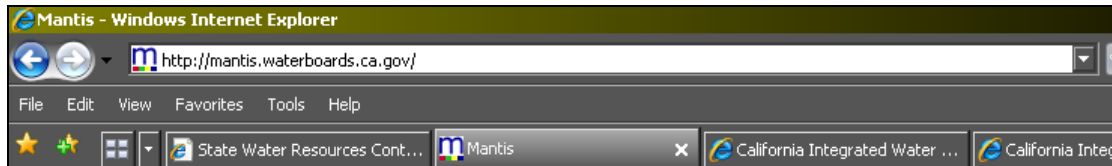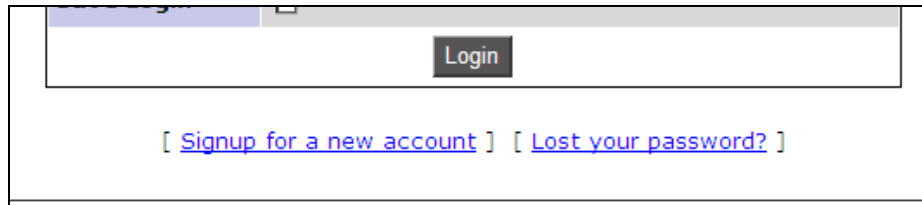# eSMR testing: How to submit an issue

Section 1: Registration Logging into Mantis, Changing password, Selecting Project

1. Open your web browser and navigate to http://mantis.waterboards.ca.gov/

2. You will be brought to the Mantis login screen. From here select the "Signup for a new account" hyperlink.

3. A registration screen will appear. Enter your preferred username and your email address in their respective fields and press the "Signup" button.

4. You will be provided with a confirmation screen. The message will inform you that you need to check your email to finish registration. Select the "Proceed" hyperlink to return to login.

Account registration processed
[workbooktest - jginn@waterboards.ca.gov]

Congratulations. You have registered successfully. You are now being sent a confirmation email to verify your email address. Visiting the link sent to you in this email will activate your account.

You will have seven days to complete the account confirmation process; if you fail to complete account confirmation within seven days, this newly-registered account may be purged.

[Click here to proceed]

5. In your email there will be a message from the Mantis Bug Tracker. Open this message and click on the hyperlink provided.

From: Mantis Bug Tracker <ciwqs@waterboards.ca.gov>
To: John Ginn
Subject: [Mantis] Account registration

Thank you for registering. You have account with username 'workbooktest'. 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://mantis/verify.php?id=323&confirm_hash=d4cc4e3a339dc50d42f6f5042a647174

If you didn't request any registration, ignore this message and nothing will happen.

DO NOT REPLY TO THIS MESSAGE

6. You will be logged into Mantis and brought to the "My Account" screen and forced to enter a password. Make your changes and press the "Update User" button.

Your account information has been verified. The account confirmation message you have received is now invalid.
You must set a password here to allow you to log in again.

Edit Account	[My Account] [Preferences] [Profiles]
Username	workbooktest
Password *	
Confirm Password *	
Email	jginn@waterboards.ca.gov
Real Name	
Access Level	reporter
Project Access Level	reporter
Assigned Projects	
* required	Update User

7. Log out by pressing the "Logout" hyperlink from the menu. We're doing this to test the password just entered for your new account. You will be brought to the Mantis login screen. Please enter your Username and Password in the appropriate fields and press the "Login" button.

8. Once you are logged into the system you will be taken to the "My View" screen. From here please select "My Account" from the list of hyperlinks at the top of the page (it is to the far right and highlighted in this screenshot).

9. You will be brought to the account edit screen. Here you can change your password, email address, and real name. Please enter a new password (there are no restrictions) and press "Update User". The system will log you out and require you to log in again.

10. Once logged in again please check to make sure you are in the correct project: "eSMR". You can check this by looking at the dropdown box in the top right of the page (just above the "My Account" hyperlink). If you are not, please select it from the dropdown.

