



CHAPTER 2

Using the Bug Toolkit

This chapter describes how you can use the bug toolkit to search for bugs in a Cisco IOS release.

Search Bugs

This section explains how to use the Bug ToolKit to search for a specific bug.

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- Step 1** Go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
You are prompted to log into Cisco.com. After successful login, the Bug Toolkit page opens.
- Step 2** Click **Launch Bug Toolkit**.
- Step 3** To search for a specific bug, enter the bug ID in the **Search for Bug ID** field and click **Go** in the **Search Bugs** tab.

To search for bugs in a specific release, enter the following search criteria:

- Select Product Category—Select **Broadband Cable**.
- Select Products—Select the required product from the list. For example, to view bugs for Cisco uBR10012 Universal Broadband Router, choose **Cisco uBR10000 Series Universal Broadband Routers** from the list.
- Software Version—Choose the required Cisco IOS version from the drop-down lists. For example, to view the list of outstanding and resolved bugs in Cisco IOS Release 12.2(33)SCD, choose **12.2** from the first drop-down list, **33** from the second drop-down list, and **SCD** from the third drop-down list.
- Search for Keyword(s)—Separate search phrases with boolean expressions (AND, NOT, OR) to search within the bug title and details.
- Advanced Options—You can either perform a search using the default search criteria or define custom criteria for an advanced search. To customize the advanced search, select **Use custom settings for severity, status, and others** and provide the following information:
 - Severity—Select the severity level.
 - Status—Select **Open**, **Fixed**, or **Terminated**.

Select **Open** to view all the open bugs. To filter the open bugs, clear the Open check box and select the appropriate sub-options that appear below the Open check box. The sub-options are New, Held, More, Open, Waiting, Assigned, Forwarded, Postponed, Submitted, and Information Required. For example, if you want to view only new bugs in Cisco IOS Release 12.2(33)SCD, select **New**.

Select **Fixed** to view fixed bugs. To filter fixed bugs, clear the Fixed check box and select the appropriate sub-options that appear below the Fixed check box. The sub-options are **Resolved** or **Verified**.

Select **Terminated** to view terminated bugs. To filter terminated bugs, clear the Terminated check box and select the appropriate sub-options that appear below the terminated check box. The sub-options are **Closed**, **Junked**, and **Unreproducible**. Select multiple options as required.

- Advanced—Select the **Show only bugs containing bug details** check box to view only those bugs that contain detailed information, such as symptoms and workarounds.
- Modified Date—Select this option if you want to filter bugs based on the date on which the bugs were last modified.
- Results Displayed Per Page—Select the appropriate option from the list to restrict the number of results that appear per page.

Step 4 Click **Search**. The Bug Toolkit displays the list of bugs based on the specified search criteria.

Save Bugs

This section explains how to use Bug ToolKit to save the bugs retrieved by your search in a specific release.

Step 1 Perform a search.
Repeat [Step 1](#) through [Step 3](#) in the “[Search Bugs](#)” section on page 2-1.

Step 2 Select the check boxes next to the bug you want to save in the Search Results page and click **Save Checked**.

The Save Bug Settings area appears under the Search Bugs tab.

Step 3 Specify group settings in the **Place in Group** field.

- Existing Group—Select an existing group.
- Create New Group—Enter a group name to create a new group.

Existing groups have their group notification options already set. If you select an existing group, go to [Step 5](#).

Step 4 Specify the following email update (group notification) options.

- No emailed updates—Select if you do not want to receive email updates.
- Yes, email updates to—Enter your email address.
 - On a schedule—Specify the frequency of email delivery.

Step 5 Click **Save Bug**.

The Bug Toolkit saves the selected bugs in the specified group.

Save Search

This section explains how to use Bug ToolKit to save your search after searching for the bugs in a specific release.

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- Step 1** Perform a search.
Repeat [Step 1](#) through [Step 3](#) in the “[Search Bugs](#)” section on page 2-1.
- Step 2** Click **Save Search** in the Search Results page to save your search with the specified criteria.
The Save Search Settings area appears under the My Notifications tab.
- Step 3** Enter a name for your search in the **Search Name** field.
- Step 4** Specify group settings in the **Place in Group** field.
- Existing Group—Select an existing group.
 - Create New Group—Enter a group name to create a new group.
- Existing groups have their group notification options already set. If you select an existing group, go to [Step 6](#).
- Step 5** Specify the following email update (group notification) options.
- No emailed updates—Select if you do not want to receive email updates.
 - Yes, email updates to—Enter your email address.
 - On a schedule—Specify the frequency of email delivery.
- Step 6** Click **Save Search**.
The Bug ToolKit saves your search in the specified group.
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Retrieve Saved Search or Bugs

This section explains how to use Bug ToolKit to retrieve a saved search or bugs.

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- Step 1** Go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl and click **Launch Bug Toolkit**.
You are prompted to log into Cisco.com.
- Step 2** Click **My Notifications** tab.
My Notifications tab displays the Group Name, Summary, and Actions.
- Step 3** Click the group in the Group Name column. The group contains saved search and bugs.
- Step 4** Retrieve saved search or bugs.
- Click the saved search name to display the Search Results page.
 - Click the saved bug to display details or hover your mouse pointer over the Info link.

The My Notifications tab also provides option to delete bug, delete search, delete group, edit group notifications (in the Actions column), move selected saved search or bugs to different group, and to export saved bugs in all the groups to a spreadsheet.

Export to Spreadsheet

The Bug ToolKit provides the following options to export bugs to a spreadsheet:

- Click **Export All to Spreadsheet** link in the Search Results page under the Search Bugs tab. Specify file name and folder name to save the spreadsheet. All the bugs retrieved by the search is exported.
- Click **Export All to Spreadsheet** link in the My Notifications tab. Specify file name and folder name to save the spreadsheet. All the saved bugs in all the groups is exported.

If you are unable to export the spreadsheet, log into the Technical Support Website at <http://www.cisco.com/cisco/web/support/index.html> for more information or call Cisco TAC (1-800-553-2447).