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# UPnP Certification Test Tool Issue Submission Procedure

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## Version History

Version	Date	Comment
1.0	1 Mar 2012	Final Release
1.1	4 Feb 2016	Revised for OIC
1.2	20 May 2016	Revised for OCF

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# 1. Procedure Overview

The Open Connectivity Foundation, Inc. (OCF) tracking system (**Bugzilla**) can be accessed at the following URI:

<https://bugzilla.upnp.org/>

Filing and browsing bug reports requires access through a valid user account login. For further information about acquiring a new user account, refer to Section 2 of this document.

Section 3 of this document contains details concerning creating new bug reports. Users are obliged to check whether the same or a similar bug was previously reported and/or is listed on the **Known Issues List (KIL)** before submitting a new bug report. It is important to provide as detailed of a description of the issue as possible and to attach any relevant documents such as test logs generated by the UCTT application and network logs.

Successful creation of a new bug report results in adding a new bug with *UNCONFIRMED* status to the bug tracking system (table 1. contains descriptions of bug report statuses). When a defect is analyzed by the OCF UPnP Administration or UCTT Tool Vendor, the status of the bug may change either to *CONFIRMED* or *RESOVED INVALID*. When bugs are changed to *CONFIRMED* status those are copied/duplicated to the **Known Issues List** (to be seen by other Bugzilla users, however sensitive data from originator point of view are removed). After confirmation, the bug awaits for resolving in a queue based on its priority and available resources. Defects being repaired have their status marked as *IN\_PROGRESS*. Upon resolution of the issue, the bug report status is set to *RESOLVED FIXED*. Fixed bugs are likely to be included in upcoming software releases. After a fix has been released, the custom field '*Fixed at release build*' in the bug report form is set to the software version number in which the fix was introduced.

After the fix to a bug has been applied and released, the user who reported the bug is obliged to verify it. Upon positive result of verification user should change status of reported bug to *VERIFIED FIXED*; otherwise, the user should change the status to *UNCONFIRMED*, providing new test and network logs and any additional information that might be relevant in resolving the issue.

Table 1 Common bug report status names with explanation

Status Name	Description
<i>UNCONFIRMED</i>	Newly filed bug reports and reports of issues that failed fix verification are marked as <i>UNCONFIRMED</i> . This status is changed to <i>CONFIRMED</i> or <i>RESOLVED INVALID</i> after analysis by administration.
<i>CONFIRMED</i>	Upon confirmation of bug report by administration, bug status is changed to <i>CONFIRMED</i> . Bugs with this status are awaiting resolution.
<i>IN PROGRESS</i>	This status marks bugs that are currently being resolved.
<i>RESOLVED FIXED</i>	After assignee has finished fixing the given bug, its status is changed to <i>RESOLVED FIXED</i> . Bugs with this status might be included in forthcoming software release. After a fix to the bug with this status has been released, 'Fixed at release build' field is filled with the proper version number.
<i>RESOLVED INVALID</i>	This status marks invalid bug reports, e.g. problem lies with the DUT.
<i>VERIFIED FIXED</i>	This status marks bugs which have been successfully repaired and the solution has been verified by originator.

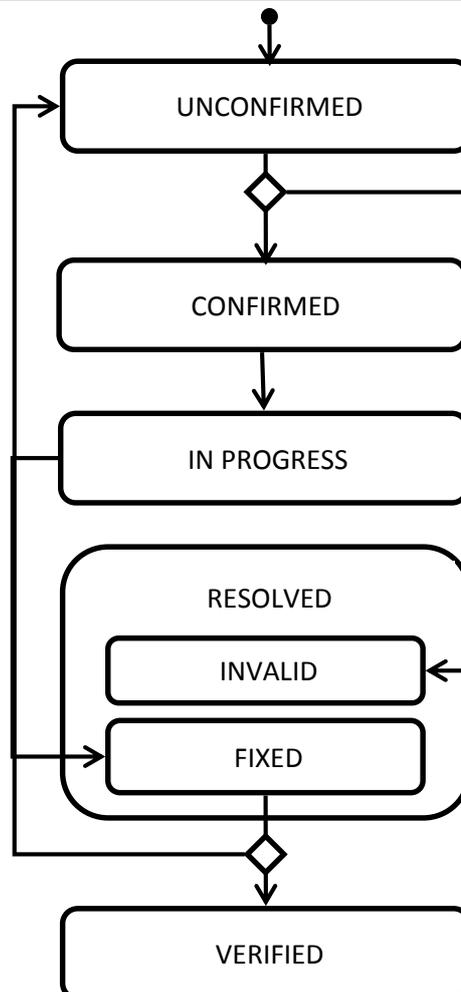


Figure 1 Lifecycle of a bug report, refer to table 1 for further details of state transitions.