Project: eSMR ▼ Switch RSS
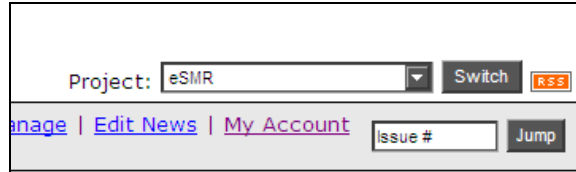
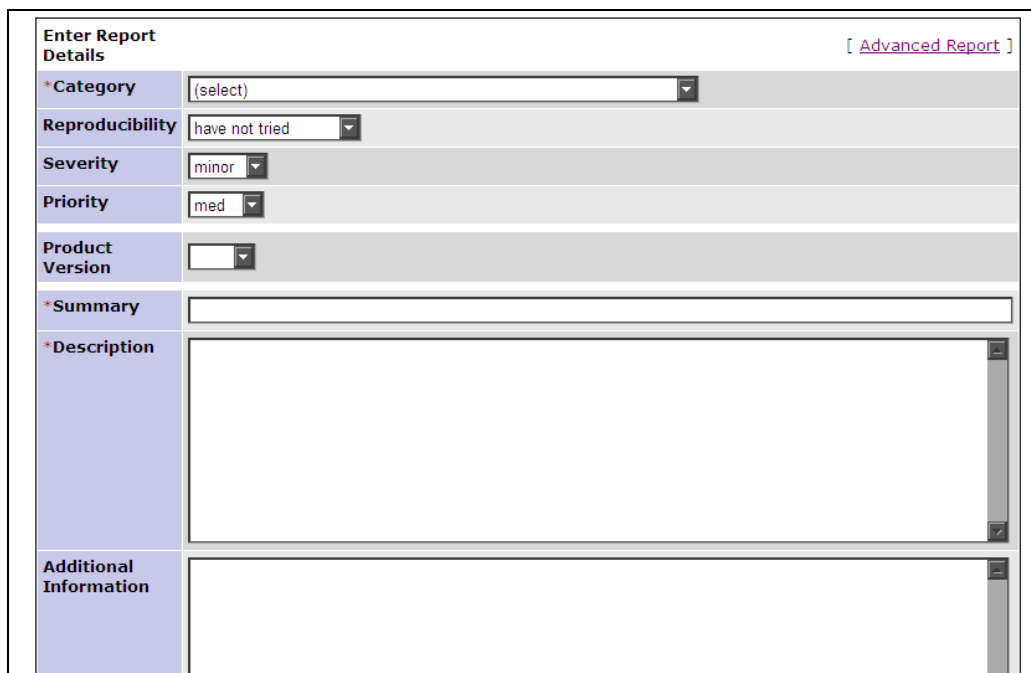anage | Edit News | My Account   Issue #   Jump

11. Please proceed to the next section to learn how to report issues/request enhancements.

Section 2: Reporting an Issue

1. From the list of hyperlinks at the top of the page please select "Report Issue" (it is the fourth from the left).

2. You will be brought to a blank Mantis Issue Report form. At this time please check to make sure that the hyperlink at the top right corner of the form says "Advanced Report". This means that you are using the simple report, which is preferred because it eliminates unnecessary fields. If it says "Simple Report" select the hyperlink.

3. Once on the simple report you can begin to report your bug or enhancement request. First select the Category from the dropdown. The three categories we prefer you to use are "Bug", "Enhancement" and "Formatting". Other categories are acceptable, but these are the three you will be using the most.
   - A "Bug" is anytime the system returns error text or crashes (will return as either red text javascript error or a 500 Internal Server Screen), as well as anytime it does something it wasn't supposed to (i.e. removing one parameter removes all parameters).

- "Enhancements" are changes you would like to see made to any of the screens or functionality you would like added to the system. Not all requested enhancements will make it into the system, but please ask if you think it will help.
- "Formatting" issues are fairly simple. Please select this category anytime you notice a spelling mistake, misplaced text, or think the layout is off.

Enter Report Details   [Advanced Report]

*Category	(select) ▼
	(select)
	ADMIN: user accounts, passwords, security groups, login
Reproducibility	BUG: feature not working as designed, system errors, performance
	DATA: incorrect or missing values, migration issues
Severity	DOCUMENTATION: any type of error in documentation or design
	ENHANCEMENT: next phase consideration, ideas for improvement
Priority	FORMATTING: incorrect spelling, color, layout, design, GUI
	OTHER: miscellaneous
Product Version	QUESTION: regarding system or documentation
*Summary	
*Description	

4. The next field you need to choose from is the "Reproducibility" dropdown. This will let us know how often the error occurs.

