

Mantis Bug Tracker Administration Guide

Mantis Bug Tracker Administration Guide
Copyright © 2014 The MantisBT Team

Reference manual for the Mantis Bug Tracker.

Build Date: 16 May 2016

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Table of Contents

1. About MantisBT	1
What is MantisBT?	1
Who should read this manual?	1
License	1
How to get it?	1
About the Name	1
History	2
Support	2
MantisBT News	2
Versioning	3
2. Installation	4
Overview	4
System Requirements	4
Server Hardware Requirements	4
Server Software Requirements	4
Client Requirements	6
Pre-installation / upgrade tasks	6
New Installation	7
Upgrading	7
Configure your installation	8
Post-installation and upgrade tasks	8
Post-installation tasks	9
Post-upgrade tasks	9
Backups	9
MySQL Backups	10
Uninstall	10
3. User Management	12
Creating User Accounts	12
Enabling/Disabling User Accounts	12
Deleting User Accounts	13
User Signup	13
Forgot Password and Reset Password	13
Changing Password	13
Pruning User Accounts	14
Authorization and Access Levels	14
Auto Creation of Accounts on Login	15
User Preferences	15
User Profiles	16
4. Issue Lifecycle and Workflow	17
Issue Creation	17
Issue Statuses	17
Workflow	18
Workflow Transitions	18
Workflow Thresholds	19
5. Configuration	21
Database	21
Path	21
Webserver	22
Configuration Settings	23
Signup and Lost Password	23
Email	24
Version	27
Language	27
Display	28
Time	30
Date	31

Time Zone	31
News	31
Default Preferences	32
Summary	34
Bugnote	35
File Upload.....	35
HTML	37
Authentication.....	37
Global authentication parameters	38
LDAP authentication method parameters	38
Status Settings	40
Filters	41
Misc.....	42
Cookies	44
Database Tables	45
Speed Optimisation	46
Reminders	46
Bug History.....	46
Sponsorship	47
Source Control Integration	47
Custom Fields.....	48
My View Settings	48
Relationship Graphs	49
Sub-Projects.....	49
Field Visibility	50
System Logging.....	51
Time Tracking.....	52
SOAP API.....	52
Disabling the SOAP API	53
MantisTouch	53
6. Page descriptions	55
Login page	55
Main page	55
View Issues page.....	55
Issue View page.....	56
Issue Change Status page	56
Issue Edit page	57
My Account Page.....	57
Preferences	57
Profiles	57
System Management Pages	57
Manage Users	57
Manage Projects Page	58
Manage Custom Fields.....	58
Manage Global Profiles	60
Manage Configuration	60
Monitor Issue.....	63
Reopen Issue.....	64
Delete Issue.....	64
Close Issue	64
Assign to Me.....	64
Resolve Issue	64
News Syndication	64

7. Customizing MantisBT	65
Custom Fields.....	65
Overview	65
Custom Field Definition.....	65
Adding/Editing Custom Fields.....	66
Linking/Unlinking/Ordering Existing Custom Fields in Projects	67
Localizing Custom Field Names.....	67
Dynamic default values.....	68
Dynamic values for Enumeration Custom Fields	68
Enumerations	70
Email Notifications	71
Customizing Status Values.....	72
Custom Functions.....	74
Default Custom Functions	74
Example Custom Function Override	76
8. Troubleshooting.....	78
Application Errors	78
Error 1502 - Category not found	78
Error 2800 - Invalid form security token.....	79
9. Authentication	81
Standard Authentication.....	81
LDAP and Microsoft Active Directory	81
Basic Authentication.....	81
HTTP Authentication.....	81
Deprecated authentication methods	82
10. Project Management	83
Change Log.....	83
Roadmap	84
Time Tracking	86
Graphs	87
Summary Page	87
11. Contributing to MantisBT	89
Talent and Time	89
Recommend MantisBT to Others	89
Blog about MantisBT.....	89
Integrate with MantisBT	89
Registered in MantisBT Users Directory	89
Donate Money	89
Sponsor MantisBT.....	89
Colophon.....	91

Chapter 1. About MantisBT

What is MantisBT?

MantisBT is a web based bug tracking system that was first made available to the public in November 2000. Over time it has matured and gained a lot of popularity, and now it has become one of the most popular open source bug/issue tracking systems. MantisBT is developed in PHP, with support to multiple database backends including MySQL, MS SQL, PostgreSQL and DB2.

