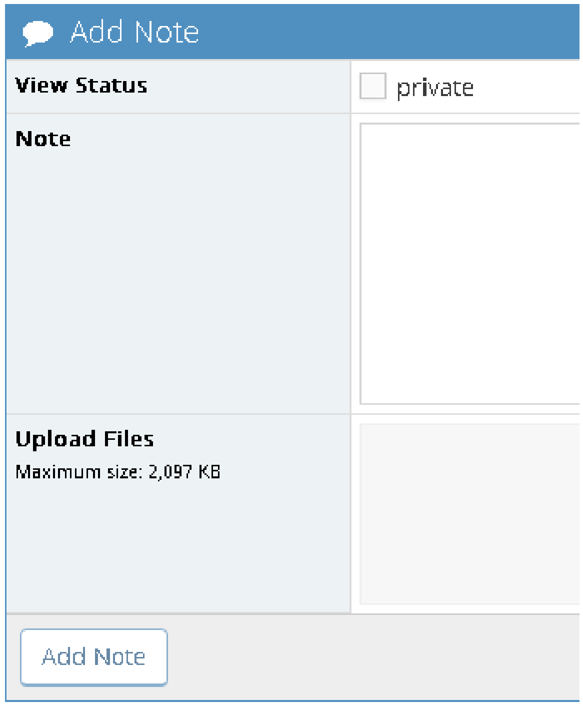
3) For all other bug types that you **cannot** fix in TM (layout, truncation, untranslated, etc.), leave the bug status set to **New.**



Assign to

Unless otherwise instructed by the Test Lead, please leave this field blank as it will automatically be set to the default assignee (the Test Lead) after you close and save the bug. If additional info is needed for a bug then the Test Lead will assign the bug back to the tester who will receive an email notification. In such an event, please follow up on that email and take action as requested in the **Additional Information** or **Note** field of the affected bug. **To reply to a Note from**

the Test Lead: select the bug in the **View Issues** list, in the **Add Note** section add your note and click **Add Note**. Then assign the bug back to the sender (e.g. test lead).

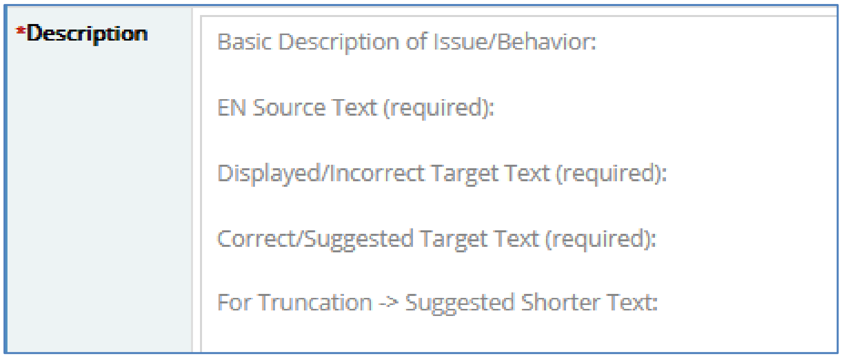


*Description

NOTE: please DO NOT delete or overwrite existing field text.

1. Next to **Basic Description of Issue/Behavior:** enter a brief general description of the bug. Here are some common examples:
   a. "Incorrect translation in context", "Spelling error", "Grammar error: xxx", "Punctuation error"
   b. "Text is truncated at xxx", "Layout error: items overlap", "Line break/text wrap issue"
   c. "Untranslated text. Affected source text cannot be found in provided resource file", "Text displays in English although it has been translated in resource file", Untranslated text; Source text is included but not translated in bilingual files"
   d. "String concatenation causes plural/gender/syntax error"
2. **IMPORTANT**: For translation errors (i.e. **LING: xxx** bugs) please always enter the *EN Source Text*, the *Displayed/Incorrect Target Text* and the *Correct/Suggested Target Text* for all affected strings.
3. **IMPORTANT**: For bugs of type **LOC: Untranslated Text** please always enter the English Source Text - or a short sample of it when there is a large amount of untranslated text . You may leave the *Displayed/Incorrect* and *Correct/Suggested Target Text* items blank for such bugs - we only need to track the relevant EN source text. **No need** to provide a translation.

Only for ***LOC: Truncation*** bug type: scroll down in the **Description** field and provide a suitable shorter option or abbreviation of the current truncated string/s. That way we can give the client an option if resizing or code fix is not possible. If such a suggested shorter translation is in fact acceptable, then please implement it in the Bilingual files/TMS project and set that bug to *Resolved/fixed*.



*Steps To Reproduce

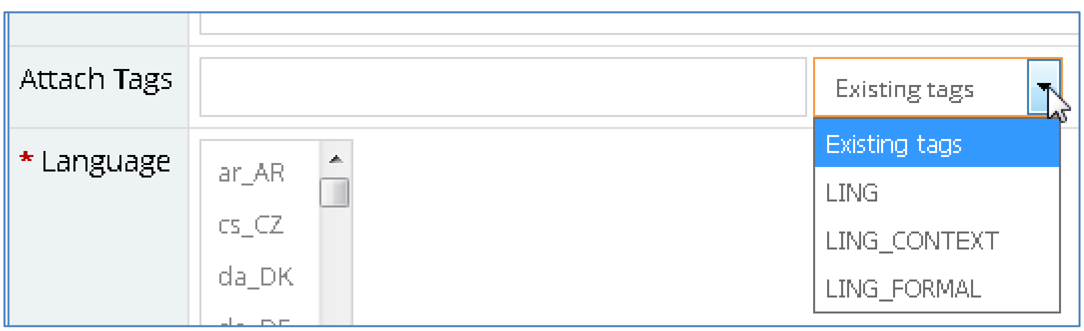
Please enter the more detailed navigation steps or location (the URL, if there is no separate URL field on this page) of the bug. You may copy the test case text, or the sequence of test steps from the test script: e.g. "*Select a photo > File > Share > Facebook*". If needed, add any custom user input (data, values etc.) to reproduce or find the bug if the bug screenshot is not sufficient to explain the bug repro. If the repro steps are very simple or self-evident via URL/screenshot/test case #, you may enter "**N/A**" in this field.

Attach Tags

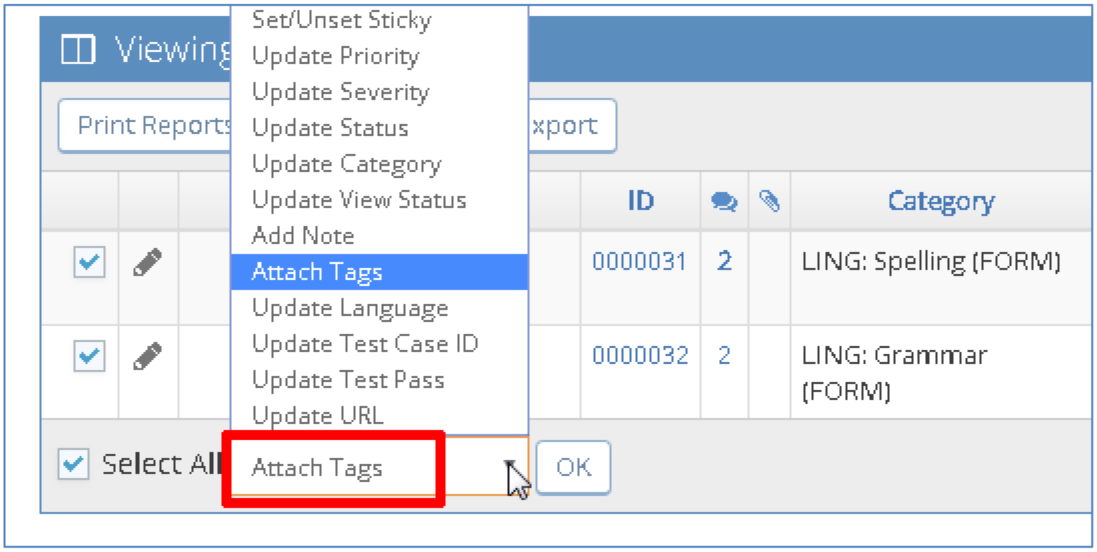
All users have the option to add tags to bugs to help better sort and categorize certain bug types or other bug parameters at a later time.

For example, by adding the tag LING or LING_FORMAL to a selected group of bugs on the **Viewing Issues** page you can more easily and quickly filter for that tag to create a report on that group of LING bug types. Other global tags can be added at the test lead's discretion.

Existing global tags available on the **Enter Issue Details** page:



Adding tags to selected bugs on **Viewing Issues** page:



***Test Pass**

Select the corresponding Test Pass option. Usually there are two test passes: initial (Test Pass 1) and verification pass (Test Pass 2).

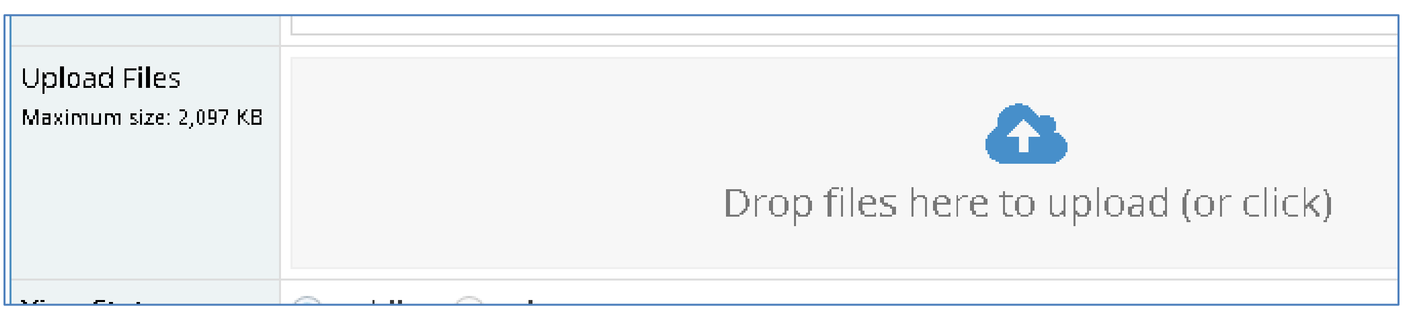
***URL**

Copy and paste the URL of the webpage that has the bug/issue. If the URL is a http or https address you may use the pointed brackets (< >) to enclose the URL and make it a live (clickable link) in that field.

***Upload Files - Bug Screenshot**

Attach a marked-up and descriptively named screenshot (JPG/PNG only – NO BMPs or GIFs please!) in a small file size for **EVERY** bug you find. Use MS Paint or any suitable image editor to edit the image (add a color circle or rectangle around the issue) and adjust the file size of the screenshot. **NOTE**: Please do **NOT** paste images into MS Word or a PDF file to attach to a bug - such bugs will be rejected. In screenshot file name provide similar details as for **Summary** field. Example for screenshot filename: *JPN_case12.3_Support_FAQs_ling.png*

Up to 5 bug screenshot files can be dropped on the **Upload Files** field (in "*Drop files here to...*" area) at a time. Note: The files will be fully uploaded after you click **Submit Issue**. Because of the size limit of 2MB per file, please make sure your screenshots are cropped appropriately and sufficiently reduced in size/resolution (recommended range: 300 to 800 KB) before attaching. Attachments larger than 2 MB will not upload successfully, i.e. after you click **Submit Issue** the upload process will get stuck.



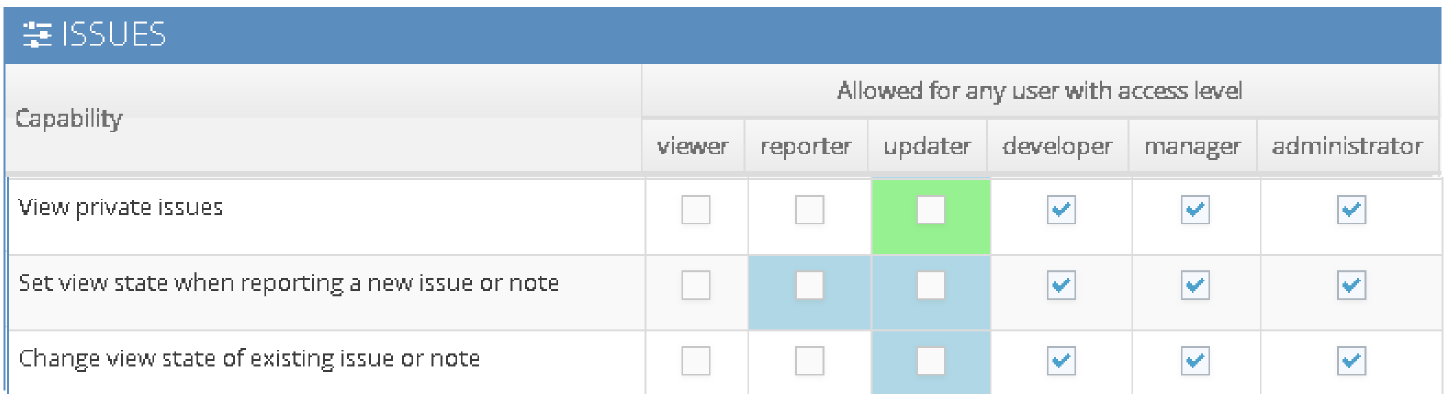
- **TIP**: If you need to add another note or attach another file to the bug after you have submitted it: return to the **View Issue Details** page of that bug, click on **Jump to Notes**, and add the note or attach the screenshot in the **Upload Files** area. Then click the **Add Note** button.

View Status

Leave this set to the default value **public**. All bugs for a project need to be accessible to all users assigned to the project, and the "public" view status ensures that.

- **public** - means all users who can access the project can see this issue
- **private** - means that users with access level higher or equal to a specific threshold (for Acclaro: DEVELOPER=tester) can view the issue. The reporter of the issue (for Acclaro projects: DEVELOPER=tester) will also see it, independent of their access level
- An issue that starts as public can be made private and vice versa

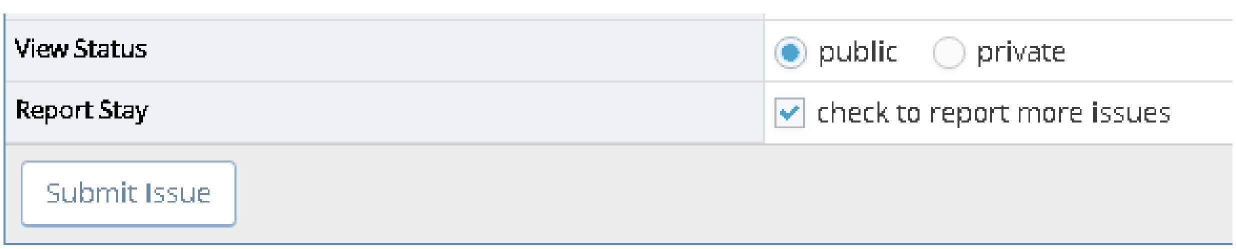
Currently, the **View Status** configuration options for Acclaro Bug Projects are set as follows:


ISSUES

Capability	Allowed for any user with access level					
	viewer	reporter	updater	developer	manager	administrator
View private issues	☐	☐	☐	☑	☑	☑
Set view state when reporting a new issue or note	☐	☐	☐	☑	☑	☑
Change view state of existing issue or note	☐	☐	☐	☑	☑	☑

Report Stay

If testers need to log several similar bugs of the same **bug type** (Category), they should click the **check to report more issues** box. This will open a new **Enter Issue Details** page with same selection for the **Category** field as the previous bug already filled in. This can be a time-saver, for example, when logging multiple *LOC: Untranslated Text* bugs for different areas/URLs in a row.



