

## ChiliProject - Feature # 134: Bug report helper

<b>Status:</b>	Open	<b>Priority:</b>	Normal
<b>Author:</b>	Derek Montgomery	<b>Category:</b>	
<b>Created:</b>	2011-02-03	<b>Assignee:</b>	Holger Just
<b>Updated:</b>	2011-05-27	<b>Due date:</b>	
<b>Remote issue URL:</b>	<a href="http://www.redmine.org/issues/5420">http://www.redmine.org/issues/5420</a>		
<b>Affected version:</b>			
<b>Description:</b>	<p>In the Settings of CP, under Information, you should add a new item: Troubleshooting. It would contain most of the required information needed to properly open a bug on CP tbug tracker:</p> <ul style="list-style-type: none"><li>* ChiliProject version or revision and where you got it from (Examples: tag 1.1.0 from git, Debian package version 1.1.0)</li><li>* Ruby version (Example: 1.8.7)</li><li>* Rails version (Example: 2.3.5)</li><li>* Database including version if that is possible (Example: PostgreSQL 8.2)</li><li>* Installed SCM including version if that is possible (Example: svn 1.6.11)</li><li>* Error trace if ChiliProject crashed, if present in log/production.log</li><li>* Publication service used (Webrick, Apache with Passenger, Thin...) if possible</li></ul> <p>That, with a template of how to properly describe a bug and a link to the tracker would probably improve bug submissions (for those which still let the administrators log in their CP of course)</p>		

### Associated revisions

#### 2011-11-25 09:50 pm - Eric Davis

Merge pull request #134 from schmidt/pulls/725/unstable

[#725] Compatibility check for jQuery availability (unstable)

### History

#### 2011-02-03 02:55 pm - Holger Just

- (deleted custom field) set to <http://www.redmine.org/issues/5420>

- Assignee changed from Eric Davis to Holger Just

I worked a bit on that for Redmine already. The code is at <https://github.com/meineerde/redmine/tree/5420-redmine-info>.

It extends the `@/admin/info@` page and `@script/about@` output. It already shows much of the requested info. However, some of the additional stuff (like the actual database version) is really hard to get by without guessing.

I could add a `_How-to report a bug_` page with all that information pre-filled for copy and paste. Good idea here.

#### 2011-02-03 10:51 pm - Holger Just

Moved the code to <https://github.com/meineerde/chiliproject/tree/issues/134-bug-report-helper>

#### 2011-05-27 11:59 am - Muntek Singh

My wishlist (from the redmine bug and #429):

\* Redmine Version

\*\* `@svn info@`

\*\* `@git show HEAD@`

\*\* Point release installed from package

- \* Ruby version
- \* RubyGems version
- \* Rack version
- \* Rake version
- \* Rails version
- \* Active Record version
- \* Active Resource version
- \* Action Mailer version
- \* Active Support version
- \* Application root
- \* RAILS\_ENV
- \* Database adapter
- \* Database schema version
- \* Information about the environment Redmine is installed
- \* Backend server information
- \*\* Is it running apache, nginx, passenger, thin, mongrel, etc.
- \*\*\* If so what versions?
- \*\*\* Where would the relevant log files for this backend typically be
- \*\* OS info
- \* Database
- \*\* Encoding
- \* Plugin List
- \*\* Including version info of each plugin
- \* Settings
- \*\* Theme name if non-default
- \*\* Message encoding (UTF8?)