Dragonfly

User Reference

rev. 3/15/2002

Dragonfly was created by Vermont Software Testing Group, a cooperative software testing firm based in Springfield, Vermont. Our services include system testing, unit testing, compatibility testing, functionality review, and documentation checking, among others.

For more information, please visit http://www.software-testers.com.

Table of Contents

Dragonfly Overview

Dragonfly is a Web application for managing programming and software testing projects. It keeps track of any number of program Issues, which might be bugs, documentation tasks, new programming tasks, questions, user interface remarks, feedback on functionality, future features, etc.

Dragonfly is designed to usher issues through a workflow process. Issues might originate with systems analysts or project managers (new features, new programming tasks, etc.), documentation staff (new documentation tasks, documentation of program changes), testing/QA personnel (program bugs, user interface remarks), and so on.

At any given time, each issue has a status that indicates what needs to be done with it next. For example, a status of "found" (meaning a bug has been found) indicates that the issue needs to be received by the programming staff, so that the bug can be fixed; a status of "feature to add" means that the issue is a new feature to be programmed; a status of "believed resolved" means that testers need to re-test the issue to ensure it has been resolved; and so on. For an explanation of all issue statuses, see the Issue Status help topic.

Issues can also be assigned to specific individuals. Dragonfly keeps a history of what issues were assigned to what individuals and changed to what statuses when, with notes.

In addition, Dragonfly manages an array of information about program issues, such as severity, description, steps to go through to reproduce a bug, urgency, what program the issue refers to, and so on. For a full list of data that is available for each issue, see the Issue Data Fields help topic.

By looking at which issues are assigned to them, or have statuses that require action from people in their role (testers, programmers, QA managers, project managers, etc.), users can use Dragonfly as a groupware task list for completing the necessary work to get an application to the stage where it's ready to roll out the door.

The Dragonfly Home Page provides a convenient summary of what issues, new or overall, are in the queue for the currently logged-in user and for various teams or groups (testers, QA managers, and developers).

The Issue List Page displays lists of issues that can then be reassigned, changed to a different status, deleted, viewed, edited, and so on.

The Search/Filter Page provides an interface for applying criteria to the issue list so as to find a particular issue or set of issues.

The Issue Detail Page displays all of the information for a given issue, while the Add/Edit Issue Page provides a means to change that information.

The Project Setup Page offers access to underlying lookup lists and setup information, such as user accounts, what projects or applications are being tracked, application versions, operating systems, and so on.

The Predefined Reports Page offers a variety of useful, one-click views of issue data.

The Send a Message Page provides e-mail links to other Dragonfly users. E-mail links are also shown in the program wherever another user is referenced -- for instance, when viewing the list of what changes have been made to an issue's status.

To print a page you are currently viewing, use your browser's print feature, usually accesible by clicking on the File menu and selecting Print from your browser's menu bar. Unfortunately, not all browsers are capable of printing a faithful version of a Web page displayed on the screen.

If you have difficulty printing a page divided into several frames, you can sometimes obtain a better print by first viewing the frame in a separate window. (A frame is a section of the page treated almost as if it were a separate page, often with independent scroll bars.) In most browsers, you can right-click if using Windows, or if using a Mac either click and hold or control-click on the frame you wish to print and choose "Open Frame in New Window" to show the frame by itself for printing. Some browsers (e.g. Netscape for Windows) allow you to click anywhere within a frame, then use a Print Frame feature to print that frame alone.

You can also view one or more issues with all detail information in a list using the "printer-friendly" option available on several Dragonfly screens. The printer-friendly view is specially formatted HTML that is well-suited to being printed.

Finally, some browsers offer a Print Preview feature that shows you what you will get when you do print.

Throughout Dragonfly, you can get help for whatever activity you're currently involved in by clicking on the Help icon. A help page then appears in a separate window, and includes a link to the Dragonfly Help Table of Contents.

Dragonfly is a Web application written in Active Server Pages (ASP) and JavaScript. It is available either by subscription, hosted on Vermont Software Testing Groups's Web server; or for purchase as an installable program that can be mounted on an Internet or intranet server for a company to use for itself and its partners.

Dragonfly works with a number of browsers, including recent versions of Netscape (version 4 and later), Internet Explorer (version 3 and later), and Opera (version 6).

Dragonfly is designed to be easy to use, with most features easily accessed and easily canceled. From each page of Dragonfly, an icon is available to bring up a help page given detailed information about that Dragonfly page. The help pages are widely cross-referenced, to make it easy to get from one topic to another, related one.

Dragonfly was developed by and is owned by Vermont Software Testing Group of Springfield, Vermont.

Your Dragonfly Administrator(s)

If your organization has purchased Dragonfly to install on your own Web server, one or more individuals are normally designated as Dragonfly administrators. Please contact them for assistance with user accounts and other setup issues.

Vermont Software Testing Group, the maker of Dragonfly, provides free technical support for Dragonfly users from 9:00 AM - 5:00 PM EST, Monday through Friday. You can contact us as follows:

Telephone:	(800) 818-4809 or (802) 885-2982
E-mail:	support@software-testers.com
Web Site:	www.software-testers.com
Address:	Vermont Software Testing Group 20 Common St. Springfield, VT 05156-2606
Fax:	(760) 491-2371

Please note that phone support is only for organizations that subscribe to or have purchased a license for Dragonfly. Users of a Dragonfly free trial can obtain support through e-mail.

The Navigation Bar

The Navigation Bar appears on many Dragonfly screens, and is designed to make it easier for you to get to different pages and features in Dragonfly.

When you are viewing a page that corresponds to a button on the Navigation Bar, that button is grayed out to indicate that clicking it will have no effect (since you are already on the selected page).

HOME	Click this button to view the Dragonfly Home Page
ISSUES LIST	Click this button to view the Issue List Page. If you have selected a filter, it will be active when the page appears unless you have since cleared it.
SEARCH/FILTER	Click this button to search for or filter issues.
REPORTS	Click this button to view a list of predefined reports.
SETUP	Click this button to view the Project Setup Page, where you can view and edit lists of applications, application versions, application components, application scenarios, operating systems, and users. (The user list is available only to administrators.) The Project Setup Page is also where you go to change your password.
Send e-mail	Click this button to view the Send a Message Page, where all users are listed with their e-mail addresses (if those addresses have been entered). By clicking a button on that page, you can send an e-mail message using your default e-mail software. Note: The Send E-mail button is sometimes shown next to a the name or initials of a Dragonfly user to allow you to send e-mail to that user. Only when clicked in the Navigation Bar does it open the Send a Message Page.
? **Help**	Click this button to view the help page for the current screen. The help page, when opened, will also offer a link to the Help Contents Page. Note: The help button is sometimes shown next to a particular field or feature. If clicked there, it will bring up the help topic for that particular field or feature.
X **Log out**	Click this button to log out of Dragonfly. It is preferable to use this button to log out rather than simply closing your browser window, since clicking this button tells the Web server that you are done for now, and that it can release the resources it was using for your Dragonfly session. However, if you simply close the browser window and do not use this button, the Web server will release the resources automatically after a specified amount of time without activity. **About timeouts** The default timeout is 60 minutes: that is, your Dragonfly session will expire if you leave Dragonfly open, but do not change pages or save data for 60 minutes. If you have made changes but not saved them and 60 minutes have gone past, your changes will be lost. Otherwise, the only consequence of a timed-out session is that you must log in again and are returned to the home page.

Issue Data Fields

Dragonfly databases are designed to store data for a variety of kinds of types of program issues. Some of the kinds of issues Dragonfly is built to manage include:

- Program bugs
- Comments on usability and interface choices
- New features to be documented
- Documentation changes to be made
- New programming tasks
- Suspected or unconfirmed bugs
- New feature specifications or requests

Many types of information can be useful in documenting and working on these issues. Some fields are used to document the original problem; others to set priorities; others to determine workflow; and others to track how the issue is addressed and how its status changes over time.

The following table shows Dragonfly's issue data fields with some specifics to help you make the best use of the information.

Not all of these fields will be useful for every issue, and depending on the size and organization of your development and/or testing teams, some may not be needed at all. For example, your organization may not use the Severity and/or Urgency fields when logging bugs.