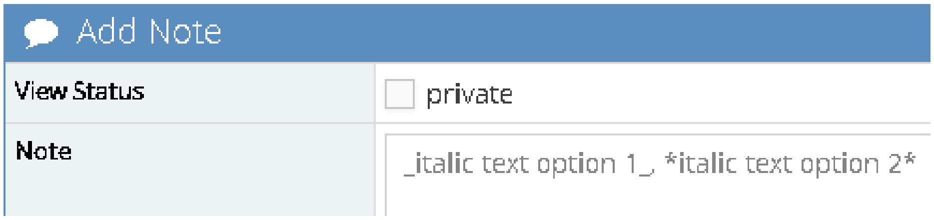
Markdown support for text format

All text fields in Mantis support a limited small set of the **Markdown** text markup language to apply simple emphasis style and hyperlinking attributes to text. You may apply Markdown emphasis tags to text in these fields wherever they can be edited: **Summary**, **Description**, **Steps To Reproduce**, **Additional Information**, **URL**, **Note**

The following markdown tags are available:

Italic style: use underscore (_) or asterisk (*) to enclose the text.

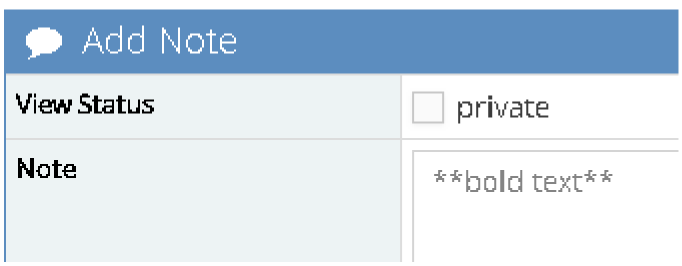
Examples: _italic text option 1_, *italic text option 2*

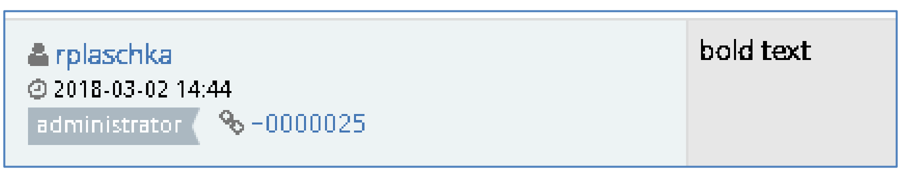
Text input: 

Output: 

Bold style: use double asterisk (**) to enclose the text.

Example: **bold text**

Text input: 

Output: 

Hyperlink for URL: use pointed brackets (< >) to enclose URLs (**http** and **https** web addresses only!) to make them live (clickable) links.

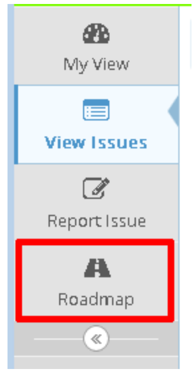
Examples: <http://parsedown.org/tests/>, <https://portal.acclaro.com>

Text input: 

Output: 

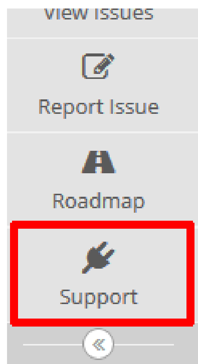
Other Pages in Mantis

One other feature in Mantis - **Roadmap** - is of no use for the Acclaro testing process and should be ignored:



User Support

If you need further support for access to or permissions for a Mantis project - after you successfully login - you may send a support request email to Mantis_LQA_Support@acclaro.com or click the **Support** link on the Mantis homepage navigation bar - this opens a blank email message in the default email client **if** one is configured on your computer (e.g. Outlook, Thunderbird, Mail app, etc.):



Return to TOC

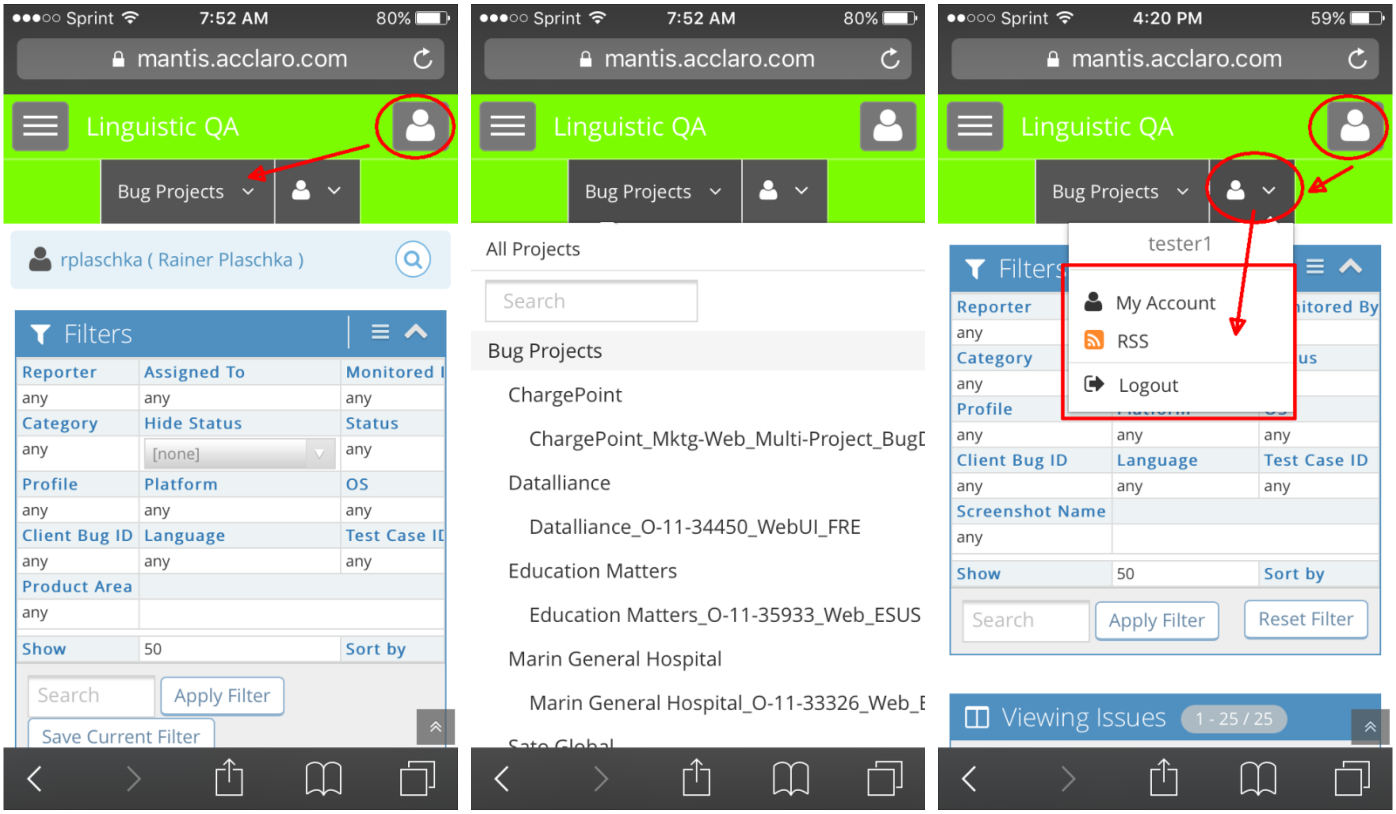
Using Mantis on Mobile Devices

The Mantis site (https://mantis.acclaro.com/lqa) also works on mobile device browsers, which is very helpful and saves time when testing a mobile app or site directly on a mobile device. Bug screenshots can be captured on the device, edited (marked up and commented) in the *Photos* or *Gallery* app, and attached to a new bug in Mantis you access on the device's browser app.

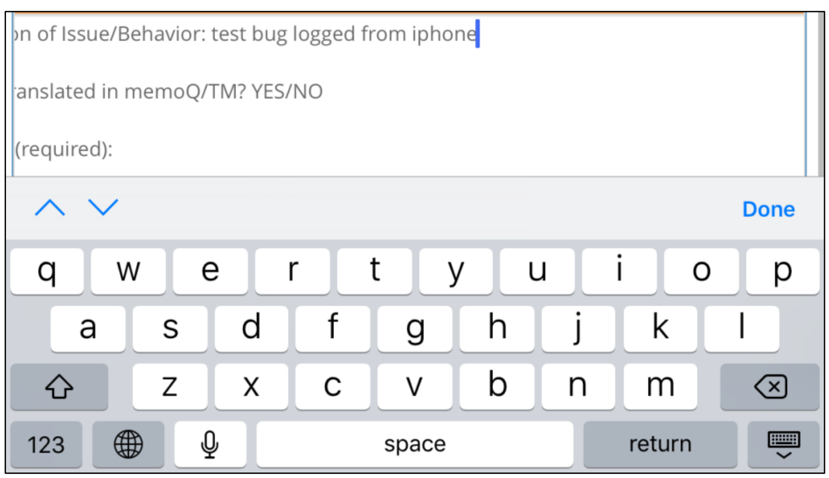
iPhone

The Mantis site in the Safari app can be used in Portrait or Landscape orientation. Portrait will display more vertical page contents - see example on *iPhone 6S* below.

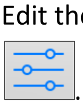
Click the user icon in the upper right corner to access the Project selector and the user account menu:

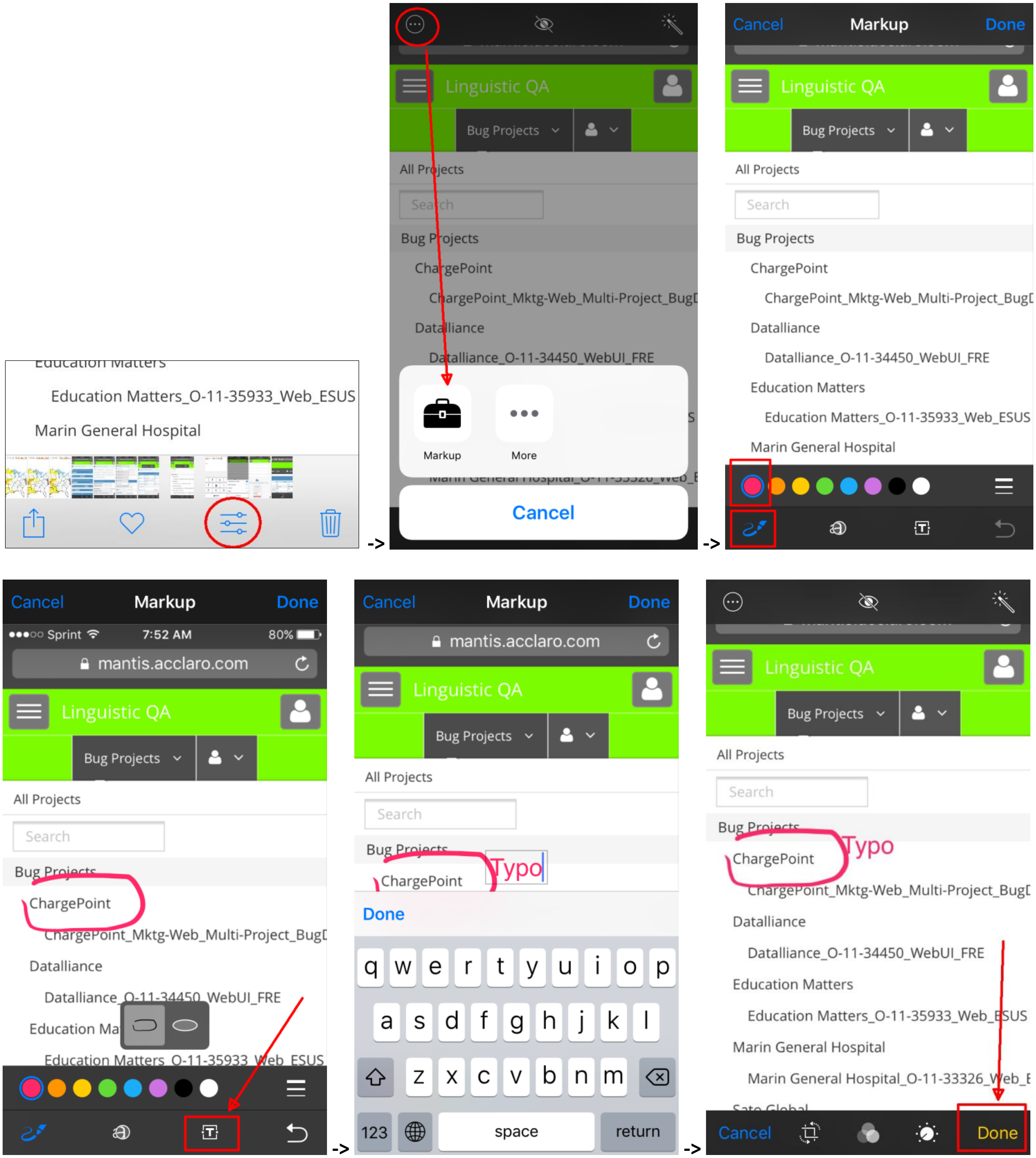


Landscape orientation may be useful for text entry on the **Enter Issue Details** page:

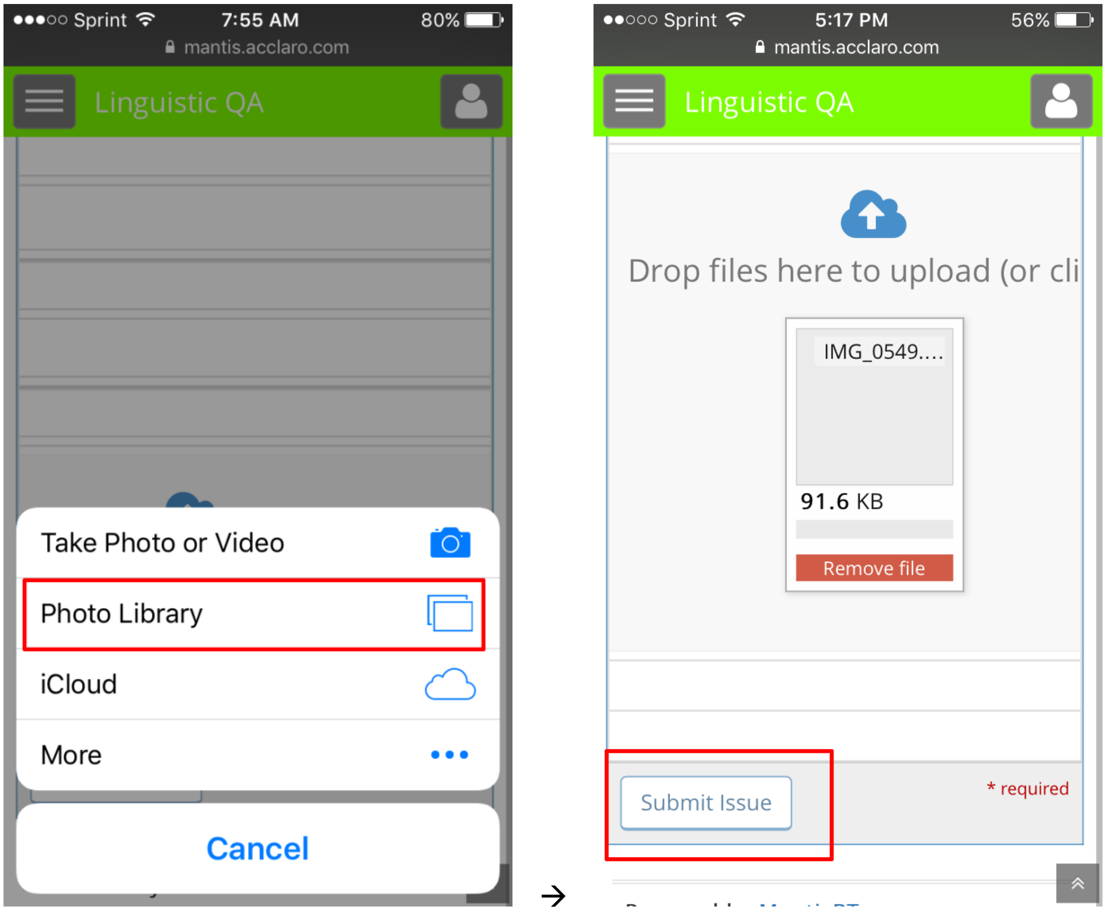


Editing & Attaching a Bug Screenshot - iPhone

1. Capture the app screen: simultaneously press the **Home** button and the **Power** button on the device.
2. Edit the screenshot: open the captured image in the **Photo Library** - **Screenshots** album and tap the **Edit** icon .
3. See sequence of steps below.