## 2. Creating a User Account

Self-registration of user accounts is disabled. In order to obtain a valid user account, interested users should contact UPnP Certification Administration ([upnp@openinterconnect.org](mailto:upnp@openinterconnect.org)) and request new user account.

## 3. Filling Out a Bug Report

Before reporting any new bug, a user should check if the bug was already reported and listed on the **Known Issues List**. In order to do so, user should use Issue Tracking System's **search** feature. Quick access search fields can be found on the top and bottom of each Issue Tracking System's page, additionally hyperlink to advanced search form is provided on the left-hand side of each quick search field as shown on figure 2.

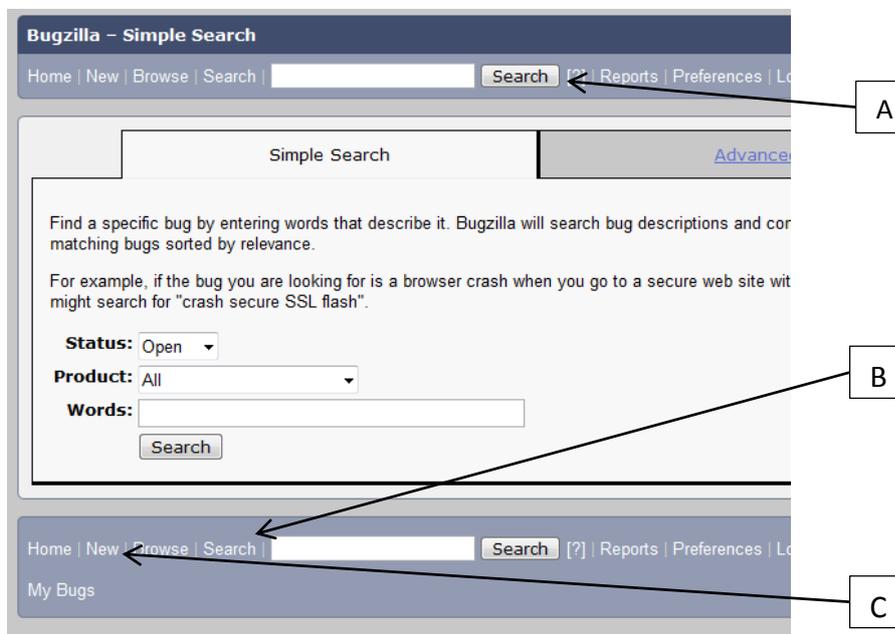
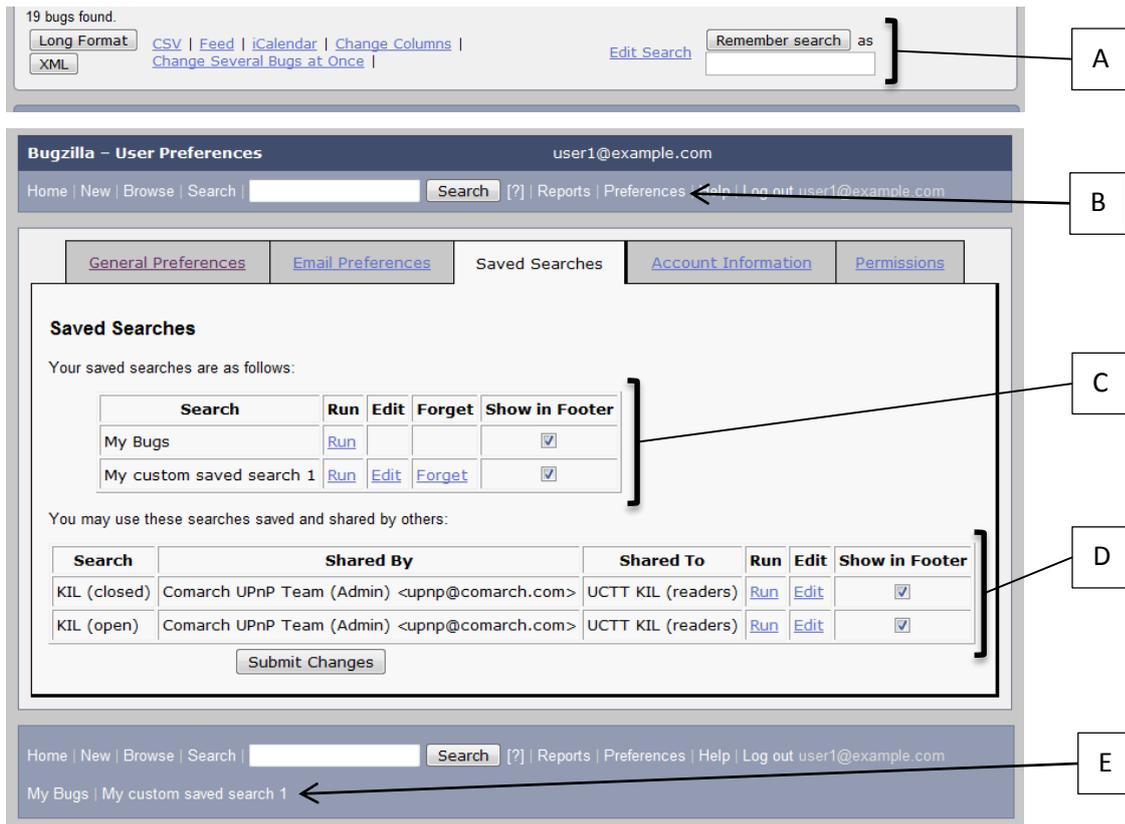