MantisBT, as a PHP script, can run on any operating system that is supported by PHP and has support for one of the DBMSes that are supported. MantisBT is known to run fine on Windows, Linux, OS/2, Mac OS X, System i and a variety of Unix operating systems.

Who should read this manual?

This manual is targeted for the person responsible for evaluating, installing and maintaining MantisBT in a company. Typically we refer to this person as the MantisBT administrator.

License

MantisBT is released under the terms of GNU General Public License (GPL)¹. MantisBT is free to use and modify. It is free to redistribute as long as you abide by the distribution terms of the GPL².

How to get it?

MantisBT is available in several Linux distributions including: Debian, Ubuntu, Fedora, Gentoo, Frugalware and others. Hence, if you are running Linux, start by checking if your distribution has a package for MantisBT. If not, or if the package is not up-to-date with the latest MantisBT version, then you may want to download it directly from here³.

For Windows, Mac OS X and other operating systems, use the link provided above to download MantisBT. The download is compressed in tar.gz or zip format. Both formats can be unpacked using tools like 7-Zip⁴ (in case of Windows).

Note that at any point in time there are typically two "latest" MantisBT releases that are available for download. The latest production release (stable), and the latest development release which can be an alpha or a release candidate. It is not recommended to use development releases in production specially if it is still in the alpha stage unless the administrator is familiar with PHP and is able to troubleshoot and fix any issues that may arise.

About the Name

When initially seeking to name this project Ken ran into a problem every programmer encounters. What is a good name? It has to be descriptive, unique, and not too verbose. Additionally having multiple meanings would be a nice touch. Quickly ruled out were php*Something* names which, incidentally, although popular, do not seem to be condoned by the PHP Group developers. Drawing inspiration from Open Source projects like Apache, Mozilla, Gnome, and so forth resulted in two eventual choices: Dragonfly and Mantis. Dragonfly was already the name of a webmail package. So the name became Mantis.

Praying Mantis are insects that feed primarily on other insects and bugs. They are extremely desirable in agriculture as they devour insects that feed on crops. They are also

extremely elegant looking creatures. So, we have a name that is fairly distinctive and descriptive in multiple ways. The BT suffix stands for "Bug Tracker" and distinguishes this project from general usage of the word Mantis. However, over time the project was typically referred to as Mantis.

History

Kenzaburo Ito and a friend originally created a bug tracker as an internal tool for their pet project. A search for good, free packages came up with nothing suitable so they wrote their own. After a rewrite and cleanup it was made available to the public via the GNU General Public License (GPL). The GPL was chosen partly because of his belief that development tools should be cheap or free. In 2002, Ken was joined by Jeroen Latour, Victor Boctor and Julian Fitzell to be the administrators and the core development team of MantisBT. This marks a new era in MantisBT lifetime where it is now a team project.

Support

There are plenty of resources to help answer support queries. Following are the main ones:

- Forums⁵ - The forums are one of the most popular destinations for getting MantisBT support. Start off by searching the forums for your questions, if not found, then go ahead and submit a question.
- Mailing lists⁶ - Available mailing lists are "mantisbt-announce" for announcements, "mantisbt-dev" for development issues, mantisbt-lang for localization and "mantisbt-help" for general help/support questions. There are public archives for such mailing lists. Note that only members of the mailing lists can post to them, hence, subscribe to the lists before you attempt to email them.
- IRC⁷ - The IRC channel is mainly used by developers to engage in in-person discussion. The recommended tool for IRC is XChat (for Linux), XChat 2 (for Windows). However, you can also use Web Chat⁸ to connect to IRC via your web browser. This is also useful when your work firewall blocks the IRC port (although there are other workarounds involving tunneling to fix this issue). Many people prefer to use IRC to ask questions to the developers and other users who are in the IRC channel. The IRC channel logs are archived and made available on the web. (TODO: add irc logs link)
- Wiki⁹ - The MantisBT Wiki has information related to "How To (recipes)", FAQ, feature requirements, etc.
- Search - A good way for locating an answer for your question or finding more information about a topic is to search across all MantisBT website and the Internet via Google¹⁰ or Bing¹¹.

It is important to note that support questions should not be sent directly to MantisBT developers or through the MantisBT contact us pages. Use of "Contact Us" page or emailing the developer directly is available if you are after a paid support or consulting service.

