

GHID SUPORT @ ROMSOFT **<http://mantis.romsoft.info>**

Autor: RomSoft SRL

Versiune: 1.0

I. Creare cont utilizator.

- Contul v-a fost creat de catre administrator. Accesati link-ul din e-mail si setati-va parola.

II. Raportare problema (ex. Nu exista proiectul "XYZ")

The screenshot shows a web browser window with the URL http://mantis.romsoft.info/mantisbt/main_page. The page header includes the ROMSOFT logo and the Mantis Bug Tracker logo. Below the logo, it says "Logged in as: cosmin.pascu (Cosmin Pascu - administrator)" and "2012-06-01 12:55 EEST". A navigation bar contains links: [Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [Change Log](#) | [Roadmap](#) | [Summary](#) | [Manage](#) | [My Account](#) | [Logout](#). The "Report Issue" link is highlighted with a red box. Below the navigation bar, it says "Open and assigned to me: 2" and "Last Visit: 2012-06-01 12:55". At the bottom, there is a copyright notice: "Copyright © 2000 - 2012 MantisBT Group".

Click pe Report Issue, selectati proiectul (ex: Mantis)

The screenshot shows the "Enter Report Details" form in the MantisBT interface. The form has several fields: "Category" (dropdown), "Reproducibility" (dropdown), "Severity" (dropdown), "Priority" (dropdown), "Select Profile" (checkbox), "Platform" (text input), and "OS" (text input). A "Project:" dropdown menu is open, showing a list of projects with "PB" selected. The "Switch" button is also visible. The background shows the same navigation bar as the previous screenshot, with "Report Issue" highlighted. The date and time are "2012-11-22 12:27 EET".

Enter Report Details

*Category: General

Reproducibility: have not tried

Severity: minor

Priority: normal

Select Profile

Or Fill In

Platform: [text box]

OS: [text box]

OS Version: [text box]

Assign To: [dropdown]

*Summary: [text box]

*Description: [text area]

Steps To Reproduce: [text area]

Introduceti detaliile despre problema:

1. Categoria (definita de catre Project Manager sau Administrator in cadrul proiectului)
2. Posibilitatea de a reproduce problema (intotdeauna, cateodata, aleator, nu am incercat, nu s-a putut reproduce, N/A)
3. Severitate:

Enter Report Details

*Category: General

Reproducibility: have not tried

Severity: minor (dropdown menu open)

Priority: [dropdown]

Select Profile

Or Fill In

Platform: [text box]

OS: [text box]

OS Version: [text box]

Severity dropdown options: minor, feature, trivial, text, tweak, minor (highlighted), major, crash, block

4. Prioritate

Enter Report Details

*Category	General ▾
Reproducibility	have not tried ▾
Severity	minor ▾
Priority	normal ▾
Select Profile	none low normal high urgent immediate
⊟ Or Fill In	
Platform	<input type="text"/>
OS	<input type="text"/>
OS Version	<input type="text"/>

5. Asignare catre responsabil (ex, pentru aplicatia Mantis, Mihai Covalciuc)

⊟ Or Fill In	
Platform	<input type="text"/>
OS	<input type="text"/>
OS Version	<input type="text"/>
Assign To	<input type="text"/>
*Summary	cosmin.pascu developer manager mihai.covalciuc
*Description	

Enter Report Details

*Category: General

Reproducibility: random

Severity: major

Priority: immediate

Select Profile: Or Fill In

Platform:

OS:

OS Version:

Assign To: mihai.covalciuc

*Summary: Nu exista proiectul ELKO

*Description: Am primit o solicitare de suport pentru proiectul ELKO. Nu exista creat in aplicatie. Va rog remediatii Multumesc

Alt exemplu: Cerere creare raport

Enter Report Details

*Category: Salarizare

Reproducibility: always

Severity: feature

Priority: urgent

Select Profile: Or Fill In

Platform:

OS:

OS Version:

Assign To: valentin.nitu

*Summary: Creare raport

*Description: Te rog sa creezi un raport dupa structura atasata.

Steps To Reproduce:

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III. Inchiderea unei probleme:

1. Click pe nr-ul problemei care e „Assigned to me” sau intr-un proiect in care sunt implicat



2. In josul paginii puteti reasigna problema catre alt utilizator

Relationships

New relationship Current issue related to

Upload File

Select File
(Maximum size: 1,049k)

Users monitoring this issue

User List There are no users monitoring this issue.

Username

sau modifica statusul in:

- problema noua
- transmitere feedback cu privire la problema/solicitarea curenta
- luat la cunostinta
- asignat catre alta persoana
- rezolvat
- inchis

Relationships

New relationship Current issue related to

In josul paginii puteti uploada fisier cu rezolvarea problemei (ex: raportul creat)

Schimbarea statusului unei probleme implica scrierea unei note cu privire la motivul modificarii.