Issue:	The title or short description of the issue. This should concisely summarize the issue for quick reference.
Status:	The current status of the issue; where it is in the workflow. For an explanation of each issue status, please see the Issue Status Reference.
App/Version:	A combination of the Application field and the Application Version field. The Application field indicates which program, Web site, etc., is referred to by the issue. Application entries are maintained on the Applications Page. The Application Version field indicates the version or revision referred to. Application version entries are maintained on the Application Versions Page. You might, for instance, complete a round of enhancements and testing on your new widget design version 1.0 application and designate the new version number 1.1. By adding that version to Dragonfly in the Application Versions Page and by tagging your issues with that version number, you can easily distinguish between issues with the old and new program versions.

Component:	You may wish to divide your application into functional areas, which in Dragonfly are called Components. For instance, you might have an application with a Data Entry module, an Accounting module, and a Reporting module. Each of these can be classified as a separate Component. You don't have to use components to specify different parts of your application; components simply provide an extra level of hierarchy for those applications that need it, to allow you to easily distinguish between issues in different sections of your application The list of application components can be viewed or edited on the Application Components Page.
Subsystem:	The Subsystem field offers another way to break down application issues, either within components or along another axis. For instance, if your application has accounting, data entry, and reporting components, you might (in this fictitious application) designate 'rendering,' 'database,' 'calculation,' and 'e-mail integration' as your various subsystems. You then might specify that an issue occurs within the Database subsystem of the Reporting component, specifying the location of the problem in greater detail. Unlike components, subsystems are purposely designed to be filled in on the fly, to allow greater flexibility.
Scenario:	In Dragonfly, a Scenario is a single testing setup or environment. For example, you might have a Web application being tested against various browsers and browser versions. Each browser version might constitute a separate scenario. Another use for scenarios is if you have different versions of your application that can be installed. For instance, certain errors may occur in the "Professional" edition of your application that don't appear in the "Enterprise" edition, so you might wish to do one test run for the "Professional" scenario and another for the "Enterprise" scenario. If you have many different testing scenarios, their descriptions might be longer. For instance, you might have one scenario each for Professional and Enterprise editions for use with each of three e-mail programs. In this case, you would name your scenarios something like "Professional - MS Outlook," "Professional - Eudora," "Professional - Outlook Express," "Enterprise - MS Outlook," "Enterprise - Eudora," and "Enterprise - Outlook Express." Since it is common to test an application in multiple operating systems, "OS" ("Operating System") is a separate field and not considered part of the scenario. Scenarios are managed on the Application Scenarios Page.

OS:	OS stands for "Operating System." This field is used if you are testing an application in more than one operating system, for instance Windows 98, Windows NT, and Mac OS 9; or if you are testing in multiple versions of a single operating system, for example Windows 98 original release and Windows 98 SE. There is no need to use this field in testing situations where your organization isn't concerned about the operating system, as is sometimes the case (for example) with Web applications. Operating systems are managed on the Operating Systems Page.
Entered:	The date and time the issue was entered or created in Dragonfly.
Updated:	The date and time the issue was last changed or updated in Dragonfly.
Resolve by:	An optional target date by which the issue should be resolved. Might be set by testing team members, development staff, or management, depending on your organization's workflow processes.
Assigned To:	Issues can optionally be assigned to a specific Dragonfly user. Users are managed on the User List Page. Once assigned to a user, the issue shows up in the "Work Assigned to You" count of that individual's home page. An issue might be assigned to several individuals throughout its lifetime. For example, it might be found and assigned to a QA Manager for review; reviewed by the QA Manager and assigned to a developer to be fixed; fixed by the developer and re-assigned to the tester for verification; and finally verified and assigned to no one, as the issue is then "confirmed resolved" and therefore no longer active. Issues do not need to be assigned to individuals if it is not helpful to do so. Developers, for instance, can easily determine which issues need their attention through means such as issues that "For Developers" category on the Dragonfly Home Page.
Severity:	This figure, from 0 to 10, indicates how serious a given issue is. 0 indicates that severity is not applicable or is not being used for the given issue. 1 is the highest severity (most serious), whereas 10 is the lowest severity (least severe). For example, a text label that is slightly out of place on a screen might be a 10; A bug that causes the computer to crash as soon as the program is started might be a 1.
Urgency:	This figure, from 0 to 10, indicates how quickly response is required on a particular issue. 0 indicates that urgency does not apply, or is not being used for the given issue. As with severity, 1 is the highest urgency (most urgent), whereas 10 is the lowest urgency (least urgent). An issue that needs to be resolved prior to a presentation that starts in half an hour might have an urgency of 1, whereas an issue that may never need to be resolved might have an urgency of 10.

Impacts Docs:	If an issue or its resolution impacts documentation, the Impacts Docs field can be set to Yes (if your organization is using Dragonfly's documentation management capabilities). This makes it easy for documentation personnel to identify where changes in documentation need to be made to keep a manual, help file, or other document up to date with a new or updated version of a program. One example of a situation where documentation changes might be required is where a new feature is being added. Another is where a fix to a bug causes a change in a user interface. The default setting for the Impacts Docs field is n/a, meaning documentation impacts are not being tracked for the issue in question, or have not been determined. Note that workflow for documentation staff can be driven by these two documentation fields, Impacts Docs and Doc Updates Complete. This is in contrast to development and testing personnel, whose workflow is driven by the issue status field. For alternative ways to manage documentation, see the Managing Documentation Workflow with Dragonfly help topic.
Doc Updates Complete?	If an issue impacts documentation, the Doc Updates Complete? field tracks whether or not the necessary documentation changes have yet been made. As with Impacts Docs, this field defaults to n/a, meaning documentation impacts or resolutions are not being tracked for the issue in question, or have not been determined.
Details:	This box is provided for a detailed description of the issue. If the issue is a bug, it is usually helpful to describe the exact circumstances under which it occurred, and the exact results: e.g. the exact error message that was displayed or an unexpected change in a data field. Some information that helps describe an issue is best kept in the Prerequisites/Setup field, the Steps to Reproduce listing, and the Screen Shots listing. Generally speaking, nothing that does not easily fit into one of those three categories should be included in the Details field.
Prerequisites/Setup:	If preparation is necessary in order to reproduce an issue, document those prerequisites in this field. For example, a given error may occur only after a specific process has been run, or only when a particular test database is loaded. This field is not, as a rule, intended to reflect prerequisites for reproducing every issue -- that is, normally it is not necessary to enter details about starting up the program and setting up user accounts, as an example, in this field. If there are prerequisites of this nature that apply to all program issues for a given application, they are best entered in the Notes section of the Applications Page if they are not self-evident.

Steps to Reproduce:	For each issue, any number of steps may be listed to describe how to reproduce the problem. Depending on your organization and its operations, you may wish to lay this information out in great detail for each issue or just in sketchy terms. Since it is often difficult to infer exactly how a person did something from their description of the results, however, it can be important to fill in some list of steps that can be followed to reproduce the problem. Each step has a number (the first step is numbered 1), and a description. The Edit Issue page provides a means to edit the steps and change their order.
Screen Shots:	Screen shots or screen captures, meaning an image of a program screen at some specific point of execution, are often helpful in describing or documenting program issues. Dragonfly provides a means to upload screen shots to the server for storing with other issue information. See the help topic on screen shots for more information. Each screen shot must have a caption that is unique compared to any other screen shots that might have been saved for that particular issue. By clicking on the caption in the Issue Detail Page, users can view the uploaded screen shot.

Issue History fields

An Issue History entry is generated whenever the status of an issue is changed, for instance from "Found" (by the testing team) to "Received" (by the development team) and later to "Believed Resolved" (by the development team) and "Confirmed Resolved" (by the testing team).

With each Issue History entry, several values are saved, as described below.

Date/Time:	This value is saved automatically, to record when the status change took place.
Status:	This is the new issue status. See the Issue Status Reference for a description of each issue status.
Logged By:	The currently logged in user is automatically recorded as the individual who logged a particular change.
Assigned To:	A user can optionally be filled in as the person to whom the issue is assigned, along with its new status. For example, a manager may wish to assign a bug to a specific developer for resolution.
Notes:	This field is for any comments that the user may record when changing the issue status. It is particularly helpful to use this field when an unusual action is being taken with an issue. For example, an bug might be closed without being fixed, for example because the feature to which the bug pertains is being retired. In this kind of case it is often good to mention the reason for the issue status change in the notes.