MantisBT News

There are several ways to keep up to date with MantisBT news. These include:

- We send release announcements and important updates to users registered on our official bugtracker¹². To get onto our mailing list, users will have to signup there and verify their email address. This same account can also be used to report, monitor, and comment on issues relating to MantisBT.

- MantisBT Blog¹³ is used to communicate announcements about new releases, topics relating to MantisBT, etc. Users are encouraged to subscribe to the RSS feed to know when new posts are posted there.
- Twitter¹⁴ is used to notify users about up-to-date details about what is happening with MantisBT development. For example, a Twitter update is automatically posted by the official bug tracker whenever an issue is resolved. Twitter users are encouraged to follow "mantisbt".

Versioning

The release numbering convention we use is major.minor.micro (eg. 1.2.0rc1).

- Major - Indicates a very large change in the core package. Rewrites or major milestones.
- Minor - Significant amount of feature addition/modification.
- Micro - Mostly bug fixes and maintenance releases.
- Suffix - rc1 for first release candidate, a1 for alpha 1, etc.

Notes

1. <http://www.gnu.org/copyleft/gpl.html>
2. <http://www.gnu.org/copyleft/gpl.html>
3. <http://www.mantisbt.org/download.php>
4. <http://www.7-zip.org/>
5. <http://www.mantisbt.org/forums/>
6. <http://www.mantisbt.org/maillinglists.php>
7. <http://www.mantisbt.org/irc.php>
8. <http://webchat.freenode.net/>
9. <http://www.mantisbt.org>
10. <http://www.google.com>
11. <http://www.bing.com>
12. <http://www.mantisbt.org/bugs>
13. <http://www.mantisbt.org/blog/>
14. <http://twitter.com/mantisbt>

Chapter 2. Installation

This chapter explains how to install or upgrade MantisBT.

Overview

The table below contains a high-level overview of the processes. Refer to the corresponding sections for details.

New Installation	Upgrade
<ol style="list-style-type: none">1. Check system requirements2. Download and deploy MantisBT3. Execute the Installation script4. Configure the system5. Execute post-installation common tasks6. Execute post-installation specific tasks	<ol style="list-style-type: none">1. Download and deploy MantisBT2. Backup your system3. Put the site down for maintenance4. Execute the Upgrade script5. Execute post-installation common tasks6. Execute post-upgrade specific tasks

System Requirements

Server Hardware Requirements

MantisBT has modest hardware requirements. It requires a computer that is able to run the server software.

- Server type
The server can be a shared public web server or a dedicated co-located box.
- CPU and Memory
As for any web application, you should size your server based on the traffic on the site.
- Disk
The application code is less than 20 MB
The amount of disk space required for the database will vary depending on the RDBMS and the volume of data, the main driving factor being the expected number and size of attachments.

Server Software Requirements

All of the required software is free for commercial and non-commercial use (open source). Please refer to the table below for minimum and recommended versions.

- Operating System

MantisBT runs on Windows, MacOS, OS/2, Linux, Solaris, the BSDs, and just about anything that supports the required server software.

- Web Server

MantisBT is mainly tested with Microsoft IIS¹ and Apache². However, it is expected to work with any recent web server software.

File Extensions: MantisBT uses only *.php* files. If your webserver is configured for other extensions (e.g. *.PHP3*, *.PHTML*) then you will have to request the administrator to add support for *.PHP* files. This should be a trivial modification. Further details can be found in the PHP documentation³

- PHP⁴

The web server must support PHP. It can be installed as CGI or any other integration technology.

- PHP extensions

MantisBT is designed to work in as many environments as possible. Hence the required extensions are minimal and many of them are optional affecting only one feature.

- *mandatory*: the extension for the RDBMS being used (*mysql/mysqli*, *pgsql*, *oci8*, *sqlsrv*, *ibm-db2*)
- *Curl* - required for the Twitter integration feature
- *GD* - required for the graphs feature
- *fileinfo* - Guesses the MIME type of attachments

Without this extension, file attachment previews and downloads may not work correctly as MantisBT won't be able to send the Content-Type header to a browser requesting an attachment.

This extension is included by default from PHP version 5.3.x and above. For older versions you will need to install the fileinfo PECL extension (this requires root access to the server you're using).

