

## How To File and View Bugs

As with any software, you may encounter defects from time to time in the [Cisco Edition of OpenStack](#). We track defects on a publicly available bug tracking and release management tool called [Launchpad](#). Launchpad is also used by many other open source projects including the OpenStack community and Ubuntu. This page provides information on viewing and tracking defects in the Cisco Edition of OpenStack.

## Where to Find Bugs

Bugs are tracked on our [Launchpad project site](#). You can:

- See a list of bugs fixed in any given Cisco Edition release by clicking on the milestone for that release (for example: [2012.2.2](#)). [2012.2.3](#)).
- See a list of bugs targeted for a forthcoming release by clicking on the milestone for that release (for example: [g.0-beta](#)).
- Do [simple searches](#) for bugs.
- Do [advanced searches](#) for bugs.

Note that Launchpad has the ability to target a single bug to multiple releases and track state for individual releases. E.g. a single defect may be in "Fix Committed" state for one release and "In Progress" in another release.

For help on how to use Launchpad, refer to [Launchpad's documentation](#). The bug tracking portion of the guide can be found [here](#).

## Filing Bugs

If you've encountered what you believe to be a defect in the Cisco Edition of OpenStack, please use Launchpad to file a bug so we can track it and fix it. Although filing bugs in Launchpad is mostly self-explanatory, following the guidelines below will help us troubleshoot and fix defects in as timely a manor as possible.

- **Check to see if your bug has already been filed.** Some bugs may have been encountered by others before you. You can [search Launchpad](#) to see if anyone has already run into your issue and whether a fix is already available. Most bugs that have a fix committed will also have a comment with a pointer to the patch that fixes the issue. You may also want to search upstream bug reports to see if the problem isn't specific to the Cisco Edition of OpenStack. You can find bug trackers for components like [OpenStack here](#), [Cobbler here](#), and [Puppet here](#).
- **If you're unsure if you've hit a bug, feel free to ask!** You can ask questions via the [openstack-support@cisco.com](mailto:openstack-support@cisco.com) email list (where our engineers provide best-effort support) or our [Launchpad Answers](#) site.
- **Target your bug to an appropriate series.** Launchpad allows you to target a bug to one or more "series". In our case, a series generally refers to a major release train for OpenStack such as "grizzly" or "folsom". If your bug is known to affect more than one series, you can help us triage your bug by targeting it to all of the relevant series. Even if your bug is only known to affect one series, targeting a bug to a series helps us locate the code we need to fix more quickly. To target a bug to a series, simply file the bug as you normally would. Once the bug is filed, click on the "Target to series" link near the top of the bug report and check the boxes to whichever series is appropriate.
- **Tell us what version of code you're using.** Targeting your bug to a series helps us understand what major release you're using, but it's also helpful to provide the exact package name and version. For example, if you're reporting a problem with Glance, provide the output of `dpkg-query --showformat='${Package}\t${Version}\n' -W '*glance*' .`

- ***Provide a clear description of the problem.*** Telling us "the compute node deployment is broken" doesn't provide enough information for us to replicate the problem you're having and get to the bottom of it. Providing a clear description of what you're seeing gives us more information to help solve the problem. Provide information from log files and descriptions of the behavior you're seeing, as well as information about when the problem surfaces or actions that trigger it.
- ***Provide configuration details.*** There are many possible ways to deploy OpenStack, and some may have a direct impact on the problem you're having. Providing us with as much detail as is relevant to your problem will help us get to the bottom of your issue. For example, if you're having a problem with networking, give us an idea of what your network topology looks like and what Quantum configuration looks like. If you're having problems with deployment/configuration, attach a copy of your site.pp file (if using Grizzly or earlier) or your user.common.yaml and user.\$scenario.yaml files (if using Havana or newer) to the bug report (note: please include the file as an attachment rather than pasting the text). For your own protection, please be careful to remove sensitive information if necessary (such as passwords).
- ***Provide relevant logs.*** Puppet, Cobbler, and OpenStack's components all create log messages that can be very useful in tracking down problems. If you're having a problem with Puppet, for example, it's generally useful to include relevant log messages from the syslog on the client side and from the Puppet master on the build node. Note: if you're attaching large log files, it's generally best to attach them as a text file to the bug rather than pasting them into a comment or the bug description. If using Havana or newer releases, we suggest attaching the install.log file created during the installation process.
- ***Provide timely clarifications.*** Once our engineers start looking at your report, they may have additional questions or request additional information. These requests will be posted to the bug report in Launchpad. As the reporter of a bug, you'll generally be automatically subscribed to email notifications about changes in status of the defect--if not, you can subscribe by clicking the link on the righthand side of the bug report ([https://bugs.launchpad.net/openstack-cisco/+bug/INSERT\\_BUG\\_NUMBER\\_HERE/+subscribe](https://bugs.launchpad.net/openstack-cisco/+bug/INSERT_BUG_NUMBER_HERE/+subscribe)).
- ***Use the doc-bug tag if you are filing a documentation bug.*** If you are filing a bug against our documentation, please tag your bug with 'doc-bug'. This will help bring it to the attention of our technical writing staff.