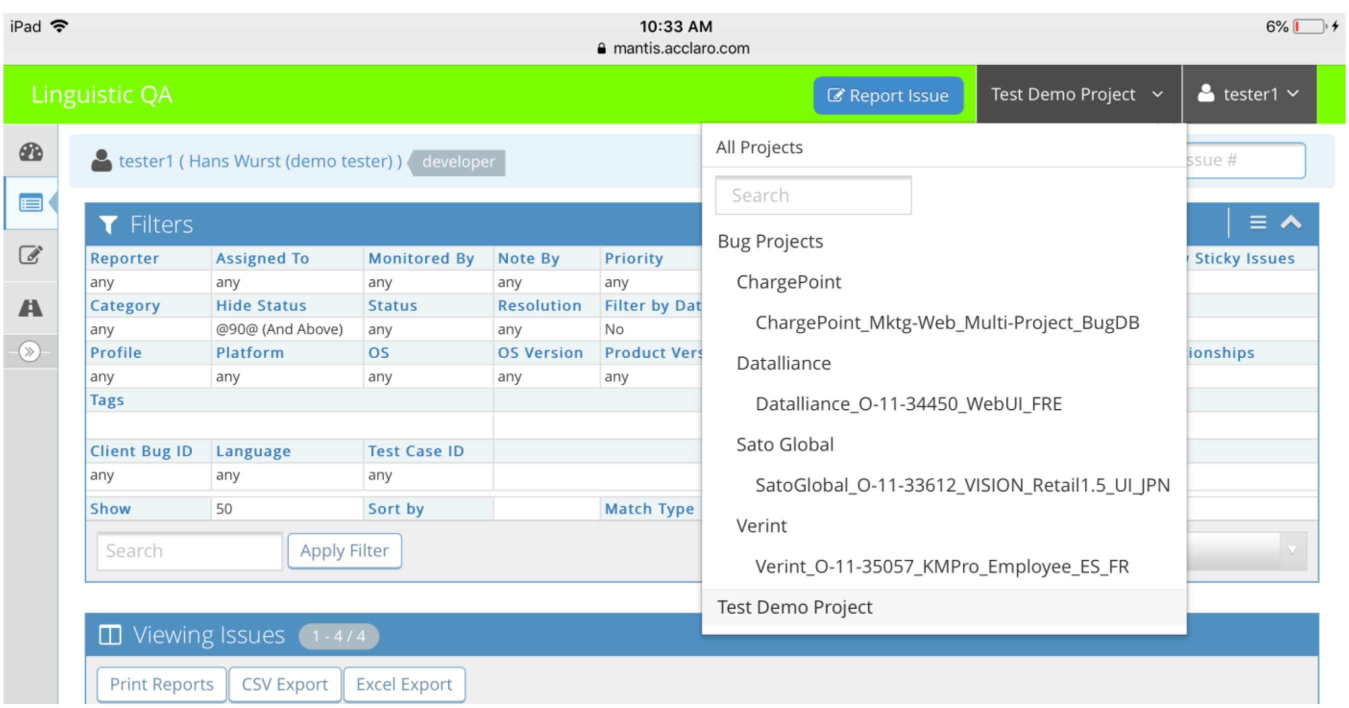


4. Attach the bug screenshot to the Mantis bug: in the **Enter Issue Details** page scroll to the **Upload Files** section and tap the cloud icon in the center. In the popup window navigate to the **Photo Library**'s **Screenshots** album and select the newly edited bug screenshot. Once the image placeholder displays (and all other required bug details have been entered) tap the **Submit Issue** button.



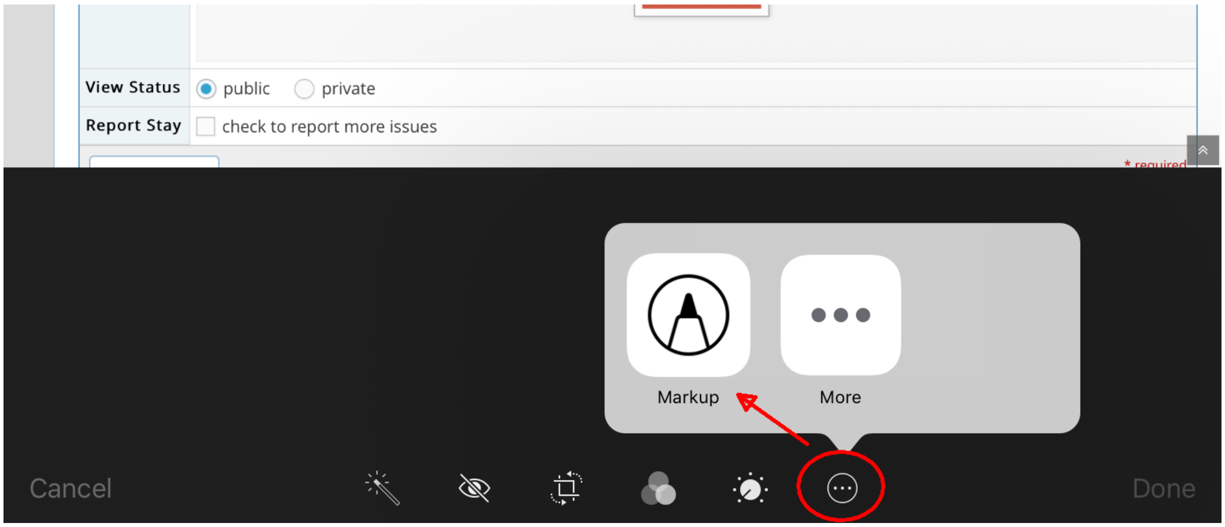
iPad

Use the Mantis site in the Safari app on an iPad in <u>Landscape</u> orientation - see below. In Portrait mode the site will not scale correctly and cut off items on the right border, such as the project selector and username icon.

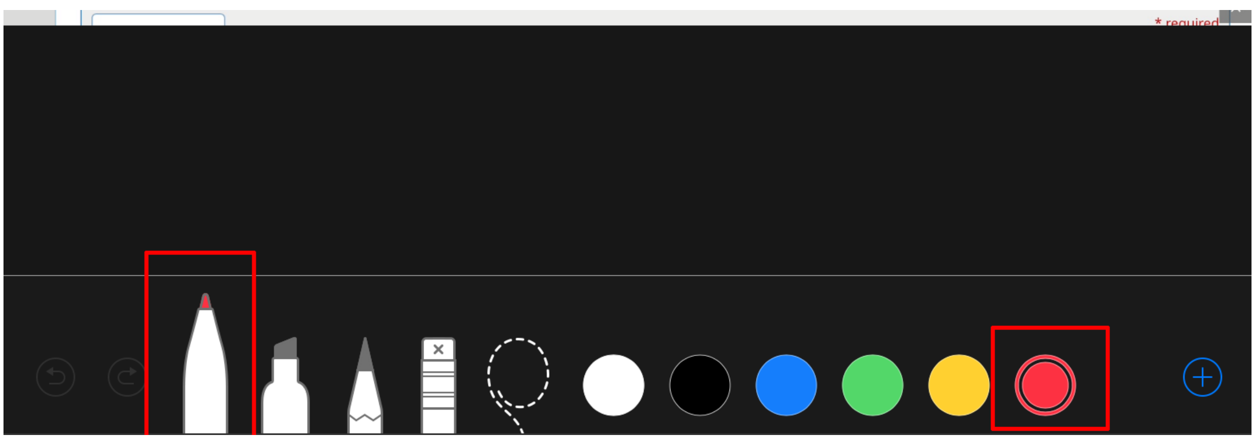


Editing & Attaching a Bug Screenshot - iPad

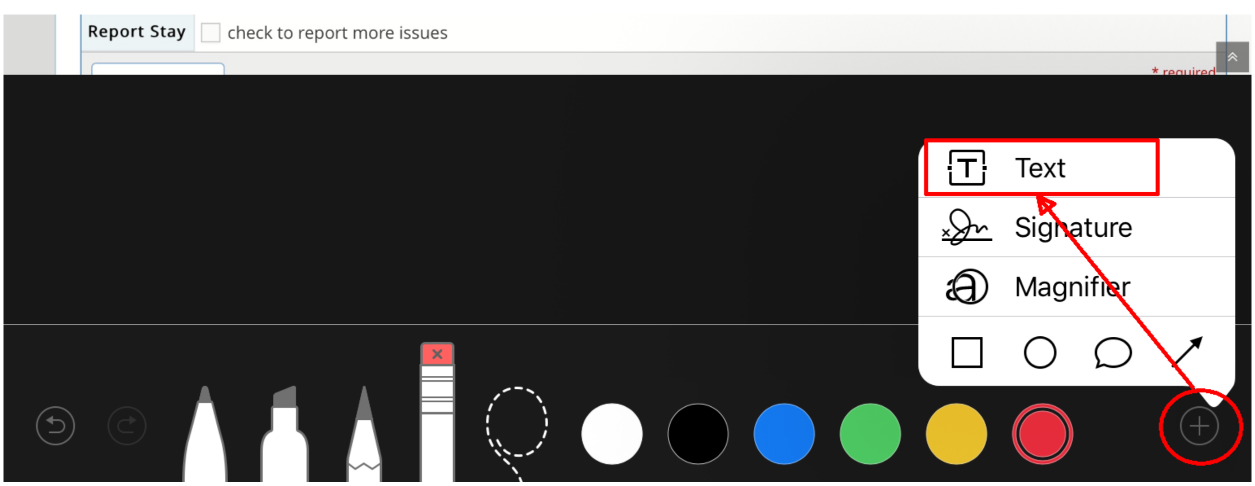
Follow the same steps as described above for the iPhone. Open the screenshot in the **Photo Library** > **Screenshots** album. Enter the **Edit** mode. Once on the **Edit** screen, the **Markup** mode and tools on the iPad are accessible as shown below:



In the Markup tool selection pick a pencil and color, and draw an outline around the bug text:



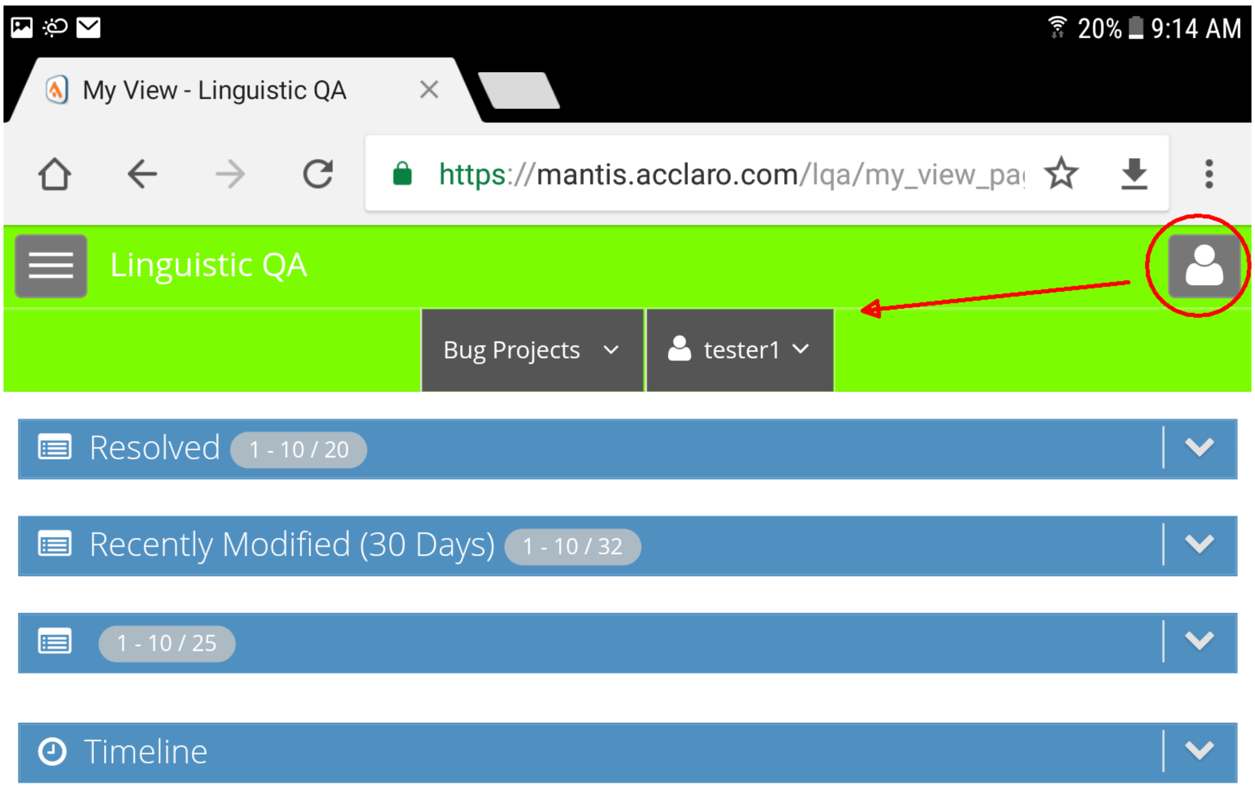
The Text tool in Markup mode is accessed as follows. Use it to add a short description of the bug:



Once you have finished the markup, tap the **Done** button. Attach the bug screenshot to the Mantis bug: in the **Enter Issue Details** page scroll to the **Upload Files** section and tap the cloud icon in the center. In the popup window navigate to the **Photo Library**'s **Screenshots** album and select the newly edited bug screenshot. Once the image placeholder displays (and all other required bug details have been entered) tap the **Submit Issue** button.