Enter Report Details   [Advanced Report]

*Category	(select) ▼
Reproducibility	have not tried ▼
	always
	sometimes
Severity	random
	have not tried
Priority	unable to reproduce
	N/A
Product Version	
*Summary	

5. At this time don't worry about the "Severity", "Priority" or "Summary" dropdowns. The next field we would like you to fill out is the "Summary" field. In this field there is a specific format we would like you to follow: Please enter the date you found the error, the tab the error occurred on, and a brief 3-5 sentence about the problem (example in screenshot).

	med ▼
Product Version	▼
*Summary	4/9 Analytical Data > Deleting one Parameter deletes all
*Description	

6. The next entry field is the "Description" field. In this field you need to enter a brief description of what occurred (or what you want changed) and a step-by-step description of how to reproduce the error and any other relevant information.

*Summary	4/9 Analytical Data > Deleting one Parameter deletes all
*Description	When I tried to delete a parameter from the "Analytical Data" tab instead of deleting just the parameter I selected the system deleted all of the parameters. ~Go to the Analytical Tab ~Enter two or more parameters ~Select the "Delete" hyperlink next to one of the parameters ~All of the Parameters will be deleted.
Additional Information	

7. The next section is the "Additional Information" field. This field is for error text relating to the issue, or any other information you might find relevant.

	~All of the Parameters will be deleted.
Additional Information	
* E-mail Address	

8. The next field is the "E-mail Address" section. Please enter your email address here. This field is required, so the Issue will not save if you don't enter one.

* E-mail Address	
eSMR Subcategory	Case Worker CDF Tool Discharger Screen Error Check Permit Coding

9. Next is the "eSMR Subcategory" selection field. From this field you need to select the user role, tool or general task you were trying to perform.

10. The next field allows you to upload attachments to the Issue. You can use this to upload screenshots and other things that will help explain the issue.

11. The issue always needs to be left "Public" so do not change the "View Status" selection. If you wish to report another issue after submitting the one you are currently working on select the "Report Stay" checkbox.

12. Once the report has been completed press "Submit Report" button. Once the button is pressed a new screen will briefly appear letting you know what the issue number is. Write this number down so you can use it to jump to that issue any time.
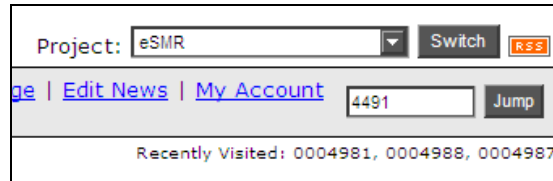
Section 3: Looking for Issues already submitted.

1. From any screen in the system you can enter an issue ID in the "Jump" field and press the "Jump" button to go straight to that issue.
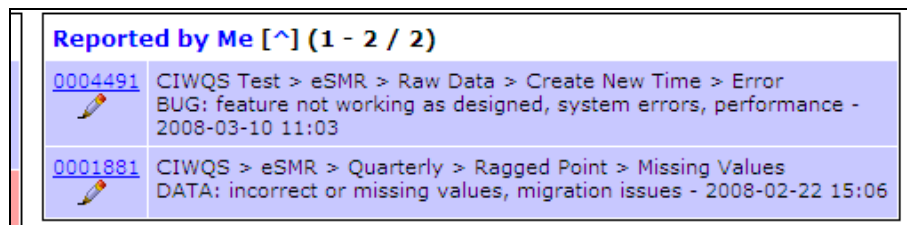
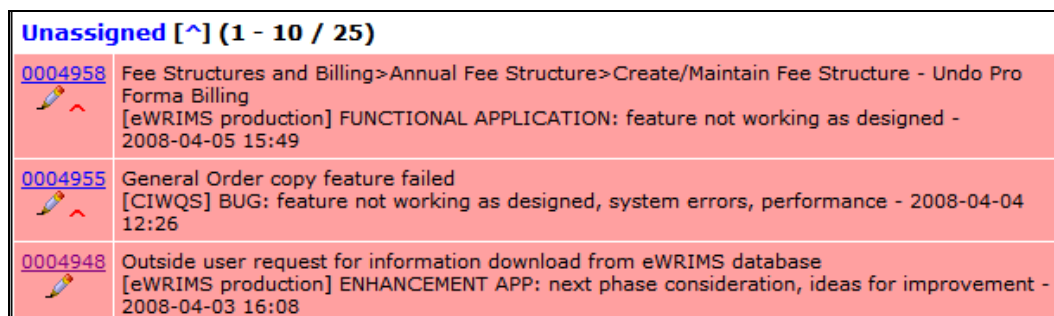2. On the "My View" screen there are several pregenerated views that will help you locate issues you may be searching for.