Figure 2 A – quick access search field; B – link to presented page with advanced search options;



**Figure 3 Saved search feature – A – button displayed at bottom of each search result page allowing to save search query; B – access link to user preferences displayed at header and footer of each page; C – list of saved queries; D – list of predefined queries; E**

For further ease of access, users may save advanced search queries and rerun them later without manually filling the search form. To save a search query, scroll down on the results page and click on the 'Remember Search' button. Saved searches might be displayed in the footer section of each page, providing quick access to most frequently used queries. To manage saved search queries, user should access the 'Saved Searches' tab on the user account preferences page. Users are also encouraged to utilize predefined saved search queries, which provide a simple means of access to the **Known Issues List**. Predefined searches are also configured through user preferences, figure 3. presents ways of access to described saved search features.

Users should not file a new bug report if the issue has been already reported.

If the issue hasn't been reported previously, a user may file a new bug report. The new bug report form can be accessed by either clicking on the 'New' hyperlink present at the top and bottom of each issue tracking system page or by clicking on the 'File a Bug' icon on the issue tracking system home page. After accessing the bug report form, the user will be asked to pick a product associated with the bug. If the user is associated with only one product, this step will be omitted. After choosing the right product from the presented list, the user will be redirected to a more specific form, shown on figure 4. Tips for how certain fields should be filed are listed in table 2. After all fields are completed with the relevant data, the form should be accepted by clicking the 'Submit Bug' button on the bottom of the form.

**Bugzilla – Enter Bug: ExampleVendor1 (private)**

Home | New | Browse | Search |  Search [?] | Reports | Preferences | Help | Log out user1@example.com

Before reporting a bug, please read the [bug writing guidelines](#), please look at the list of [most frequently reported bugs](#), and please [search](#) for the bug.

[Show Advanced Fields](#) (\* = Required Field)

\* **Product:** ExampleVendor1 (private) **Reporter:** user1@example.com

\* **Component:** UCTT 2.0 **Component Description:** UCTT 2.0

\* **Version:** unspecified **Severity:** normal

**Hardware:** PC **OS:** Windows 7

\* **Summary:**

**Description:**

**Attachment:**

Home | New | Browse | Search |  Search [?] | Reports | Preferences | Help | Log out user1@example.com

My Bugs | My custom saved search 1

Figure 4 The bug filing form

Table 2 Form filing guidelines

Filed Name	Guidelines
<b>Severity</b>	Severity of given issue according to reporter
<b>Hardware and OS</b>	Hardware type and operating system version on which UCTT application was running and bug has been found (it is not DUT environment).
<b>Summary</b>	Brief overview of reported issue, shouldn't be longer than one sentence.
<b>Description</b>	Detailed information about bug, should contain as much relevant details as possible, reproduction path if possible.
<b>Attachment</b>	Any additional files that are related to issue, it is highly recommended to attach test logs form UCTT and network logs.

## 4. Verifying a Bug Fixes

After the fix to a bug has been applied and released, the vendor who reported the bug is obliged to verify it. Upon positive result of verification the status of reported bug will be *VERIFIED FIXED*.