Meanings of Statuses in Dragonfly

Tentative	Tentatively identified; tester must confirm that issue exists before proceeding
Preliminary	Issue confirmed, but should be reviewed (e.g. for dup status) before requires action
Found	Issue requires action; development team should follow up
Received	Development team has received and is reviewing the issue
n/a	Issue is not applicable or meaningful in this context, no further action required
Believed resolved	Development team believes issue has been resolved
Confirmed resolved	Testers have confirmed that issue has been resolved
Not resolved	Issue was believed resolved, but still appears to be unresolved
Could not reproduce - Tester	Tester experienced this issue but cannot reproduce it
Could not reproduce - Dev team	Development team cannot reproduce the issue based on information provided
FYI	For your information only; no action required (but action can be taken)
Feature to add	Proposed new feature for the application that extends functionality
Clarify - Dev team	Clarification needed from person on the development team who entered or updated the item
Clarify - Tester	Clarification needed from person on the testing team who entered or updated the item
Closed	Not resolved, but no further action required
Deferred	Action deferred until a later date

Managing Documentation Workflow with Dragonfly

In addition to maintaining data for testing and programming tasks, Dragonfly is designed to manage documentation tasks in an integrated fashion.

Documentation work flow is managed through two data fields that are included with each issue: Impacts Docs (i.e. does the issue call for any documentation additions or changes?) and Doc Updates Complete (i.e. are any required documentation tasks complete?).

A more detailed explanation of these two data fields may be found in the Issue Data Fields help topic.

It's important to note that documentation workflow is separate from testing and development workflow. Testing and development workflow are based on changes in the issue status; documentation workflow is based on changes in the documentation fields (Impacts Docs and Doc Updates Complete).

If a programming or testing task necessitates documentation changes, Impacts Docs should be set to "Yes" for that issue, Doc Updates Complete should be set to "No," and any notes on documentation should be included in the issue detail field. When the documentation for that field is done, the Doc Updates Complete field can then be set to Yes.

Issues can also be added that are solely documentation tasks, with no programming or testing impacts. When adding such an issue, a description of what needs to be documented or changed in the documentation can be entered into the Details field, and here too Impacts Docs should be set to "Yes" and Doc Updates Complete to "No." Issue status should normally be set to n/a for documentation-only tasks, so that the issue does not get mixed in with developer or tester tasks.

Severity, Urgency, and other fields may be used as desired for documentation-only tasks just as they can be used for development and testing tasks.

In some cases, it may be helpful to add a separate Component called "Documentation" on the Application Components Page, to provide additional ways for documentation personnel to find such tasks.

Normally, pending documentation tasks can be found by using the Issue Filter Page and specifying "Yes" under Impacts Docs and "No" under Doc Updates Complete. It may be helpful from time to time to also check for items where Impacts Docs is set to "Yes" and Doc Updates Complete is set to "n/a," in case that field was not properly set for some items.

An alternative way to manage documentation is to set up a separate application for the documentation and treat documentation issues in the same way programming/testing issues are treated. Using this approach, it's possible to have the status of "feature to add" in terms of a section that needs to be added to the documentation, or of "found" or "believed resolved," for instance, in terms of inconsistencies, errors, or gaps in the documentation.

Creating and Uploading Screen Shots

Dragonfly offers the ability to include one or more graphic images of program screens, or Screen Shots, with other issue information. To include a screen shot, you must first "take a picture" of the image; then save the image; then upload the picture.

The Screen Shot feature may also be used to upload other pertinent image files, for instance a rough design for a new screen to add, or images to be included in documentation.

Getting and Saving the Image

To save a screen shot image, you will need some kind of image viewing program that will allow you to paste and save images in (preferably) .gif or .jpg format. Programs that save images only in other formats, such as .psd or .bmp, tend to result in much larger image files that are not viewable by all users.

Common programs with the appropriate capabilities include the Windows XP version of Microsoft's Paint accessory, Microsoft's Photo Viewer, Adobe Photoshop, and many others. If you use one of these kinds of programs, you'll need to "take a picture" of the screen you want to upload.

- In Microsoft Windows, hold down the Alt key and press the Print Screen button on your keyboard to copy the screen image to your clipboard. Now you can paste that image into an image viewing program and save it.
- In MacOS, press cmd-shift-4 (on the top row, not the keypad) to get a cross-hair cursor. Click and drag to define the area to be included in the screen shot. Wait a moment (your computer might make a camera shutter sound) and then look on the top level of your System drive for a file called "Picture 1." If there is already a file with this name, the new screen shot will be named with the next higher available number. This saves the screen shot as a PICT file that will need to be converted to .gif or .jpg.
  When saving your picture, be sure to use a file extension (for example, ".gif" or ".jpg") on the end of the file name so that users who have other operating systems (e.g. Windows) will be able to view the files.

Other Macintosh screen shot options include:

cmd-shift-ctrl-4	Screen shot to the clipboard defined with a click and drag.
cmd-shift-capslock-4	Screen shot to the System disk of a window defined with a click.
cmd-shift-capslock-ctrl-4	Screen shot to the clipboard of a window defined with a click.
cmd-shift-3	Takes a picture of the entire screen without further interaction from the user.
cmd-ctrl-shift-3	Takes a picture of the entire screen and deposits it on the clipboard. However, this feature may sometimes be unstable.

If you are running an operating system other than Microsoft Windows or MacOS, consult your operating system help files, or use a utility as described below.

Even better than a simple image viewer is a "screen shot" or "screen scraper" utility that will take a picture of the screen for you and allow you to save it to an appropriate format. This program often uses a particular key combination. When running, you can press that key combination to be presented with a screen from which you can save your new screen shot.

Consult your program documentation to learn how to save a file from your image viewer or screen shot program. Be sure to save the issue in a location you can easily find.

One important thing to keep in mind, especially for Mac users: The screen shot you upload should be in a format that all of the other people using your Dragonfly database can use (.JPG and .GIF are almost universally safe), and should be named with a file extension. For instance, if you are using a Mac and are uploading a JPEG image named **Menu Error**, be sure to rename it **Menu Error.jpg** before uploading, or Windows users (for example) may not be able to view the image.

In order for the file name to be valid on the server, Dragonfly changes certain invalid characters to valid strings of characters during uploading. This does not affect your original file, but if someone later downloads the image you have uploaded, it will show the modified name. Also please note that double quote characters (") are not allowable in the file name.

Uploading the Image

Upload time depends on the size of the image. Both because of this and because not all browsers can view them conveniently, we recommend against uploading graphic formats that take a lot of space, like .BMP and .TIF. We recommend instead using the most widely-used compact formats, .JPG/.JPEG or .GIF. Uploads of larger files will work, but they may take some time (depending on your connection speed) to complete.

Once you have a saved image, uploading it with Dragonfly is straightforward: follow the steps below.

1. Add or edit the issue to which you're adding the screen shot. You can edit the issue by clicking the "Edit" button from the issue listing for the selected issue. You do not need to save the issue before you add a screen shot; it will be saved automatically.
2. In Upload Screen Shot section of the screen (lower right), click Add New
3. Type the caption you will use to identify the screen shot (required)
4. Click Browse to select your file; select it and click OK. (Alternatively, you may type the path and file name into the box rather than selecting the file using the Browse button).
5. Click the OK button. Your screen shot will be added.

Screen shots are stored on the Dragonfly server, in a subdirectory within the main Dragonfly folder named after the Dragonfly database being used. Thus if the Dragonfly database you are accessing is called data2, the screen shots are within the Dragonfly folder, in the subfolder called shots/data2. Dragonfly will automatically create a new directory for you if one does not already exist when you are uploading a screen shot. (Note: This information is only pertinent if you are running Dragonfly on your own server and have access to the directory structure.)

You can view screen shots by clicking on their captions in the Screen Shots listing at the lower left of the Add/Edit Issue Page and Issue Detail Page.

Login Page

Dragonfly's Login Page prompts you for your user name and password and for the database you wish to use. Enter the requested information and click Log In to start Dragonfly and open the requested database.

You can reach the Login Page by navigating to the Dragonfly home page URL supplied to you by the Dragonfly administrator.

Note: When logging in, the user name and name of the database are not case sensitive. However, the password IS case sensitive. In other words, the user names JTESTER and jTester are both equivalent, as are the database names "MAIN," "main," and "Main." However, the passwords "mypassword" and "MYpassword" or "MYPASSWORD" are considered different.

Dragonfly is not designed to permit two simultaneous sessions on the same computer at the same time using the same browser software. For instance, you are likely to encounter problems if you open two instances of your browser software and run Dragonfly in each of them. However, it is often possible to run two sessions of Dragonfly simultaneously on the same computer if two different browser programs are used.