- *mbstring* - Recommended for best performance with multibyte (UTF8) strings processing. Required if the admin needs to list the SQL queries generated by MantisBT (see *\$g_show_queries_list* in the Section called *Misc* in Chapter 5).
- Database

MantisBT requires a database to store its data. The supported RDBMS are: MySQL (recommended), PostgreSQL, DB2, Microsoft SQL Server and Oracle (experimental).

Note: There are known issues with all of the above platforms except MySQL, and to a lesser extend PostgreSQL; moreover, you should be aware that support for DB2, SQL server and Oracle is limited.

Versions compatibility table

Category	Package	Minimum Version	Recommended	Comments
RDBMS	MySQL	4.1.x	5.0.x or above	PHP extension: <i>mysql/mysqli</i>
	PostgreSQL	7.0	8.0 or above	PHP extension: <i>pgsql</i>
	IBM DB2			PHP extension: <i>ibm-db2</i>

Category	Package	Minimum Version	Recommended	Comments
	MS SQL Server	2005	2005 or above	PHP extension: mssql or sqlsrv
	Oracle	8i	11gR2	PHP extension: oci8
Web Server	Apache	1.3.x	2.2.x	
	lighttpd	1.4.x	1.4.x	
	IIS	6.0	6.0	
PHP	PHP	5.1.x	5.2.x or above	See above for PHP extensions

Client Requirements

MantisBT should run on most recent browsers in the market, including but not limited to

- Firefox 3 and above
- Internet Explorer 6 and above
- Chrome
- Safari
- Opera

Pre-installation / upgrade tasks

These tasks cover the download and deployment of MantisBT, and should be performed prior to any new installation or upgrade.

1. Download MantisBT
2. Transfer the downloaded file to your webserver

This can be done using whatever method you like best (ftp, scp, etc). You will need to telnet/ssh into the server machine for the next steps.

3. Extract the release

It is highly recommended to maintain a separate directory for each release. This not only avoids mismatch between versions, (files may have been added or removed) but also provides an easy path to downgrade your installation, should you need to.

The usual command is (1 step):

```
tar -xzf filename.tar.gz
```

OR (2 steps):

```
gunzip filename.tar.gz
```

```
tar -xf filename.tar
```

Other file archiving tools such as 7-Zip⁵ should also be able to handle decompression of the archive.

The extraction process should create a new directory like *mantisbt-1.2.x*

4. Rename the directory

For new installations, you may want to rename the directory just created to something simpler, e.g. *mantisbt*

```
mv mantisbt-1.2.x mantisbt
```

New Installation

This chapter explains how to perform a new installation of MantisBT.

Start by checking the system requirements and installing the appropriate version of required software.

Once that is done, execute the installation script. From your web browser, access

```
http://yoursite/mantisbt/admin/install.php
```

The installation procedure will go through the following steps:

1. The script checks basic parameters for the web server
2. Provide required information for the installation
 - database type
 - database server hostname
 - user and password
 - Required privileges: SELECT, INSERT, UPDATE, and DELETE
 - high-privileged database account
 - Additional privileges required: INDEX, CREATE, ALTER, and DROP
 - If this account is not specified, the database user will be used.
3. Click the *Install/Upgrade Database* button
4. The script creates the database and tables.
 - The default Administrator user account is created at this stage, to allow the initial login and setup of MantisBT.
5. The script attempts to write a basic *config_inc.php* file to define the database connection parameters.
 - This operation may fail if the web server's user account does not have write permissions to the directory (which is recommended for obvious security reasons). In this case, you will have to manually create the file and copy/paste the contents from the page.
6. The script perform post installation checks on the system.
 - Review and correct any errors.

Upgrading

This chapter explains how to upgrade an existing MantisBT installation.

Start by Performing the steps described in Pre-installation tasks above.

1. Put the site down for maintenance
 - ```
cp mantis_offline.php.sample mantis_offline.php
```
  - This will prevent users from using the system while the upgrade is in progress.
2. Always *Backup your code, data and config files* before upgrading !

This includes your Mantis directory, your attachments, and your database. Refer to the Backups section for details.

3. Copy the configuration files

To preserve your system settings, you should copy the files listed below to the new directory, as well as any other custom files such as logo, favicon, css, etc.

