Remedy bug tracking tool

CERN Problem Report Management System (PRMS)

Why a bug tracking tool?

- **Centralise problem reporting**
  - A single entry point for users
  - All problems visible to all developers and users

- **Track problem status**
  - Users: monitor status of reported problems
  - Developers: no risk of forgetting a problem

- **Documentation**
  - List of known current problems
  - Date and details of fixes
  - Statistics possible

Remedy PRMS

◆ **Solution supported by CERN-IT division**

◆ **Web interface for problem reports and queries**
- Developers notified of new problems by E-mail
- Users notified of status changes by E-mail

◆ **First version released to experiments**
- ■ Complete functionality BUT:
  - Ugly user interface
  - No control YET over problem classification / assignment

◆ **PLEASE TRY TO USE IT to report problems**

  http://hep-service-prms.web.cern.ch/hep-service-prms/lhcb.html
- ■ "DEMO"
- ■ Updates of reports require Remedy username/password
  - Currently only Gaudi developers