Android Tablet

Unlike the iPad, the browser on the Android tablet does not render the Mantis site correctly in *Landscape* orientation - it cuts off the project selector and user account dropdown menus. Therefore, it is best to use Mantis in the Chrome app in Portrait mode. Click the user icon in the upper right corner to access the **Project Selector** and the **User** menu:

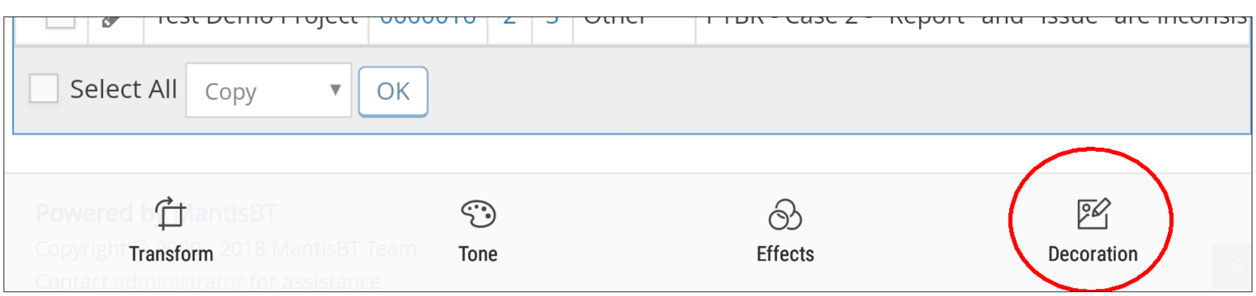


Editing & Attaching a Bug Screenshot - Android tablet

Capture the app screen: simultaneously press the **Home** button and the **Power** button on the device.

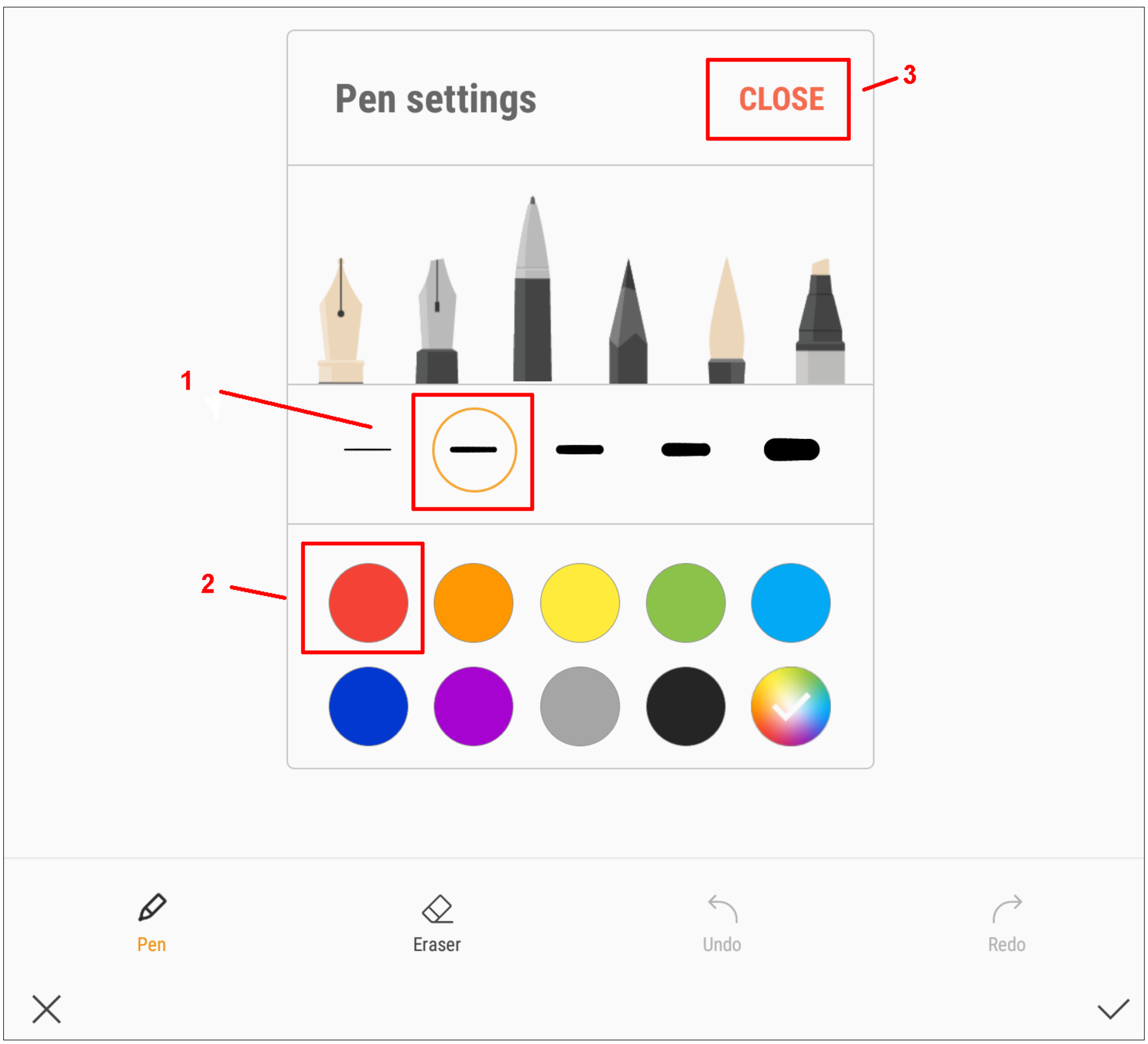
Edit the screenshot: open the captured image in the **Gallery** -> **Screenshots** album and tap the **Edit** icon 
.

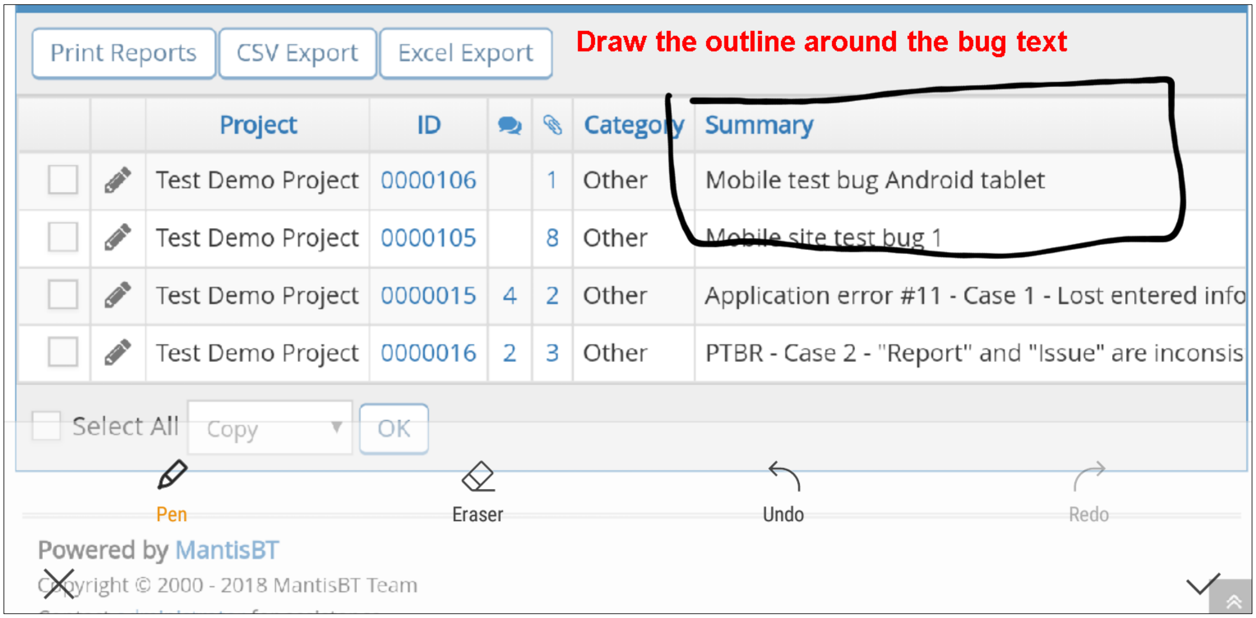
Once in **Edit** mode, follow the sequence of 10 steps below to mark up and save the bug screenshot.

1) 

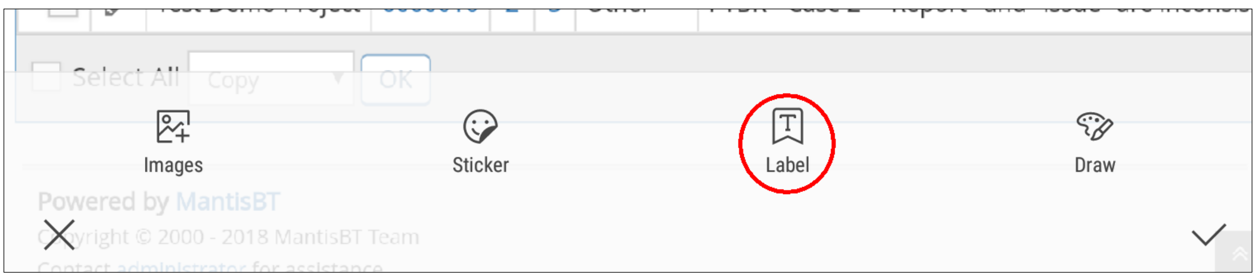
2) 
Select All
Copy
OK
Images
Sticker
Label
Draw
Powered by MantisBT
yright © 2000 - 2018 MantisBT Team
Contact administrator for assistance

3) 
Pen
Eraser
Undo
Redo

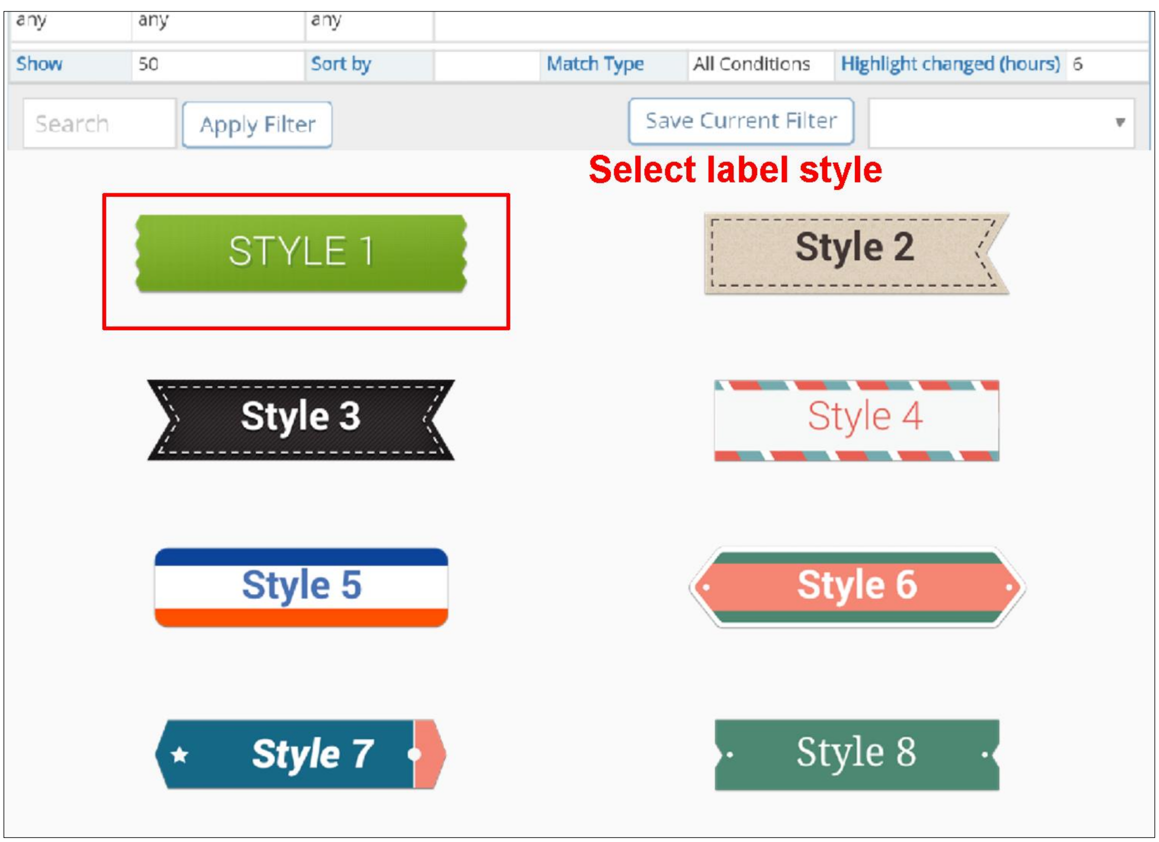
4) 
Pen settings
CLOSE
3
1
2
Pen
Eraser
Undo
Redo


Print Reports
CSV Export
Excel Export
Draw the outline around the bug text
Project
ID
Category
Summary
Test Demo Project 0000106 1 Other Mobile test bug Android tablet
Test Demo Project 0000105 8 Other Mobile site test bug 1
Test Demo Project 0000015 4 2 Other Application error #11 - Case 1 - Lost entered info
Test Demo Project 0000016 2 3 Other PTBR - Case 2 - "Report" and "Issue" are inconsis
Select All
Copy
OK
Pen
Eraser
Undo
Redo
Powered by MantisBT
Copyright © 2000 - 2018 MantisBT Team