Dragonfly sessions are set to time out after 60 minutes. The Web server has no way of knowing whether or not you have a page open unless you are actively using it. So, if you do not log out and do not use Dragonfly for one hour you will be automatically logged out and will need to log in again. This logic is necessary to prevent the server from indefinitely maintaining program sessions that might have ended hours, days, weeks, or months earlier.

Name:	This is the login name for your user account. Your Dragonfly administrator, who sets up user accounts for the database you've chosen, will have entered this information. The login name may include spaces. For a new installation or database of Dragonfly, the only available account is Admin, with password "admin" (without the quotes). Once you've logged in with the Admin account, you can create other user accounts and change the password for the Admin account. It is recommended that you change the Admin account password immediately after logging into the database for the first time, since otherwise anyone can log into the Admin account with the default password.

Password:	This is the password set up for you in your user account. Your Dragonfly administrator, who sets up user accounts for the database you've chosen, will have entered this information. You may have changed your password since your account was created. As you type, your password will be masked by dots or asterisks, so that no one looking at your screen can determine your password. Only letters, numbers, spaces, hyphens ("-"), and underscores ("_") are valid characters in passwords. A password must be at least four characters long, unless you choose to leave your password blank (not recommended for environments where security is important). If you don't know your password, or have forgotten it, contact your Dragonfly administrator and ask him or her to reset your password.
Remember my user name:	If you select this box, the next time Dragonfly is called up on the same computer, your user name will automatically appear in the Name field. Another user name can still be specified if a different person is using the computer. If you clear the box, the User Name field will come up blank the next time Dragonfly is called up on the same computer, and will need to be filled in.
Database:	Dragonfly can store multiple databases of issue tracking information. You might, for instance, have separate databases for each project or department at your organization. If you have used the database you are seeking before, click on the circle next to it to select that database. If you have not used the database before, click on the circle next to "Another database" and type in the name of the database you are seeking in the field provided. The default database, provided when Dragonfly is first installed, is called "Main." If you don't know the name of the database you need to use, contact your Dragonfly administrator.
LOG IN	Click this button to log in to Dragonfly.
?(Help)	Click this button to see this help page, and to reach the Help menu.
Suppress graphics for speed	If you check this box, Dragonfly will run in a special mode designed for lower-speed connections, which will load fewer graphics.

The Dragonfly Home Page

The Dragonfly Home Page offers a summary of current issues in the database, and easy access to the issues that are of particular concern for you. It appears automatically once you log in, and can also be accessed from the Navigation Bar.

There are five sets of categories: all issues, work assigned to you, issues for testers, issues for QA managers, and issues for developers. Within each set, the first category refers to issues whose status has been changed since the last time you logged in, or since a specific date that you set. The second category refers to all issues in the database, regardless of when they were last updated.

The main list of issue categories that you see in the center of the page offers two options for each category of issues:

LISTING	The Listing button will display a list of issues in the selected category (for instance, "issues currently assigned to you"). This listing can then be re-sorted or otherwise manipulated, and options are available to reassign issues, change issue statuses, view and edit issues, etc. This listing appears on the Issues List page.
PRINTER-FRIENDLY	You can click this button to view the selected category of issues as a report, formatted for printing and displayed in a separate browser window. The listing generated when you click this button is static: That is, you can't view issue detail, re-sort, reassign issues, change statuses, etc. from the Printer-Friendly view.
Navigation Bar:	HOME ISSUES LIST SEARCH/FILTER REPORTS SETUP ? X These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
Instead of my last login, use this date:	If you specify a date in this box, the first category in each set of categories (divided by the green header bars) will change to show how many issues have had a status change since the date you enter, instead of since your last login. If you have entered a date here and now want to revert to using your last login instead, leave this box blank and click Apply.
Show data for this application:	If your Dragonfly database contains information on more than one application, you can specify a single application to review in this drop-down list. The list of applications can be configured from the Applications Page.
CLEAR SELECTIONS	Click this button to reset any selections you may have made in the Date or Application fields on this screen.
APPLY	If you have just specified a date in the Use This Date box or an application in the drop-down list, click Apply to update the page to show the corresponding information.
ADD NEW	Click this button to add a new issue.

Issue List

The Issue List page displays a dynamic list of issues being tracked. These may be program bugs that have been identified or fixed, recommendations for new features, user interface comments, questions about functionality, documentation tasks, etc.

You can access this screen by clicking on a Listing button on the Dragonfly Home Page, by running a filter from the Search/Filter Page, by closing the Add/Edit Issue Page, by saving an issue, or by clicking on a report on the Predefined Reports Page.

The **top section of the page** shows navigation and filtering options.

Navigation Bar:	HOME | ISSUES LIST | SEARCH/FILTER | REPORTS | SETUP | ? | X These buttons appear across the top of most Dragonfly pages and offer access to other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
Sort By:	These three drop-down boxes allow you to control the order in which the issues are displayed. You can leave all three boxes blank—"(not used)"—or select values any or all of them. The drop-down box contains a list of fields that can be used to sort the data. If you choose more than one field, the data will be sorted first by the first sort box. If any of the values for the field chosen in the first sort box are the same for more than one issue, those issues with the same field will be sorted according to the second sort box, then the third sort box. Once you have selected the sort order you wish to use, click the Apply Sorting button. To clear the sort order, you can either • Change the values of all the sort by boxes to "(not used)," then click Apply Sorting, or • Click the Clear Sorting button. As you change sorting and filtering criteria, they are automatically saved and automatically shown the next time you start Dragonfly on the same computer.
APPLY SORTING	Use this button once you have specified one or more values in the Sort By drop-down boxes, to re-sort the issues below.
CLEAR SORTING	Use this button to clear any sorting selections you have made. Filter choices are not affected.
SHOW ALL	Use this button to clear any filter you have applied to the screen. Sorting selections are not changed.
PRINT-FRNDLY	Click this button to view the issues shown in detailed, printer-friendly format. The resulting view comes up in a separate browser window.
ADD NEW	Use this button to add a new issue to the database.

The **middle section of the page** is a scrolling list of issues. You can click on an issue title to view the issue information or use the tools on this page to change or delete one or more issues. Each issue in the list is shown with pertinent information as named in the gray title bar above the scrolling list: Issue, For (meaning to whom the issue is assigned), Current Status, Severity, Urgency, Entered, Updated.

For more information on the issue data shown, consult the help page explaining issue fields and data.

You can click on the issue title, in blue, to view the issue information.

If you wish to delete, change the status of, or reassign a group of issues, click on the check box to the left of the issue title, then select the appropriate option at the bottom of the page.

The second row in each issue record describes where the issue occurs: The application name, followed by the application component and the operating system.

Use the scroll bar at the right-hand side of the screen to scroll down and see additional issues. The scroll bar is inactive if there are no further issues to display.

At the bottom of the middle section, a total count of issues shown is displayed. Some browsers also have the capability to show this count in the top section, under the logo.

 	When this button appears next to a name or set of initials and is not grayed out, it means you can send e-mail to the individual shown by clicking on that button. A grayed-out e-mail button means that no e-mail address is recorded for the individual. This information can be changed by administrators from the user list page.
CHANGE STATUS	Use this button to change the status of the issue.
EDIT	Use this button to edit the issue.
DELETE	Use this button to delete the issue. You will be prompted for confirmation before the deletion is made.

The **bottom section of the page** allows changing the status or assigned person for a selected group of issues, or deleting a selected group of issues.

 **(Delete all selected issues)**	Use this button to delete all issues that are selected (by checks in the boxes to the left of the issue title) in the middle section of the page.
Change all selected issues to this status:	This feature allows you to change the status of more than one issue at a time. First, click the check boxes next to the issues to be affected. Next, select the new status from the drop-down list. Finally, click OK next to the menu. See the Issue Status Reference help topic for more information on the meaning of each status. When an issue's status is changed with this feature, it is no longer assigned to anyone.
Assign all selected issues to:	This feature allows you to reassign more than one issue at a time. Click the check boxes next to the issues to be affected. Then, select the assignee (a Dragonfly user) from the drop-down menu. Finally, click OK next to the menu. If you want the selected issues to be assigned to no individual, select "(unassigned)" in the drop-down list, then click OK. The list of users in the drop-down box corresponds to the User List.