3. On the "My View" screen select the "Reported by Me" hyperlink to view all issues that you have submitted to Mantis.


4. On the "My View" screen select the "Unassigned" hyperlink to view all issues that are not currently assigned to a user in Mantis.

5. On the "My View" screen select the "Resolved" hyperlink to view all issues that have a status of "Resolved" in Mantis.

Resolved [^] (1 - 10 / 1318)

0004854	production > Run reports > Detailed violation report > Select party > 500 internal server error [CIWQS] BUG: feature not working as designed, system errors, performance - 2008-04-05 13:30
0004795	CIWQS > Regulatory Measures > Adding 3rd SEP [Received Internal 500 Error] [CIWQS] BUG: feature not working as designed, system errors, performance - 2008-04-05 13:03
0001721	Production > Violations > party ID [CIWQS] BUG: feature not working as designed, system errors, performance - 2008-04-05 11:55

6. On the "My View" screen select the "Recently Modified" hyperlink to view all issues that have been modified recently, from newest to oldest.

Recently Modified [^] (1 - 10 / 2253)

0004891	Production > Places > Save place address > 500 Internal Error [CIWQS] BUG: feature not working as designed, system errors, performance - **2008-04-10 13:54**
0004989	Production > Run Reports > Public Launch SSO Reports > 1 CS, 2 Agencies [CIWQS] BUG: feature not working as designed, system errors, performance - **2008-04-10 13:10**
0004940	Stormwater Program Overview [CIWQS] ENHANCEMENT: next phase consideration, ideas for improvement - **2008-04-10 11:15**
0004986	Export to Excel > Power Factor Not Displaying Percentage (Displays DB ID) [eWRIMS production] FUNCTIONAL APPLICATION: feature not working as designed - **2008-04-10 09:22**

7. On the "My View" screen select the "Monitored by Me" hyperlink to view all issues that you have selected to monitor.

Monitored by Me [^] (1 - 4 / 4)

0004936	FERC Project> FERC Party Details> I received a javascript error after linking a party. [eWRIMS production] FUNCTIONAL APPLICATION: feature not working as designed - 2008-04-02 15:36
0004799	GIS> Find Water Right By ID> Cannot search by ID number. [eWRIMS production] ENHANCEMENT GIS: next phase consideration, ideas for improvement - 2008-03-17 07:49
0004802	Notice Creation/Maintenance> Notice will not save, loads 404 Not Found error. [eWRIMS production] FUNCTIONAL APPLICATION: feature not working as designed - 2008-03-06 09:34
0004800	Terms and Conditions Creation/Maintenance> Term Search Results> Export to Excel button leads to public site. [eWRIMS production] FUNCTIONAL APPLICATION: feature not working as designed - 2008-03-03 13:07

Section 4: Sorting Issues

1. From the list of hyperlinks at the top of the page please select "View Issues" (it is the third from the left).

2. From the "View Issues" screen, you may "Sort" by any of the heading shown below by clicking on its respective hyperlink. Each headline with either sort alphabetically or numerically, in an ascending fashion. However, if you click the same heading again, it will reverse to descending order.

P	ID	#	Category	Severity	Status	Updated▲	Summary
∧	0003815		ENHANCEMENT APP: next phase consideration, ideas for improvement	major	assigned (dyoung)	2007-12-06	ewrims> Water Right adv search > eWRIMS retrieval
∧	0004218		FUNCTIONAL APPLICATION: feature not working as designed	minor	assigned (dyoung)	2007-12-06	Download to Excel does not show POD info
∧	0004197		FUNCTIONAL APPLICATION: feature not working as designed	major	assigned (dyoung)	2007-12-06	Permit Tab