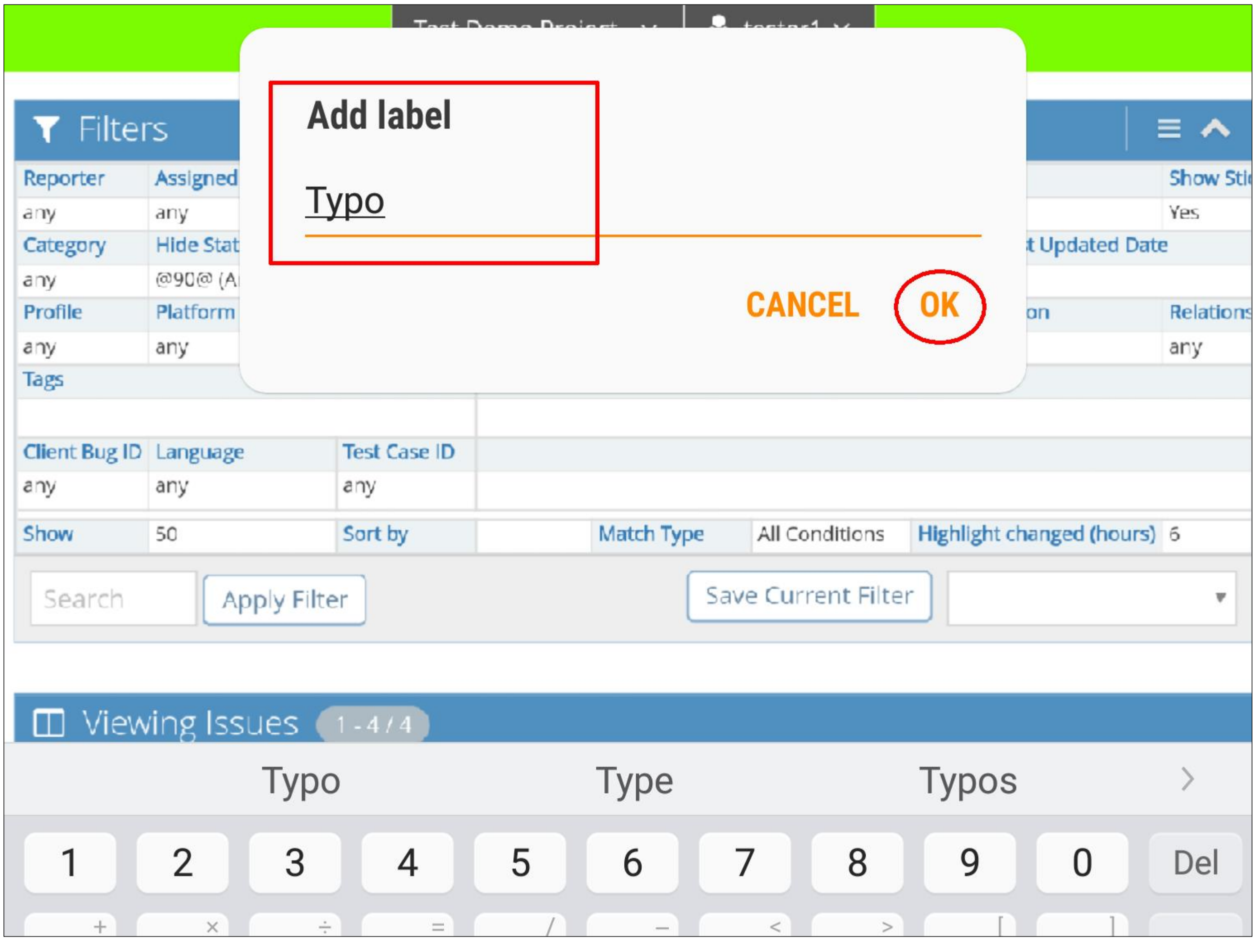
5)


Select All
Copy
OK
Images
Sticker
Label
Draw
Powered by MantisBT
Copyright © 2000 - 2018 MantisBT Team
Contact administrator for assistance

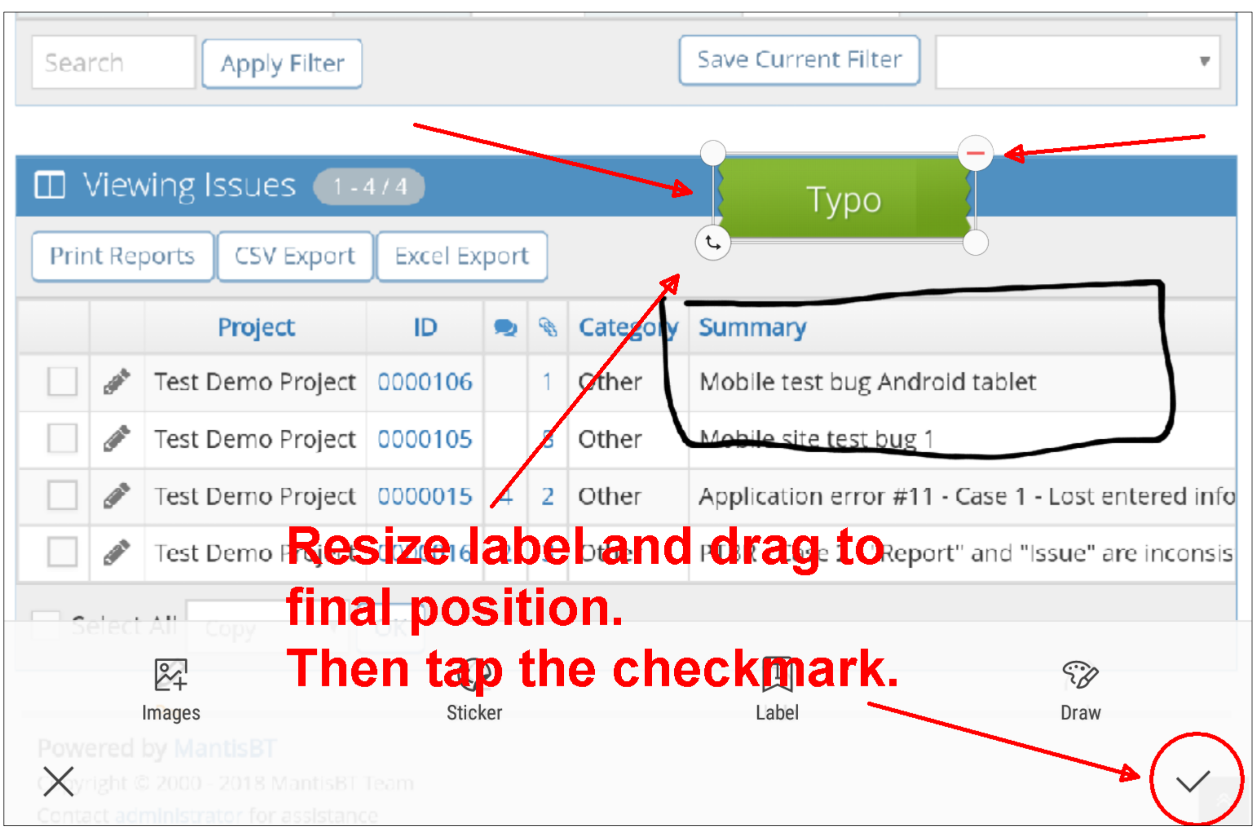
6)


any
any
any
Show
50
Sort by
Match Type
All Conditions
Highlight changed (hours)
6
Search
Apply Filter
Save Current Filter
Select label style
STYLE 1
Style 2
Style 3
Style 4
Style 5
Style 6
Style 7
Style 8

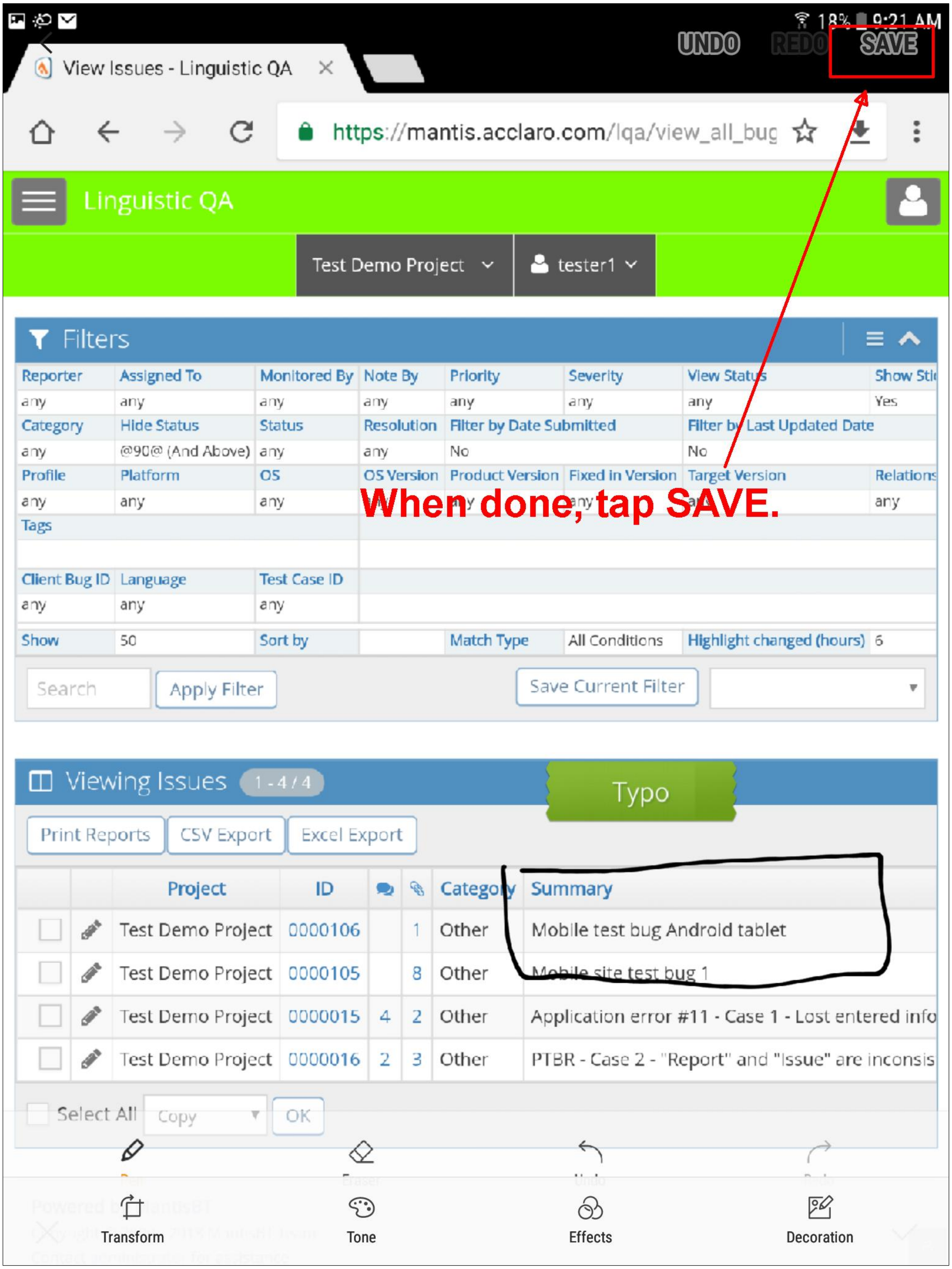
7)


Add label
Typo
CANCEL
OK
Filters
Reporter
Assigned
any
Category
Hide Stat
Profile
Platform
Tags
Show Sti
Yes
t Updated Date
Relations
Client Bug ID
Language
Test Case ID
Show
50
Sort by
Match Type
All Conditions
Highlight changed (hours)
6
Search
Apply Filter
Save Current Filter
Viewing Issues
1 - 4 / 4
Typo
Type
Typos
1 2 3 4 5 6 7 8 9 0 Del

8)

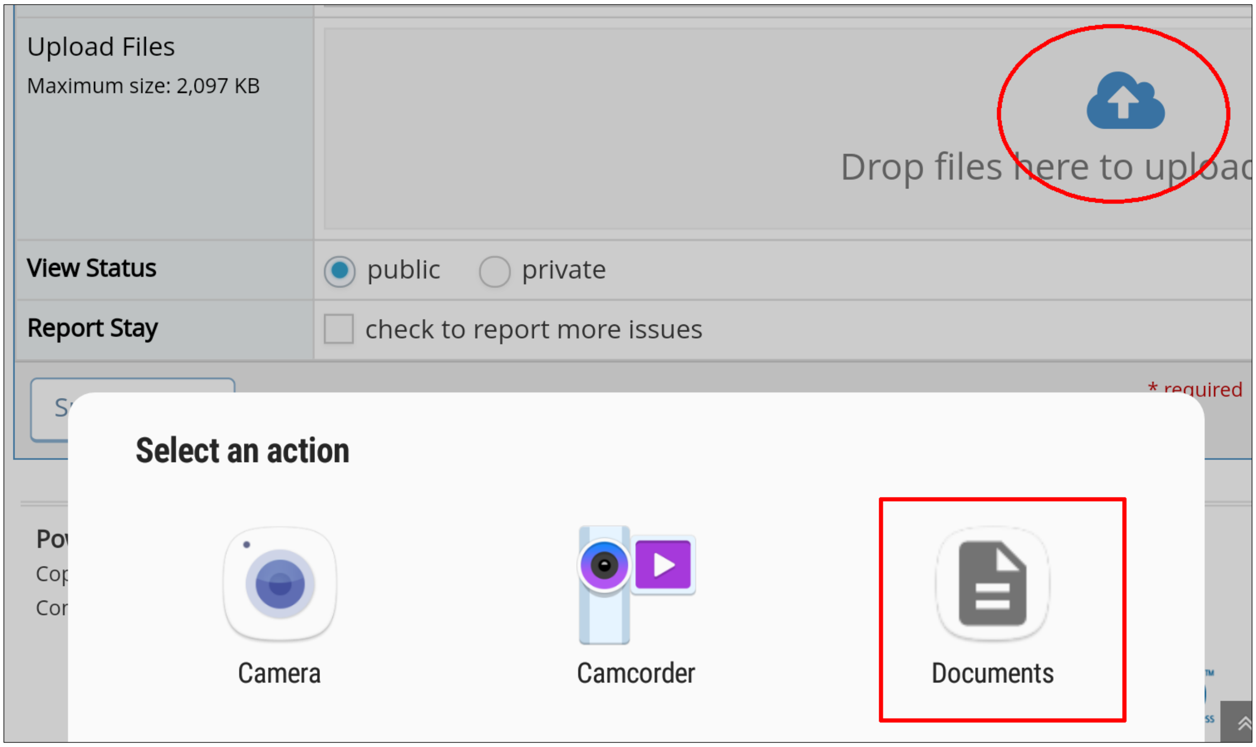

Search
Apply Filter
Save Current Filter
Viewing Issues
1 - 4 / 4
Typo
Print Reports
CSV Export
Excel Export
Project
ID
Category
Summary
Test Demo Project
0000106
1
Other
Mobile test bug Android tablet
Test Demo Project
0000105
Other
Mobile site test bug 1
Test Demo Project
0000015
4
2
Other
Application error #11 - Case 1 - Lost entered info
Test Demo
Report" and "Issue" are inconsis
Resize label and drag to final position.
Then tap the checkmark.
Images
Sticker
Label
Draw
Powered by MantisBT

9)