The Issue Detail Page

The Issue Detail Page presents all of the information relevant to a selected issue, including the various issue data fields described in the Issue Data Fields help topic. The Issue Detail Page displays issue workflow status, steps to reproduce the issue, issue description, workflow history, access to screen shots, and other pertinent details. It is similar to the Add/Edit Issue Page, the primary difference being that the Add/Edit Issue Page allows changes to the issue data.

The Issue Detail page can be reached by clicking on the title of a given issue in the Issue Listing or by saving an issue from the Add/Edit Issue Page.

Navigation Bar:	HOME, ISSUES LIST, SEARCH/FILTER, REPORTS, SETUP, ?, X These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
ADD NEW	Click this button to add a new issue. The Add/Edit Issue Page will be loaded and a blank issue will appear.
EDIT	Click this button to edit the current issue by switching to the Add/Edit Issue Page.
DELETE	Click this button to delete the issue being displayed.
CHANGE STATUS	Click this button to change the status of the issue, creating a new Issue History entry and often assigning the issue to someone else (or to no one). When you click on this button, the Change Status Page will appear.
PRINT-FRNDLY	Click this button to view the issue in printer-friendly format. You can then use your browser's Print option to print the issue information.
Screen Shots:	The Screen Shots section lists captions of available screen shots. Click on a caption to view the related screen shot.
Issue History:	The Issue History section displays a listing of issue history entries, each one reflecting a change in status for the issue. The entries are arranged from newest at the top to oldest at the bottom. Click on the date and time stamp for a given entry to view it in expanded format. Click on a name under the Logged By or Assigned To column to view the selected person's user record on the User List Page, if you have administrative privileges. Notes for each status change, if any, are displayed below the Time Stamp, Status, Logged By, and Assigned To fields. See the Issue Data Fields Page for more information on the data fields tracked for issue history.
	Click this button, if enabled, to send e-mail to the user whose name is next to the button. If the button is disabled (that is, if it is "grayed out"), no e-mail address has been entered for the specified user.

Add/Edit Issue Page

The Add/Edit Issue Page presents all of the editable information relevant to a selected issue, including the issue data fields. Issue History is not shown on this page; otherwise, the only difference between the Issue Detail Page and the Add/Edit Issue Page is that the latter allows changes to the issue data whereas the Issue Detail Page does not.

The Add/Edit Issue Page can be reached by clicking on the edit button for a given issue in the Issue Listing, or by clicking on the Edit button on the Issue Detail Page.

Please remember that once you add an issue and save changes, you are in edit mode for that issue. If you were to enter another issue's information on the same page without first clicking Add New, you would be writing over the first issue you added. In other words, always click Add New to add a new entry.

Navigation Bar:	HOME ISSUES LIST SEARCH/FILTER REPORTS SETUP ? X These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
ADD NEW **at top left of page**	Click this button to save any changes to the current issue and show a blank page where a new issue can be entered.
SAVE & CLOSE	Click this button to save changes and return to the Issue List Page.
SAVE CHANGES	Click this button to save changes without closing the page.
CANCEL	Click this button to undo any changes you have made to this issue since the last save, and revert to a read-only view of the data (the Issue Detail Page). Note that various features on the page (add a new issue, delete or change position of a step, add a new step, etc.) automatically save the contents on the page just as though the Save button were clicked.
UP	Click this button to make a reproduction step switch places with the one above it, or "move up." Steps are then automatically renumbered.
DOWN	Click this button to make a reproduction step switch places with the one below it, or "move down." Steps are then automatically renumbered.
DELETE **next to each step to reproduce**	Click this button to delete a reproduction step. No confirmation dialog box is presented. Steps are automatically renumbered after the deletion.
ADD NEW **next to new step to reproduce**	Click this button to save the new step you have entered. Note that in effect this has the same functionality as the Save button, since both simply save everything on the screen, including any new step that may have been added. The add new button here has been added to provide a more intuitive interface.

Screen Shots:	Under the Screen Shots section, captions of available screen shots are listed. Click on a caption to view the related screen shot.
DELETE **next to screen shot caption**	Click this button to delete a screen shot from the database. A confirmation dialog will be shown before the deletion is final.
ADD NEW **under "Upload Screen Shot"**	Click this button to access the Upload Screen Shot Page. For more information on uploading screen shots, see the Uploading Screen Shots help topic.

Search/Filter Page

The Search/Filter Page gives you a tool to narrow the Issue List down to only the issue or issues that match criteria you specify. You can fill in any one or more of the search criteria to produce the results you want.

For more information on the data fields, see the help page explaining issue fields and data.

You can reach the Search/Filter Page by clicking the Search/Filter button on the Navigation Bar.

Navigation Bar:	 These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
Status:	Specify which issue status you want to use as a criterion. Leave blank to ignore this constraint, i.e. to see all issues regardless of status. See the Issue Status Reference help topic for more information on issue statuses and their meanings.
Application:	Specify the application for which you want to see issues. Leave blank to ignore this constraint, i.e. to see all issues regardless of application.
Version:	Specify which application version you wish to use as a criterion. Note that if you have selected an application, the version you select must be a version of the selected application, or else no issues will be returned. You can also select a version without selecting an application. Leave this field blank to ignore this constraint, i.e. to see all issues regardless of application version.
Component:	Specify which application component you wish to use as a criterion. Note that if you have selected an application, the component you select must be a component of the selected application, or else no issues will be returned. You can also select a component without selecting an application. Leave this field blank to ignore this constraint, i.e. to see all issues regardless of application component.
Subsystem:	Specify which application subsystem you wish to use as a criterion. Note that if you have selected an application, the subsystem you select must be a subsystem of the selected application, or else no issues will be returned. You can also select a subsystem without selecting an application. Leave this field blank to ignore this constraint, i.e. to see all issues regardless of application subsystem.
Scenario:	A Scenario is a single testing setup or environment. Specify which scenario you wish to use as a criterion. Leave blank to ignore this constraint, i.e. to see all issues regardless of scenario.
OS:	Specify which operating system you wish to use as a criterion. Leave blank to ignore this constraint, i.e. to see all issues regardless of operating system.

Entered Date:	If you wish to see only issues that were entered on certain dates, enter a starting date (the first date box, after "Between") and/or an ending date (the second date box, after "and"). If no starting date is entered, all issues that were entered up to and including the ending date will be shown. If no ending date is entered, all issues that were entered on or after the starting date will be shown. If you specify nothing in these two boxes, all issues will be shown regardless of the date they were entered. Note that the dates are inclusive: That is, if you enter a starting date of 11/13/2001 and an ending date of 11/15/2001, all issues that were entered on November 13, 14, or 15, 2001, will be shown.
Date Last Updated:	If you wish to see only issues that were last updated on certain dates, enter a starting date (the first date box, after "Between") and/or an ending date (the second date box, after "and"). If no starting date is entered, all issues that were updated up to and including the ending date will be shown. If no ending date is entered, all issues that were updated on or after the starting date will be shown. If you specify nothing in these two boxes, all issues will be shown regardless of the date they were last updated. Note that the dates are inclusive: That is, if you enter a starting date of 11/13/2001 and an ending date of 11/15/2001, all issues that were updated on November 13, 14, or 15, 2001, will be shown.
Severity:	If you wish to see only issues with certain severity ratings, you can specify a maximum severity, a minimum severity, or both. For instance, if you want to see issues with a severity of 8 or greater, enter 8 in the first box and leave the second box blank. If you want to see issues with a severity between 3 and 5, enter those two numbers in the two severity boxes. Leave both fields blank to view all items regardless of severity.
Urgency:	If you wish to see only issues with certain urgency ratings, you can specify a maximum urgency, a minimum urgency, or both. For instance, if you want to see issues with an urgency of 8 or greater, enter 8 in the first box and leave the second box blank. If you want to see issues with an urgency between 3 and 5, enter those two numbers in the two urgency boxes. Leave both fields blank to view all items regardless of severity.