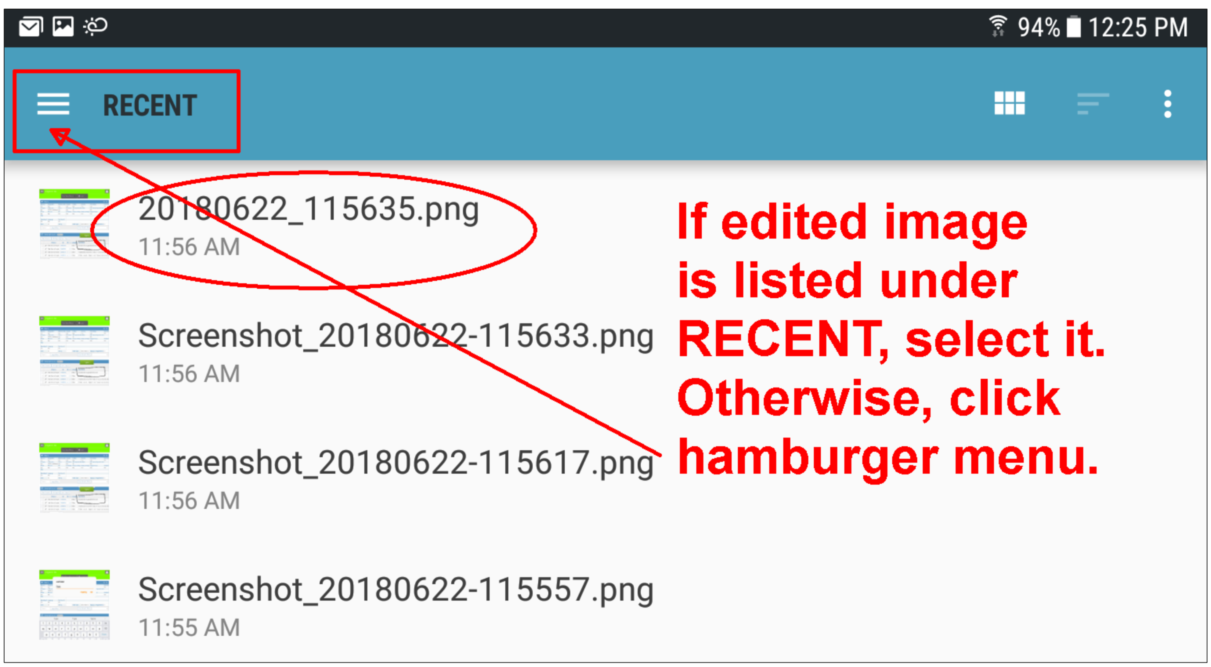


10)

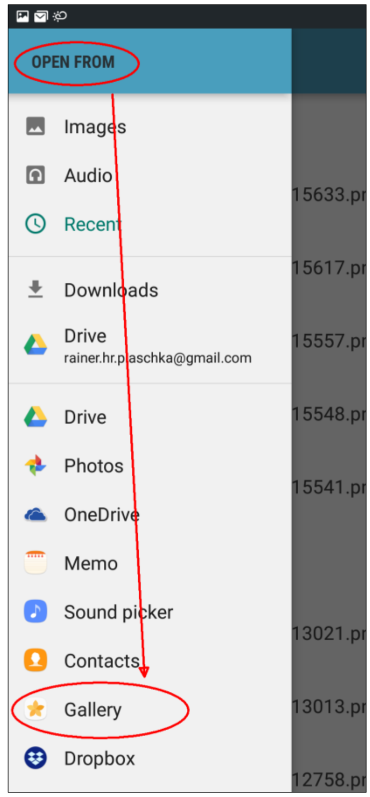
Attach the bug screenshot to the Mantis bug: in the **Enter Issue Details** page scroll to the **Upload Files** section and tap the cloud icon in the center. In the popup window navigate to the **Gallery > Screenshots** album: first select **Documents**.


Upload Files
Maximum size: 2,097 KB
Drop files here to uploac
View Status
public
private
Report Stay
check to report more issues
* required
Select an action
Camera
Camcorder
Documents

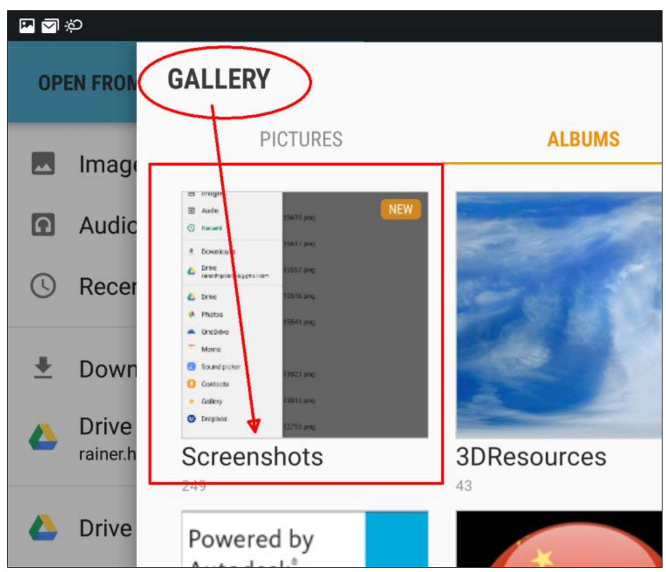
1)


94% 12:25 PM
RECENT
20180622_115635.png
11:56 AM
Screenshot_20180622-115633.png
11:56 AM
Screenshot_20180622-115617.png
11:56 AM
Screenshot_20180622-115557.png
11:55 AM
If edited image is listed under RECENT, select it. Otherwise, click hamburger menu.

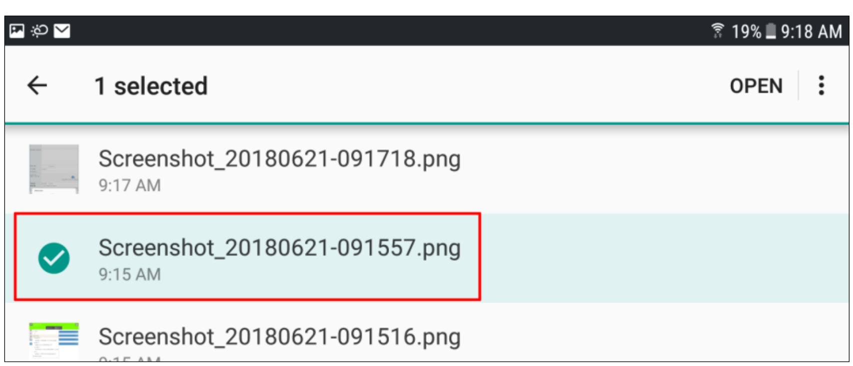
2 A)



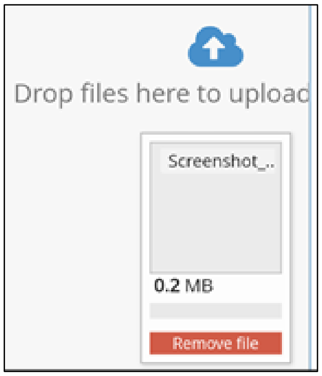
2 B) From hamburger menu select **OPEN FROM** > **Gallery**:



2 C) **GALLERY** > **Screenshots** > select edited image:



3) Tap the image file:

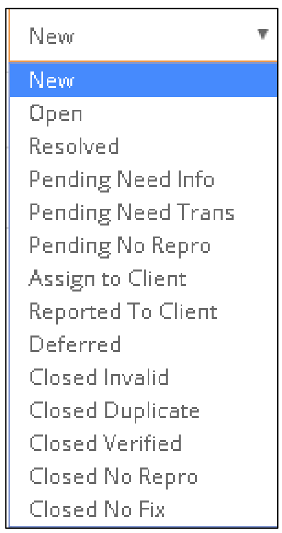
4) Screenshot is attached to bug: 

Once the image placeholder displays (and all other required bug details have been entered) tap the **Submit Issue** button.

Further Reference

Bug Status options - Explained

The root project (Bug Projects) includes these general Status options:



The following bug status logic/rationale applies:

New – set by Tester/Linguist when:

- a bug is first logged - the automatic default status set by the system
- a New non-linguistic bug (layout, truncation, untranslated, functional…) cannot be fixed by Tester/Linguist and the Tester/Linguist also does not require more info about the bug condition or fix process, the bug is assigned to Test Lead or Engineer

Open – set by the Test Lead/Engineer when:

- A New bug is assigned to Test Lead/Engineer that was not fixed by the Tester/Linguist; during bug triage Test Lead/Engineer investigates and advances bug to Resolution stage (see below) or assigns/reports to the Client
- A Resolved bug with resolution "Fixed" fails verification and needs further action

- A Closed bug needs further action (e.g. the fix was not correct, the fix verification was not correct etc.). Note: there is no need to call this status "Reopened" as the end result/purpose is the same: a bug is Open when it needs action – at any time

– set by the Tester/Linguist when:

- A Resolved bug with resolution "fixed" fails verification and needs further action

Resolved – set by Tester/Linguist when:

- a New bug is fixed in the TM/source file, Resolution is set to "fixed"
- a New or Open bug is categorized as Invalid (If you logged a bug but later realize that it is not valid or relevant (requires no action); Resolution is set to "invalid" (Tester or Test Lead closes the bug with status "Closed Invalid")
- a New or Open bug is identified as a Duplicate(If you logged a bug but later realize that it is a duplicate of an existing bug (requires no action); Resolution is set to "duplicate" (Tester or Test Lead closes the bug with status "Closed Duplicate")

– set by the Test Lead/Engineer when:

- a New or Open bug is fixed by the Test Lead/Engineer in the TM/source file, Resolution is set to "fixed"
- a bug Reported to Client (or Assigned to Client) is fixed by the client in the source file/s or through other measures; Resolution should be set to "fixed by client".
- a New or Open bug is categorized as Invalid (the Tester/Linguist did not realize that it is not valid or relevant (requires no action); Resolution is set to "invalid" (Test Lead closes the bug with status "Closed Invalid")
- a New or Open bug is identified as a Duplicate(the Tester/Linguist did not realize that it is a duplicate bug (requires no action); Resolution is set to "duplicate" (Test Lead closes the bug with status "Closed Duplicate")

Pending Need Info – set by Tester/Linguist when:

- A New linguistic/translation bug, assigned to Test Lead/Engineer, was not fixed by the Tester/Linguist because the Tester/Linguist needs more specific information on how to fix the bug in the TM files; often the tester request/question is one of the following:
    - I can't find the string in the files; has the string been externalized for translation?
    - which of the many instances of identical strings is/are affected and should be fixed?
    - which is the exact string ID (segment #) of the strings to fix?

  If the Test Lead has access to the TM/source files and can resolve the query, the bug status is set to Open, the requested information is added as a Note, and the bug is assigned back to the Tester/Linguist.

  If Test Lead cannot resolve the query, it needs to be assigned to one of the team members who manage TM/source content: Engineer, Cross-Language Lead, Language Lead; if query cannot be resolved internally, it needs to be passed on to the client - either through Project Manager (email) or by reporting the bug to the client

– set by the Test Lead/Engineer when:

- a New, Open or Resolved bug from the Tester/Linguist or any test team member has been reviewed by the Test Lead/Engineer and found to be lacking important information (incomplete bug description, missing bug screenshot, missing EN source string, missing fix specifics such as source file/string ID info, etc.) The information request is added as a Note, and the bug is assigned back to the Tester/Linguist or affected team member.

Closed Verified – set by Tester/Linguist after:

- a Resolved bug with Resolution set to "fixed" has been assigned to Tester/Linguist for bug verification, and the Tester/Linguist subsequently verifies the bug fix in the test environment. This status closes a bug as verified.

– set by the Test Lead/Engineer when:

- a Resolved bug with Resolution set to "fixed" has been verified by the Test Lead/Engineer in the test environment. This status closes a bug as verified.

Closed Invalid – set by Tester/Linguist when:

- a New or Open bug is found by the Tester/Linguist to be invalid after further investigation or consideration: the reported issue is not a bug after all, is irrelevant, or is outside of the test scope. This status closes a bug as invalid. Resolution should be set to "invalid".

– set by the Test Lead/Engineer/Client when:

- a bug in status New, Open, Reported to Client or Pending is found by the Test Lead/Engineer/Client to be invalid after further investigation and/or consideration: the reported issue is not a bug, is irrelevant, or is outside of the test scope. This status closes a bug as invalid. Resolution should be set to "invalid".

Closed Duplicate – set by Tester/Linguist when:

- an initially New, Open, or Pending bug is later found by the Tester/Linguist to be a duplicate of an existing bug. This status closes a bug as duplicate. Resolution should be set to "duplicate".

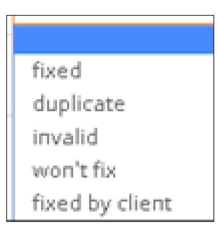
– set by the Test Lead/Engineer when:

- a bug in any non-closed status is found by the Test Lead/Engineer to be a duplicate of an existing bug. This status closes a bug as duplicate. Resolution should be set to "duplicate".

Pending Need Trans, Pending No Repro, Assign to Client, Reported to Client, Closed No Fix, Closed No Repro, Deferred – these status values are ONLY set by the Test Lead/Engineer. Testers/Linguists should not use them.

Options available in "Resolution" field

See above under each status description to determine the appropriate value to select in the **Resolution** field of a bug:

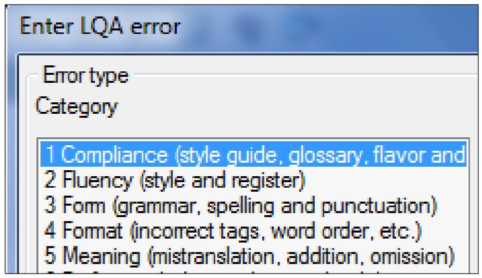


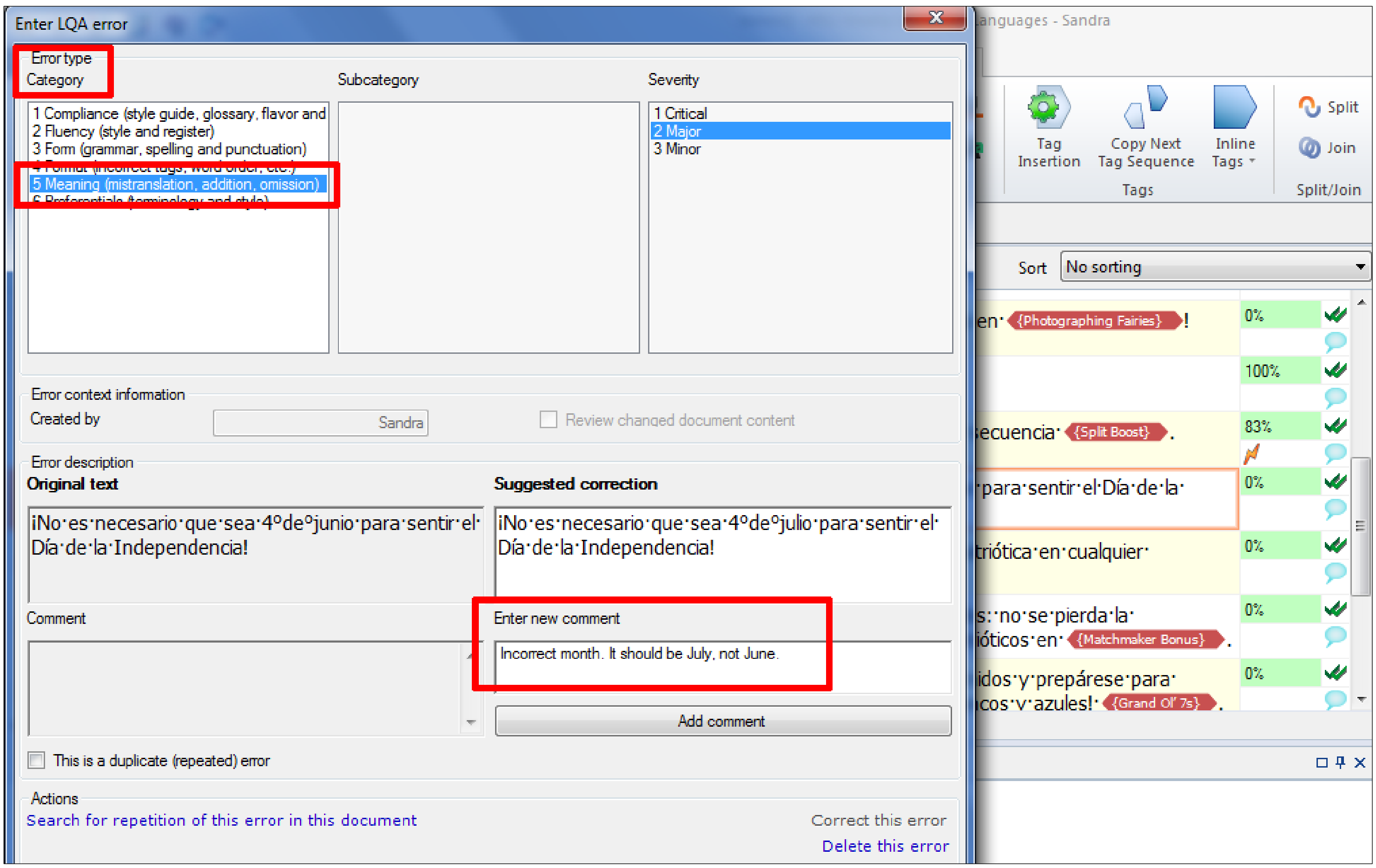
Return to TOC

Basic Identification of Bug Types

Linguistic Bug Types

Because the majority of translation projects are done in **memoQ**, we have redesigned the Linguistic Bug type to integrate with the Error Classification of the **memoQ** LQA model that linguists already are familiar with - see screenshot of an example from **memoQ**:





LING: Spelling (FORM): typos; missing or extra space between words; incorrect case/capitalization --> memoQ LQA model category **FORM**

LING: Grammar (FORM): incorrect tense; incorrect declension or conjugation; non-agreement between noun/verb/adjective in gender and/or number; incorrect syntax (word order) --> memoQ LQA model category **FORM**

LING: Incorrect Translation: wrong target term or expression for a specific source term or expression; wrong technical term for the specific field/industry:

a. This error type may be identifiable only when seen in context of the test environment [then select ***LING: Incorrect Trans (Context)***]
b. or it may stem from a preventable translation mistake made during trans/edit [then select ***LING: Incorrect Trans (MEANING)***] --> memoQ LQA model category **MEANING**

LING: Inconsistent Translation: different target terms/expressions in different locations for the one and the same source term/expression for the same context/meaning.

a. This error type may be identifiable only when seen in context of the test environment [then select ***LING: Incons. Trans (Context)***]
b. or it may stem from a preventable translation mistake made during trans/edit [then select ***LING: Incons. Trans (COMPLIANCE)***] --> memoQ LQA model category **COMPLIANCE**

LING: Punctuation (FORM): incorrect, missing or inconsistent punctuation marks; incorrect format for target language punctuation marks, e.g. required space before double-signed punctuation marks in French (: ; ? ! %); double-byte punctuation characters (period, colon, etc.) in double-byte Asian languages --> memoQ LQA model category **FORM**

LING: Style (FLUENCY): errors of register (formal vs. informal); clumsy translation; too literal translation --> memoQ LQA model category **FLUENCY**

LING: Text Format (FORMAT): missed or incorrect text formatting when text format is expected to be applied during translation/edit (i.e., via tags or formatting commands) --> memoQ LQA model category **FORMAT**

LING: Terminology (COMPLIANCE): violations of required project or general glossaries; violations of required white or black lists of terms; violations of expected industry-standard terminology (e.g. Microsoft, Apple, Android) --> memoQ LQA model category **COMPLIANCE**

LING: Over-Trans (COMPLIANCE): unnecessary translation, translation unnecessarily giving information that is not present in the original source; over-translation also means translating words that should remain untranslated (e.g. product names). [NOTE: Under-translation would then mean leaving words untranslated, because they were deemed non-localizable when in fact they were localizable. Such errors are of type *LOC: Untranslated Text*]; --> memoQ LQA model category **COMPLIANCE**

Localization Bug Types

LOC: Untranslated Text: localizable string displaying in English. A false (invalid) Untranslated Text bug would be for strings that are left in English on purpose (i.e. are untranslated by design)

LOC: Truncation: Cut off (partially displayed) text string. String is cut off at the left and/or right border, and/or at the top or bottom inside or outside of a GUI object (button, dropdown box, menu, focus box, dialog box, etc.)

LOC: Layout: GUI objects and/or text are not aligned correctly, are only partially visible, overlap, are in the wrong position when compared to the source design, or are incorrectly sized in proportion to the target contents when compared to the source design (too big or small)

LOC: String Concatenation: incorrect word order in strings assembled at runtime; often variables are inserted in wrong place, design of static and variable text doesn't allow correct grammar/translation in target; spaces are missing; etc.

LOC: Character Corruption: extended characters, diacritics, or double-byte characters display garbled, do not display at all, or are replaced by placeholder characters such as squares, question marks, or ASCII code; single or double quotes cause code error or display error (quote escape issues)

LOC: Internationalization: incorrect text direction and alignment (for bidirectional languages), incorrect date/time/weekday formats, incorrect number formats, incorrect currency formats, incorrect calendars, incorrect sort order, hard-coded non-international characters, hard-coded EN-US numeration schemes, etc.

LOC: Functional: system configuration errors, test environment doesn't load, cannot be accessed, doesn't respond (is frozen), page error message displays, etc.

LOC: Code Format: placeholder or code/string ID displays instead of localized string; placeholder or variable item/value is missing

ENG: Segmentation Error: This is an Engineering issue (ENG). Issue is caused by memoQ file parser, when it identifies the period character (**.**) - used by the client developer as abbreviation punctuation in the middle of a EN source text string - as end of the translation unit (text string). This results in two or more separate memoQ segments being created for each consecutive portion of the EN source text that is followed by a period for abbreviation purposes. This is a general issue/challenge during file prep and needs to be investigated by the Acclaro Engineering team.

The bug fix for engineer is to merge the affected segments and send the memoQ project back to the linguist for re-translating these segments correctly.

Example:

EN source string: $lang['org_api_licensekey_listing_headers']['keyStatus'] = 'API Lic. Key System Status';

Resulting memoQ segments - leading to wrong translation:

EN Source	FR-CA Target (translated)
API Lic.	Lic. API
Key System Status	Statut du système

Typical bugs: incorrect case (first letter of second segment is capitalized when it should be lower case - caused by translator not being aware that the 2 segments are actually one segment. Incorrect word order due to break up of EN source text into separate parts which cannot be translated correctly when split up.

Other: any bug that does NOT fit in one of the other defined LOC bug type categories;

For example, the nowadays rare issues with Hotkeys/Mnemonics: can be logged as Category (bug type) **Other**:

ACCESS KEYS (aka Mnemonics, Hotkeys): missing hotkey, duplicate hotkey, invalid hotkey, extraneous hotkey (when EN source does not have one), illegible hotkey (on narrow letter, or on lower-case down-extension letter), non-standard hotkey (hotkey entry requires 2 or more key strokes);

Typical Root Causes: translation error (omitted or incorrect assignment of hotkey in CAT tool); can also be a bug in CAT tool during file pre-translation/leveraging from TM database;

Double-byte Asian languages typically use the same mnemonic as the English source but placed in parenthesis (A), NOT on a double-byte character (which would be an invalid hotkey).

> **NOTE**: The test lead will look into the issue to the best of her/his abilities and use some of the suggestions made above to aid in trouble-shooting. The bug will be assigned back to the tester if more detailed information or context is needed. Sometimes testers incorrectly use bug type **Other** when one of the available LOC bug types (with exception of *Hotkey/Mnemonic*) would be a better match. Test Lead will try to determine the correct type by investigating the root cause. Some bugs logged as "Other" can be correctly set to one of the LOC bug types.

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Screen Capture on iOS and Android Devices

On the device: With the app screen displaying – simultaneously press the **Home** button and the **Power** button on the iOS or Android device (on Android 7, press down **Power** button and **Volume Down** button simultaneously). A photo camera shutter click may sound if so configured.

- For help with screenshots on newer iPhone models (2019 and after) please see here: https://support.apple.com/en-us/HT200289
- For help with screenshots on newer Android phones (2019 and after) please see here: https://support.google.com/android/answer/9075928?hl=en

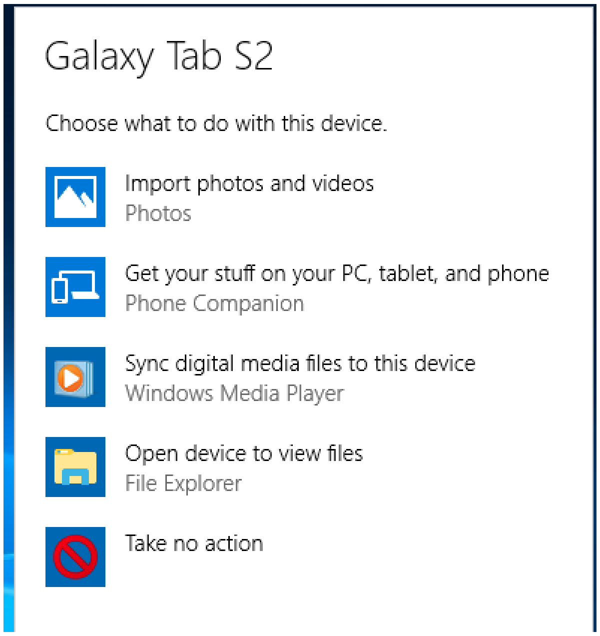
All screen captures are stored in the iOS device's **Photos** app under **Screenshots**, or the Android device's **Gallery** app > **Albums** > **Screenshots**. The screenshots can be transferred to a PC in two ways:

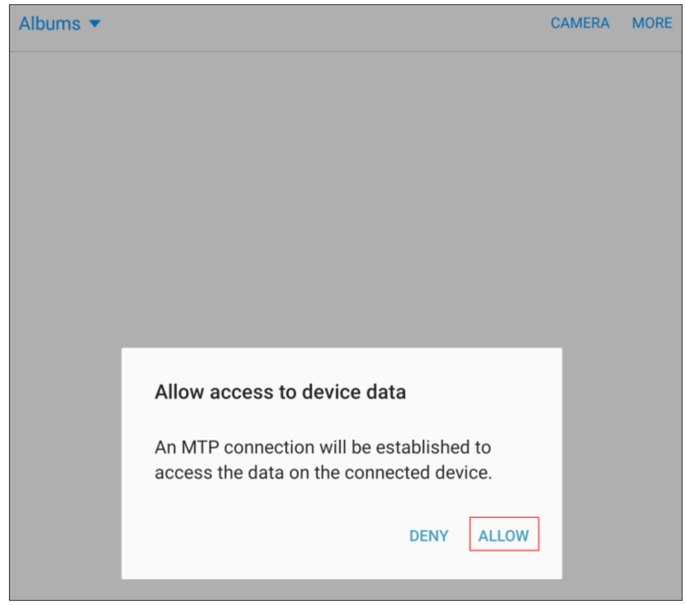
Example using **Windows 10**, **iOS 10.2.1**, **Android 6.0.1**:

Transfer Option A - Fast, using bulk transfer

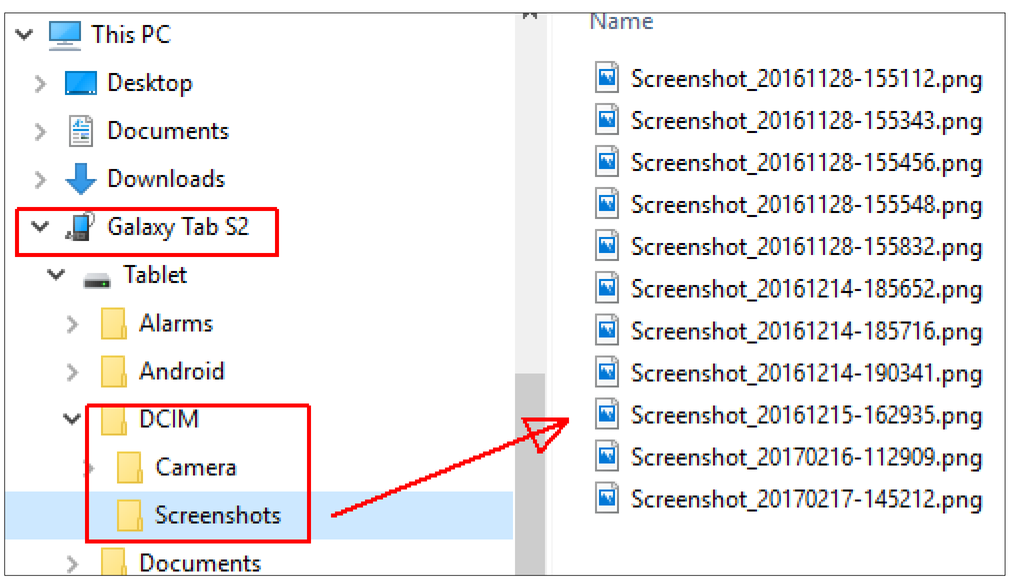
Connect the iOS device/Android device to a PC via the USB cable (use USB 2.0 or higher ports if possible). A device setup wizard may launch - let it complete the process.

For the **Android device** you may be prompted to select an action: select **Open device to view files**. On your Android device you may be prompted to allow access to device data. Select **Allow**.