Date to Resolve By:	If you wish to see only issues that are scheduled for resolution by a date within a certain range, fill in values in the Date to Resolve By boxes. If no starting date is entered, all issues that are scheduled to be resolved up to and including the ending date will be shown. If no ending date is entered, all issues that are scheduled to be resolved on or after the starting date will be shown. If you specify nothing in these two boxes, all issues will be shown regardless of their resolution date. Note that the dates are inclusive: That is, if you enter a starting date of 11/13/2001 and an ending date of 11/15/2001, all issues that are scheduled for resolution on November 13, 14, or 15, 2001, will be shown.
Assigned to:	To see only issues assigned to a particular user, select that user in this box. Leave the box blank to see all issues regardless of to whom they're assigned.
Impacts Documentation:	Leave this box blank to see all issues regardless of whether or not they impact documentation. Select "Yes" or "No" if you only want to see issues that do/don't impact documentation. Select "N/A" if you only want to see issues to which the question of impacting documentation doesn't apply. For more information on documentation management features, see the section on using Dragonfly to manage documentation.
Doc Updates Complete?	Leave this box blank to see all issues regardless of whether or not documentation updates are complete for them. Select "Yes" or "No" if you only want to see issues for which documentation updates are/aren't complete. Select "N/A" if you only want to see issues for which the question of completing documentation updates doesn't apply. For more information on documentation management features, see the section on using Dragonfly to manage documentation.
Key word or phrase:	You can fill in a word or phrase in this box to show only those issues where the word or exact phrase appears. If you enter a value here, choose "in issue title only" to show only issues that contain the word or phrase in their title. Choose "in issue title or details field" to show issues that contain the word or phrase in either their title or in the large Details field. Note that if a phrase is entered here, Dragonfly searches for issues that contain the entire phrase, not the individual words. For instance, a search for "open configuration screen" (without the quotes) would show an issue whose title is "Error when I open configuration screen" but not one whose title is "Configuration screen - error on open," because the former contains the exact phrase. The Key Word or Phrase entry should not contain single or double quotes.
SHOW MATCHING ISSUES	When you have specified all of your search/filter criteria, click this button to see the resulting list of issues.
CLEAR SELECTIONS	This button clears your search filter selections.

	Click this button to cancel your search. Dragonfly will return to the Issue List page.

The Change Status Page

Dragonfly workflow is based on changes in the issue's status, and optionally on re-assignment of the issue to different individuals as work on the issue progresses.

The Change Status Page is the place in which an individual issue's status can be changed. Issue status can also be changed for a group of issues from the Issue List Page, but if issue status is changed in this way, there is no means to include a note with the change in status, and the Assigned To individual is set to no one. By contrast, when using the Change Status Page, you can enter notes and reassign issues.

The Change Status Page can be reached by clicking the Change Status button on the Issue Detail Page or the Issue List Page.

Navigation Bar:	 These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
Date/Time:	Dragonfly automatically generates a date/time stamp for the change. Note that this time and date are according to the server, to ensure consistency of time/date stamps across all entries: they may differ from your local time and date.
Status:	Select the new status for the issue you're updating.
Logged By:	The currently logged in user is automatically recorded as the individual originating the change.
Assigned To:	(Optional) If desired, the issue can be assigned to a particular individual for resolution. If this field is left blank, the issue will no longer be assigned.
Notes:	Optional space for comments on the change. It is sometimes particularly helpful to make note of situations that give rise to unusual workflow, for instance closing an issue without resolving it, or reverting to an earlier status.
	Click here to save changes. Dragonfly will make the change, then open the Issue Detail Page.
	Click here to cancel your changes. Dragonfly will open the Issue Detail Page for the chosen issue.

Issue History Detail Page

The Issue History Detail Page presents the same information as a single entry in the issue history section of the Issue Detail Page, and is reached by clicking on a date/time stamp link from that same page. It represents one status entry in the history of the issue.

The title of the issue being referenced is shown at the top of the page, highlighted in yellow.

From this page, it is possible to change the status of the issue or delete the history entry.

Navigation Bar:	HOME ISSUES LIST SEARCH/FILTER REPORTS SETUP ? X These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
Date/Time:	The date and time (using the Web server's time settings and time zone) the change was made.
Status:	The status to which the issue was changed. Note that this was the status of the issue at the time, and may not be its current status.
Logged By:	The user who logged the change.
Assigned To:	The individual to whom the issue was assigned, if any. Note that this shows the person to whom the issue was assigned at the time, who may be different from the person to whom the issue is currently assigned (if any).
Notes:	Optional notes, if any, that were added when the status was changed.
CHANGE STATUS	Use this button to change the current status of the issue on the Change Status Page. The historical entry being viewed is not affected.
DELETE	Click this button to delete the historical entry. Note that even if the entry you are deleting is the most current one, the Assigned To and Status fields for the issue itself are not changed. These can be changed on the Add/Edit Issue Page if needed.
CANCEL	Click this button to return to viewing the Issue Detail Page.

View Screen Shot Page

You can view a screen shot by clicking on its caption on the Issue Detail Page or the Add/Edit Issue Page. The Screen Shot Page displays a particular screen shot and caption in a separate browser window.

If the screen shot shows up as a broken link, the person who uploaded it may have used a file type that your browser doesn't understand, or may have failed to ensure that the file has an extension (the several letters after the dot in the file name, for instance "jpg" in the file name "myscreen.jpg"). If this happens, you may wish to contact the individual to request that s/he re-upload the image in the proper format and with proper naming. One convenient way to do this if the user has an e-mail address recorded in Dragonfly is to click the e-mail link next to her or his name on the Issue Detail page.

To add screen shots, see the help topic on uploading screen shots.

OK	Click this button to close the browser window and return to the main Dragonfly window.
?	Click Help to view this help page.

Upload Screen Shot Page

The Upload Screen Shot Page provides a means to upload a graphic file to Dragonfly, usually an image of a program screen or dialog box. This feature may also be used to upload images for other purposes, such as a rough design for a new program screen, images for use in documentation, etc.

Screen shots may be uploaded by clicking the Add New button under the "Upload Screen Shot" label on the Add/Edit Issue Page.

The screen shot must be created and saved as a graphic image on your computer before it can be uploaded. For details on how to create and upload a screen shot, see the help topic on creating and uploading screen shots.

Caption:	Enter a caption for the screen shot. This entry is required, and must be different from the captions of the other screen shots that have been uploaded for that particular issue.
File Name:	Here, the name of the file to be uploaded is displayed. Some browsers display the file path as well. You can select a file to upload using the Browse... button and choosing a file in the resulting dialog box. With some browsers, you can also enter the file name directly in the File Name field.
Browse...	Click this button to locate and specify a file on your computer to be uploaded. Once the file is selected, click the Open button in the dialog box. The path and name of the file will be automatically entered into the File Name box.
OK	Click this button to upload the screen shot.
CANCEL	Cancels the process and returns you to the Add/Edit Issue Page.

Send a Message

The Send a Message Page allows you to send e-mail to other users, provided the user you wish to mail to has entered an e-mail address into the database. A list of users is shown, along with an e-mail button for each one. Active buttons are shown for users for whom e-mail addresses are supplied; inactive (grayed-out) buttons are shown for users for whom no e-mail address is available.

You can access the Send a Message screen by clicking on the envelope button in the Navigation Bar.

When sending e-mail, Dragonfly will use the e-mail program your browser is configured to use. If you wish to change the e-mail program normally used, you can do this by configuring your browser.

For example, in Internet Explorer 6 for Windows you can change your default e-mail program by selecting clicking on the Tools menu and selecting Internet Options. Click on the Programs tab and select the appropriate program in the E-mail drop-down list.

Some versions of Netscape Navigator always use the Netscape e-mail program and do not allow selection of a different one.

Navigation Bar:	 These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
	Click this button to send e-mail to the user next to whose e-mail address it appears.
	This icon indicates that no e-mail address has been provided.

Predefined Reports

The Predefined Reports screen can filter and sort the issue list in a variety of useful ways. When a report is selected from the list on this screen, the Issue List is displayed with the issues that correspond to the selection.

For an explanation of Dragonfly issue statuses, see the Issue Status Reference Page.

An exception: The New Testing Results report is displayed in printer-friendly format rather than as an issue listing.

Navigation Bar:	 These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
	The Listing button will display a list of issues in the selected category (for instance, "issues currently assigned to you"). This listing can then be re-sorted or otherwise manipulated, and options are available to reassign issues, change issue statuses, view and edit issues, etc. This listing appears on the Issues List page.
	You can click this button to view the selected category of issues as a report, formatted for printing and displayed in a separate browser window. The listing generated when you click this button is static: That is, you can't view issue detail, re-sort, reassign issues, change statuses, etc. from the Printer-Friendly view.
New Testing Results:	Issues that have the following statuses: • Found • FYI
Need Action by Development Team:	Issues that have any of these statuses: • Found • Received • Not resolved • Could not reproduce - tester • Feature to add • Clarify - dev team

Need Action by Testers:	Issues that have any of these statuses: • Tentative • Preliminary • Believed resolved • Could not reproduce - dev team • Clarify - tester
All Issues Requiring Action:	Issues that have any of these statuses: • Found • Received • Not resolved • Could not reproduce - tester • Feature to add • Clarify - dev team • Tentative • Preliminary • Believed resolved • Could not reproduce - dev team • Clarify - tester
Closed Issues:	Issues that have any of these statuses: • n/a • Confirmed resolved • Closed
Deferred Issues:	Issues that have a "deferred" status
Development Team Please Clarify:	Issues that have "clarify - dev team" status
Entered within Last 24 Hours:	Issues with an entered date/time stamp that falls within the last 24 hours
Entered within Date Range:	Issues with an entered date/time stamp that falls within a range you specify
FYI:	Issues recorded for the information of the development team, but that do not necessarily require action (Status: FYI)
New Features:	Issues that are recorded as new features to be added to the application

New Issues for Delivery to Development Team:	All issues with "found" status (i.e. that have been confirmed to be program issues by the testing team) and that have not been changed to "received" status by the development team.
Tentatively Reported Issues:	Issues that have been recorded in Dragonfly, but not yet confirmed by the testers who recorded them. (Status: Tentative)
Testing Team Please Clarify:	Issues that have "clarify - tester" status
To Review for Delivery:	Issues that have been recorded in Dragonfly, but that are waiting for review by a QA manager before they are considered active items for the development team. (Status: Preliminary) This status is only used when workflow calls for a QA manager or other team member to review testing results before they are turned over to developers.
Updated within Last 24 Hours:	All issues that have been updated in the last 24 hours
Updated within Date Range:	All issues that have been updated within a range of dates you are prompted to specify

Enter Date Criteria

Some reports require date criteria in order to display results within a given date range. Enter the start date in the first box and the end date in the second box. Alternatively, you can leave both text boxes blank to see all results regardless of date.

When you have entered the date criteria, click OK to continue.

Project Setup Page

The Project Setup Page gives you access to features for setting up project and user information in your Dragonfly database, including your application versions, application components, testing scenarios, user lists, etc.

You can reach the Project Setup Page by clicking the Setup button on the Navigation Bar.

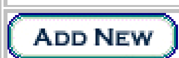
Navigation Bar:	HOME ISSUES LIST SEARCH/FILTER REPORTS SETUP ? X These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
APPLICATIONS	Click this button to view or edit the list of applications in the database, meaning programs, projects, Web sites, etc. Some databases might contain only one application, whereas others might include many.
APPLICATION VERSIONS	Click this button to view or edit the list of application versions or releases.
APPLICATION COMPONENTS	Click this button to view or edit the list of Application Components. Components are functional units of the application that you define.
APPLICATION SCENARIOS	Click this button to view or edit the list of testing scenarios for each application. Testing scenarios are the different environments you set up for testing your application. Note that operating systems are a separate list and are not usually considered as part of a Dragonfly scenario.
OPERATING SYSTEMS	Click this button to view or edit the list of operating systems.
USERS	This button appears only for users who have been set up with administrative privileges. It opens the User List Page.
CHANGE PASSWORD	Click this button to open the Change Password page, used to change your login password.

Applications Page

Each Dragonfly database can track information for multiple projects. Each project is normally set up on the Applications Page as a separate application. An application might be a program, a Web site, a documentation project, or any other kind of project managed through Dragonfly.

On the Applications Page, you can add, edit, view, and delete applications. Once you have set up an application, you may want to set up one or more application versions, application components and/or application testing scenarios.

You can reach the Applications Page through the Project Setup Page, accessible from the Navigation Bar.

Navigation Bar:	 These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
	Click this button to add a new application. A new, blank line will be presented in the middle portion of the page for your entry.
Application Name:	This field contains the name of the application. It is required for new entries. When longer and shorter versions of the application name are available, it is preferable to use the shorter version to allow for more concise displays. The application version number should not be included as part of the name; rather, add it as a separate application version entry.
Has Multiple Components:	The Has Multiple Components check box appears for applications that are being added or edited. When an application is not being edited, this information is displayed as part of the Attributes column. Check this box if you are categorizing different sections of this application as separate components. Components can be added, edited, or viewed on the Application Components Page.
Has Multiple Scenarios:	The Has Multiple Scenarios check box appears for applications that are being added or edited. When an application is not being edited, this information is displayed as part of the Attributes column. Check this box if you are using multiple testing scenarios for this application. Scenarios can be added, edited, or viewed on the Application Scenarios Page.

Has Multiple OSs:	The Has Multiple OSs check box appears for applications that are being added or edited. When an application is not being edited, this information is displayed as part of the Attributes column. Check this box if you are testing against multiple operating systems for this application. OSs can be added, edited, or viewed on the Operating Systems Page.
Attributes:	This column describes whether the application has multiple components, testing scenarios, and/or operating system testing environments, per the Has Multiple Components/Scenarios/OSs fields.
Notes:	This field is available for general notes of any kind about the application. If it is necessary to set up the application in a certain way or to take other specific actions in order to be able to reproduce testing results, it is helpful to include that information here.
EDIT	Click here to start editing the entry on the same line as the button. The plain text data will change to boxes that allow you to change information.
DELETE	Click here to delete an entry.
SAVE CHANGES	Click here to save your changes. You will be returned to viewing mode, where none of the entries are editable. Click edit to edit another entry.
CANCEL CHANGES	Click here to cancel your changes and return to viewing mode, where none of the entries are editable. Only changes made since the last save are cancelled.

Application Versions Page

Application version information is used to distinguish multiple versions or releases of a given program, Web site, application, etc.

Before you can set up application versions, you must first set up the application or applications to which the versions pertain.

You can reach the Application Versions Page through the Project Setup Page, accessible from the Navigation Bar.

You can use the Application Versions Page to add, edit, view, and delete application version records. Normally you will not delete application version information when it is outdated, since historical issue records may still refer to the old version.

Navigation Bar:	HOME ISSUES LIST SEARCH/FILTER REPORTS SETUP ? X These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
ADD NEW	Click this button to add a new application version. A new, blank line will be presented in the middle portion of the page for your entry.
Choose Application:	Choose an application here to view, edit, and add application versions for it. Once you have chosen an application, click the Set App button.
Version:	This version's number or name (e.g. "1.0", "5-A", "2002", "Mac ver 2", etc.).
Version Date:	(Optional) The release date or programming completion date for this version.
Notes:	Any notes pertaining to or describing the version.
EDIT	Click here to start editing the entry on the same line as the button. The plain text data will change to boxes that allow you to change information.
DELETE	Click here to delete an entry.
SAVE CHANGES	Click here to save your changes. You will be returned to viewing mode, where none of the entries are editable. Click edit to edit another entry.
CANCEL CHANGES	Click here to cancel your changes and return to viewing mode, where none of the entries are editable. Only changes made since the last save are canceled.

Application Components Page

You can categorize different modules or functional areas of an application as components, making it easier to group and categorize issue records. To do this, maintain component information for your application on the Application Components Page.

Before you can set up application components, you must first set up the application or applications to which the versions pertain.

You can reach the Application Components Page through the Project Setup Page, accessible from the Navigation Bar.

You can use the Application Components Page to add, edit, view, and delete application component records.

Navigation Bar:	 These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
ADD NEW	Click this button to add a new component. A new, blank line will be presented in the middle portion of the page for your entry.
Show components for	Choose an application here in order to be able to view, edit, and add components for it. Once you have chosen an application, click the Set App button.
SET APP	Click this button to view information for the application you have selected.
Component:	This field contains the name, title, or designation that you give to the component.
Notes:	Use this field if you wish to provide additional notes on the component. For example, you may in some cases wish to describe in more detail what sections of a program are considered to be included in a particular component.
EDIT	Click here to start editing the entry on the same line as the button. The plain text data will change to boxes that allow you to change information.
DELETE	Click here to delete an entry.
SAVE CHANGES	Click here to save your changes. You will be returned to viewing mode, where none of the entries are editable. Click Edit to edit another entry.
CANCEL CHANGES	Click here to cancel your changes and return to viewing mode, where none of the entries are editable. Only changes made since the last save are canceled.

Application Scenarios Page

Application scenario information is used to distinguish multiple testing scenarios for a given application. A testing scenario is a specific environment, setup, or set of prerequisites for testing. For instance, a Web application might have different testing scenarios corresponding to different browsers, whereas a portable PDA application may have different scenarios corresponding to different devices on which it is tested.