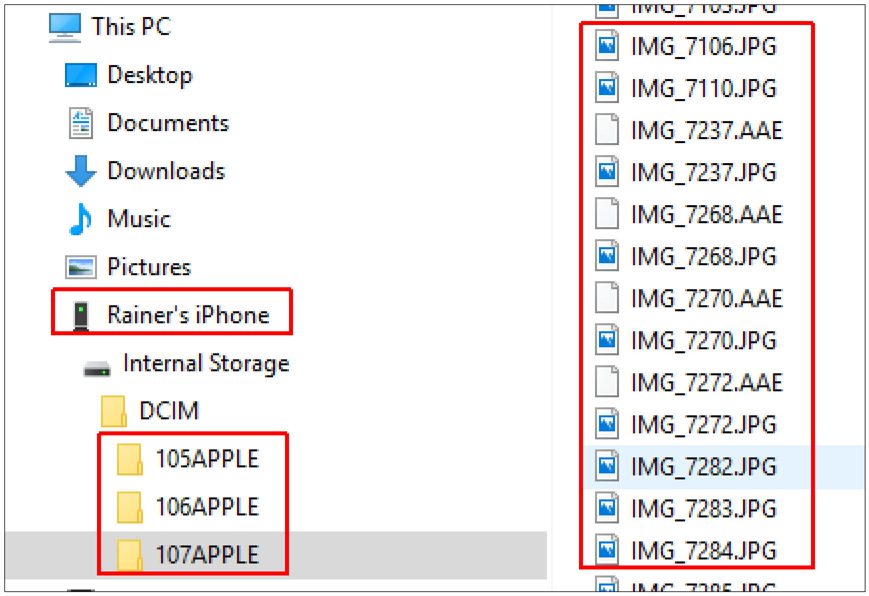




Then open the device's drive folder under the root **This PC** directory and navigate to the **DCIM** > **Screenshots** folder. Copy the screenshots to your target folder for bug screenshots:



For the **iOS device** open the device's drive directory in your root **This PC** directory and copy the selected image files from the **Internal Storage** > **DCIM** photo folders or subfolders to your target folder for bug screenshots.

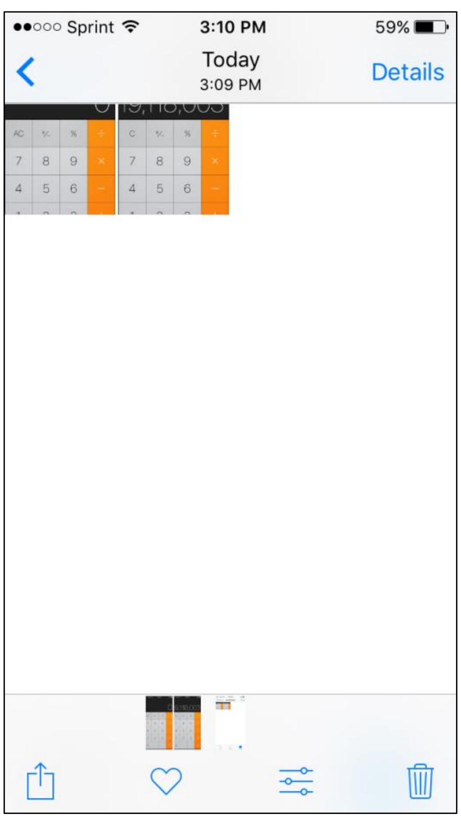


Transfer Option B - Slower, using wireless Share

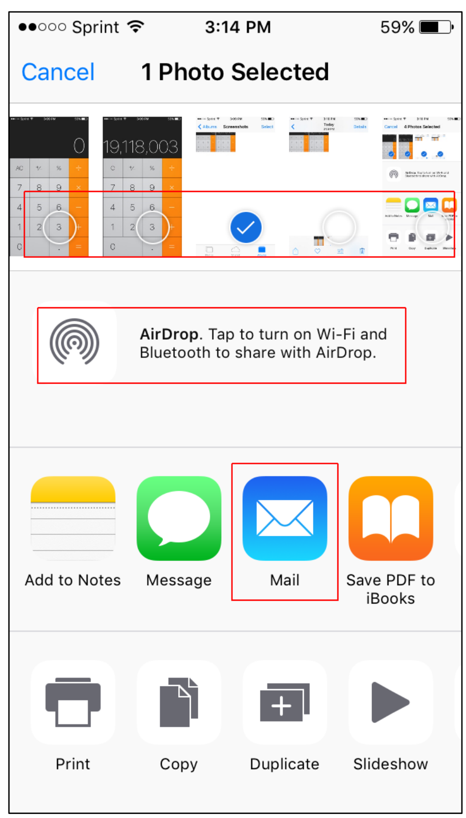
On the **<u>iOS device</u>**'s Home screen go to **Photos** > **Albums** > **Screenshots**. Press the **Share** icon in the lower left corner. Then select (i.e. tap) all the screenshots for transfer and pick an option for the sharing method:

Mail - email to yourself; note that there may be a limit on how many screenshot attachments you can send per email at one time

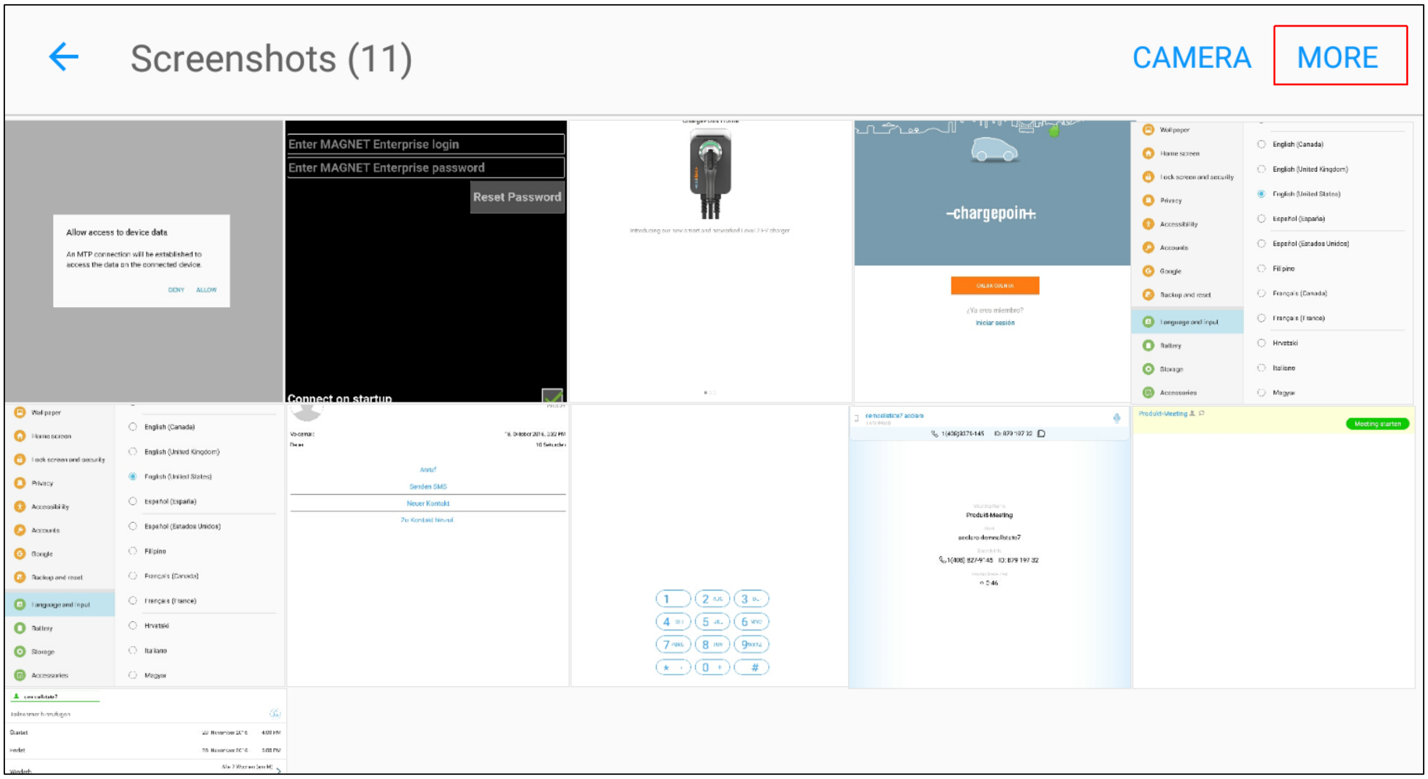
AirDrop - if you have a computer with Bluetooth (and the iOS device is connected to it via Bluetooth)

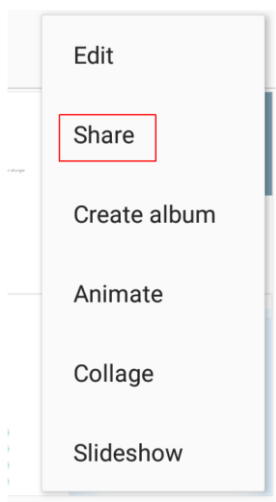


→

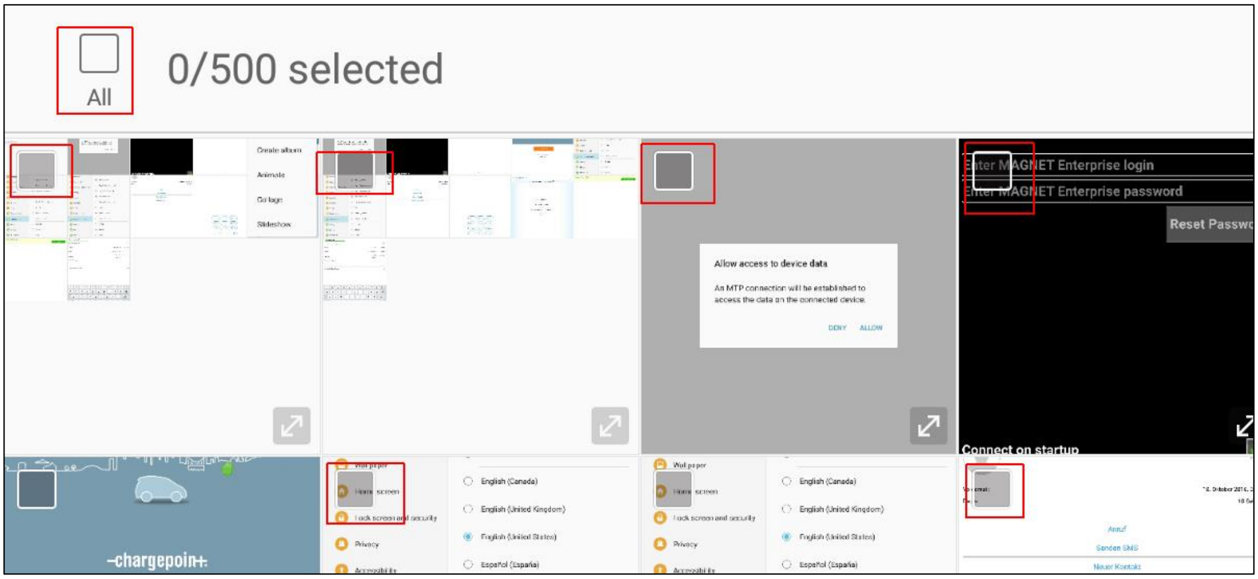


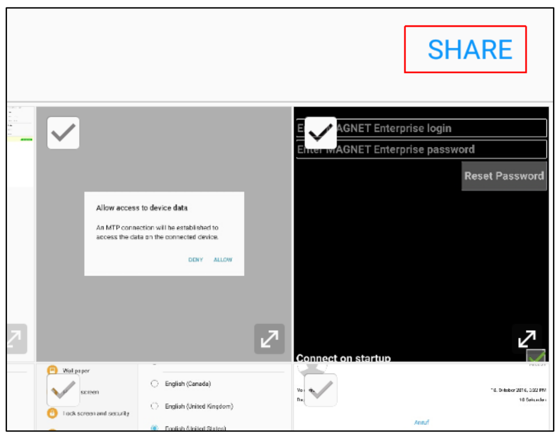
On the Android device's Home screen go to **Gallery** > **Albums** > **Screenshots**. Tap the **More** button and select the **Share** option:





Then select **All** or specific screenshots for sharing, and tap the **Share** button:



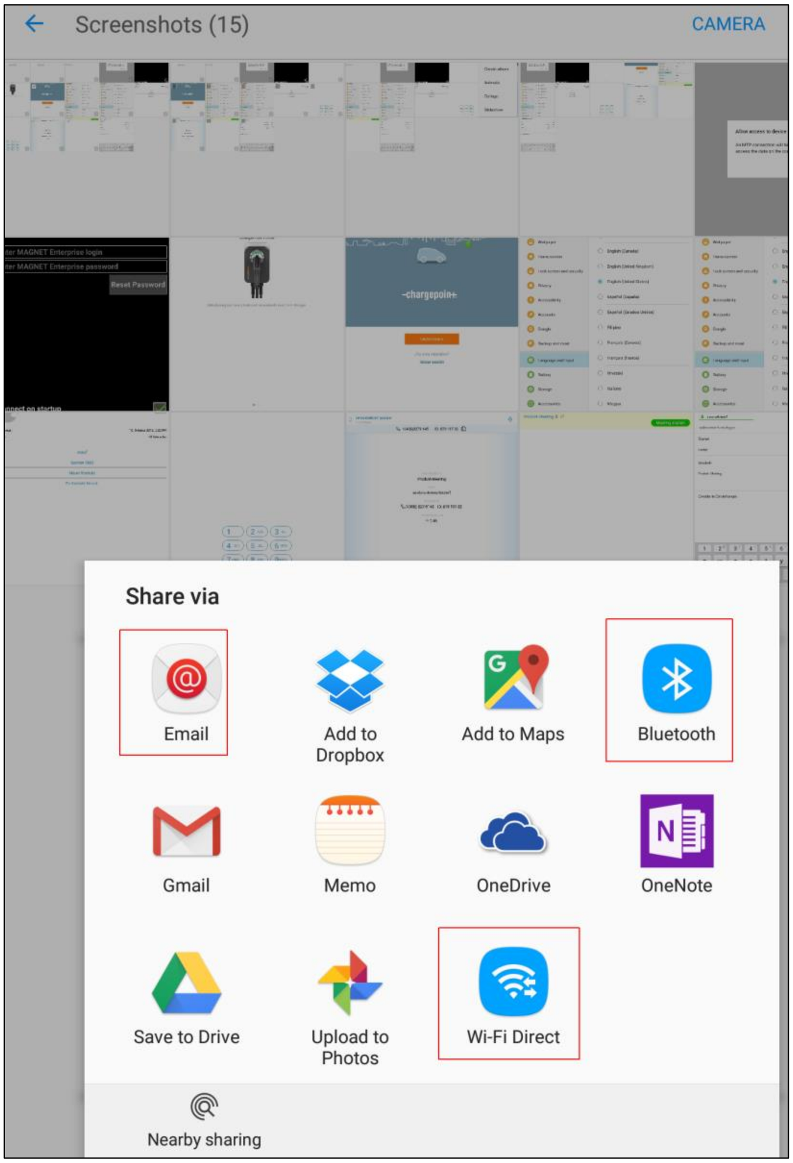


Then pick an option for the sharing method:

Mail - email to yourself; note that there may be a limit on how many screenshot attachments you can send per email at one time

Bluetooth/WiFi Direct/Nearby sharing- depending on the over-the-air connectivity options of your computer select the fastest/easiest option available

Google Drive/OneDrive/Google Photos - if you have any of these file sharing services on your computer, you may choose any of these options and then pick up the screenshots from these folders and save them to your computer in the target bug screenshot folder.



Screenshots (15)
CAMERA
Share via
Email
Add to Dropbox
Add to Maps
Bluetooth
Gmail
Memo
OneDrive
OneNote
Save to Drive
Upload to Photos
Wi-Fi Direct
Nearby sharing