Sometimes more than one variable will differentiate scenarios, for example browser version and connection speed. In this case, scenarios would be set up for each combination, for example:

- IE 4, DSL
- IE 4, 56K
- Navigator 3, DSL
- Navigator 3, 56K
- etc.

Before you can set up application scenarios, you must first set up the application or applications to which the versions pertain.

You can reach the Application Scenarios Page through the Project Setup Page, accessible from the Navigation Bar.

You can use the Application Scenarios Page to add, edit, view, and delete application testing scenario records.

Navigation Bar:	HOME | ISSUES LIST | SEARCH/FILTER | REPORTS | SETUP | ✉ | ? | X These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the navigation bar.
ADD NEW	Click this button to add a new scenario. A new, blank line will be presented in the middle portion of the page for your entry.
Choose an Application:	Choose an application here to view, edit, and add scenarios for it. Once you have chosen an application, click the Set App button.
Scenario:	This field reflects the name, title, or label for the testing scenario
Notes:	This field offers a space for notes of practically any length, giving further information on the testing scenario. Example: "Use test build 4 from the test builds CD."
EDIT	Click here to start editing the entry on the same line as the button. The plain text data will change to boxes that allow you to change information.
DELETE	Click here to delete an entry.
SAVE CHANGES	Click here to save your changes. You will be returned to viewing mode, where none of the entries are editable. Click Edit to edit another entry.

CANCEL CHANGES	Click here to cancel your changes and return to viewing mode, where none of the entries are editable. Only changes made since the last save are canceled.

Operating Systems Page

The Operating Systems Page is used to manage of a list of individual operating systems and combinations of operating systems. The entries made here are part of the data stored with issues, and specify in which operating system(s) an issue occurs or applies.

You can reach the Operating Systems Page through the Project Setup Page, accessible from the Navigation Bar.

It is not necessary to populate the operating systems list if that information is not germane to your project.

Because only one operating system entry is available for each issue, you may wish to make entries for combinations of operating systems in addition to individual operating systems. In this way, a user can easily indicate or discern that, for instance, a given issue occurs in Windows 98 and Windows ME, or in all operating systems.

Navigation Bar:	HOME / ISSUES LIST / SEARCH/FILTER / REPORTS / SETUP / ? / X These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
ADD NEW	Click this button to add a new operating system or combination of operating systems. A new, blank line will be presented in the middle portion of the page for your entry.
Operating System:	The name of the operating system or operating systems for this entry.
EDIT	Click here to start editing the entry on the same line as the button. The plain text data will change to boxes that allow you to change information.
DELETE	Click here to delete an entry.
SAVE CHANGES	Click here to save your changes. You will be returned to viewing mode, where none of the entries are editable. Click edit to edit another entry.
CANCEL CHANGES	Click here to cancel your changes and return to viewing mode, where none of the entries are editable. Only changes made since the last save are canceled.

User List Page

The User List Page is accessible only to administrators. If you need a change made in the user list, please contact your Dragonfly Administrator.

You can reach the User List Page through the Project Setup Page, accessible from the Navigation Bar.

The User List Page lists all currently authorized users of the database being viewed. User lists are maintained separately for each database. Changes, additions, and deletions of an account in one database do not affect other databases.

For security, users' passwords cannot be viewed or modified from the User List Page, except that administrators have the ability to reset a password. To change a password, the user should use the Change Password feature.

If you subscribe to Dragonfly and have licensing to use a specific number of users, you will be unable to add additional users on this screen if your total number of users is greater than or equal to the number of users for which you have a subscription.

You must have at least one user designated as an Administrator at any given time. Initially, the Admin account has this designation. If at least one other user has been created who has administrative rights, the Admin account can be deleted if desired.

Navigation Bar:	 These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
	Click this button to add a new user. A new, blank line will be presented in the middle portion of the page for your entry.
Name:	Here, the user name is entered or displayed. User names are not case sensitive, meaning "JOHN SMITH" is considered equivalent to "John Smith."
Password:	This box appears only when entering a new user record. Enter the user's initial password.
Admin?	If this field is set to "Yes" or checked, then this user will have administrative rights, which for instance enable him or her to make additions, changes, and deletions to this user list. If you find that this field does not become a check box when you are editing the record, but instead says 'Yes,' this indicates that the user record being edited is the only remaining administrator in the database. Since there must be at least one administrator, this user's status may not be changed unless at least one other user is first designated an administrator.

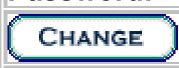
Initials:	Enter the user's initials, without periods. It is recommended that if two or more individuals have the same initials, that the entered version of their initials differ in some way, for instance by the addition of a middle initial, or by a number added to the end of the initials. In this way, it is possible to tell the users apart in contexts where only their initials appear (e.g. the Issue List Page).
Organization:	(Optional) The name of the company, department, or organization associated with the individual.
E-mail:	(Optional) A primary e-mail address for the individual. Multiple e-mail addresses should not be entered here, as this will prevent Dragonfly's e-mail functionality from working properly. This value is used to enable other users to send e-mail to this user from within Dragonfly. If the e-mail address is not supplied, it will not be possible for other users to send e-mail to this user from within Dragonfly.
Phone:	(Optional) A telephone number and/or extension for the individual.
Fax:	(Optional) A fax number for the individual.
EDIT	Click here to start editing an entry. The plain text data will change to boxes that allow you to change information.
DELETE	Click here to delete an entry. You will be prompted to confirm the deletion before it becomes final. This button will be shown as disabled if the entry it refers to is the only remaining administrator in the database.
RESET PASSWORD	Click here to change a user's password. This feature is intended for use when a user has forgotten her or his password and needs it reset. Clicking this button invokes the Reset Password Page.
SAVE CHANGES	Click here to save your changes. You will be returned to viewing mode, where none of the entries are editable. Click Edit to edit another entry.
CANCEL CHANGES	Click here to cancel your changes and return to viewing mode, where none of the entries are editable. Only changes made since the last save are canceled.

Change Password Page

Use this page to change the password for the user account you have logged into. Note that the password is changed only in the database you currently have open.

You can reach the Change Password Page through the Project Setup Page, accessible from the Navigation Bar.

In all of the password dialog boxes, what you type will be masked with dots or asterisks to prevent it being visible to anyone looking at your monitor.

Navigation Bar:	 These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
Old Password:	Enter your current password.
New Password:	Enter your new password here. The new password should be between 4 and 20 characters long and may include upper- and lowercase letters, numbers, dashes, and underscores. The password is case-sensitive: For instance, "MYPassword" is considered different from "mypassword" or "MyPassword."
Confirm New Password:	Enter your password again to ensure that it has been typed correctly.
	Click this button to proceed, changing your password.
	Click this button to cancel your password change and return to the Project Setup Page.

Reset Password Page

This page is available only to administrators. Use this page to change the password for any user account, without requiring the existing password. Note that the password is changed only in the database you currently have open.

You can reach the Reset Password Page by clicking on the Reset Password button on the User List Page. The User List Page is available on the Project Setup Page, which is accessible from the Navigation Bar.

In both of the password dialog boxes, what you type will be masked with dots or asterisks to prevent it being visible to anyone looking at your monitor.

Navigation Bar:	 These buttons appear across the top of most Dragonfly pages and allow you to easily access other Dragonfly pages and functions. See the Navigation Bar help topic for more information on the Navigation Bar.
New Password:	Enter the new password here. The new password should be between 4 and 20 characters long and may include upper- and lowercase letters, numbers, dashes, and underscores. The password is case-sensitive: For instance, "MYPassword" is considered different from "mypassword" or "MyPassword."
Confirm New Password:	Enter the password again to ensure that it has been typed correctly.
CHANGE	Click this button to proceed, changing the password.
CANCEL	Click this button to cancel the password change and return to the Project Setup Page.

Log Out Page

This page indicates that you have logged out from Dragonfly with the following message:

> You have logged out from Dragonfly. Have a nice day.
> If you wish to ensure another user cannot access any of your session through the Back button, please close the browser window.
> Click **here** to log back in.

You can reach the Log out page by clicking the button from the Navigation Bar on most pages.

It is helpful to use the button to log out rather than simply closing your browser window, since clicking this button tells the Web server that you are done for now, and that it can release the resources it was using for your Dragonfly session.

However, if you simply close the browser window and do not use the log out button, the Web server will eventually release the resources after a specified amount of time without activity.

You can click the link (the word "here") to return to the Log In Page.