*config\_inc.php*                      *custom\_strings\_inc.php*                      *custom\_constants\_inc.php*  
*custom\_functions\_inc.php*

4. Execute the upgrade script. From your web browser, access

<http://yoursite/mantisbt-NEW/admin/install.php>  
where *mantisbt-NEW* is the name of the directory where the new release was extracted

5. Provide required information for the upgrade

- high-privileged database account  
Additional privileges required: INDEX, CREATE, ALTER, and DROP  
If this account is not specified, the database user will be used.

6. Click the *Install/Upgrade Database* button

7. At the end of the upgrade, review and correct any warnings or errors.

**Upgrading large databases:** When processing large databases from versions older than 1.2, the upgrade script may fail during the conversion of date fields, leaving the system in an inconsistent (i.e. partially updated) state.

In this case, you should simply restart the upgrade process, which will resume where it left off. Note that you may have to repeat this several times, until normal completion.

Reference: MantisBT issue 12735<sup>6</sup>.

## Configure your installation

There are many settings that you can adjust to configure and customize MantisBT. Refer to the Configuration section, as well as the *config\_defaults\_inc.php* file for in depth explanations of the available options. Check out also the Customizing MantisBT section for further options to personalize your installation.

This step is normally only required for new installations, but when upgrading you may want to review and possibly customize any new configuration options.

Open or create the file *config\_inc.php* in an editor and add or modify any values as required. These will override the default values.

You may want to use the provided *config\_inc.php.sample* file as a starting point.

WARNING: you should never edit the *config\_defaults\_inc.php* file directly, as it could cause issues with future upgrades.

## Post-installation and upgrade tasks

Instructions in this section are common to both new installations and upgrades, and should be applied after completing either process.

1. Test your configuration

Load up *admin/check.php* to validate if everything is setup correctly.

NOTE (for PHP 5.2 only): `check.php` sometimes reports the value of `register_globals` incorrectly. To confirm the correct value, Create a page with this line in it:

```
<?php phpinfo(); ?>
```

save it with a `.php` extension and load it up in your web browser.

2. Delete the `admin` folder

For security reasons, the scripts within this directory should not be accessible on a live MantisBT site or on any installation that is accessible via the Internet.

Once you have confirmed that the install/upgrade was successful, you should delete this directory

```
rm -r admin
```

## Post-installation tasks

Instructions in this section should only be applied after a new installation

1. Login to your bugtracker

Use the default Administrator account. The id and password are `administrator / root`.

2. Create a new Administrator account

Go to *Manage > Manage Users* and create a new account with 'administrator' access level.

3. Disable or delete the default Administrator account

4. Create a new Project

Go to *Manage > Manage Projects* and create a new project

## Post-upgrade tasks

Instructions in this section should only be applied after upgrading an existing installation.

1. Test the new release

Perform any additional testing as appropriate to ensure the new version does not introduce any regressions.

2. Switch the site to the new version

The commands below should be executed from the web root (or wherever the `mantisbt` scripts are installed) and assume that the "live" directory (old version) is named `mantisbt` and the new release directory is `mantisbt-1.2.x`.

```
mv mantisbt mantisbt-old
mv mantisbt-1.2.x mantisbt
```

3. Put the site back on line

```
rm mantis_offline.php
```

This should be the final step in the upgrade process, as it will let users login again.

## Backups

It is strongly recommended to backup your MantisBT database on a regular basis. The method to perform this operation depends on which RDBMS you use.

Backups are a complex subject, and the specificities of implementing and handling them for each RDBMS are beyond the scope of this document. For your convenience, the section below provides a simple method to backup MySQL databases.

You should also consider implementing backups of your MantisBT code (which includes your configs and possibly customization), as well as issue attachments (if stored on disk) and project documents.

*!!! Backups should always be performed before an upgrade !!!*

## MySQL Backups

MySQL databases are easy to backup using the *mysqldump* command:

```
mysqldump -u<username> -p<password> <database name> > <output file>
```

To restore a backup you will need to have a clean database. Then run:

```
mysql -u<username> -p<password> <database name> < <input file>
```

You can also perform both of these tasks using phpMyAdmin<sup>7</sup>

A good idea is to make a backup script and run it regularly through cron or a task scheduler (for Windows see WinCron<sup>8</sup>). Using the current date in the filename can prevent overwriting and make cataloguing easier.

References and useful links:

- [mysqlhotcopy documentation](#)<sup>9</sup>
- [automysqlbackup script](#)<sup>10</sup>

## Uninstall

It is recommended that you make a backup in case you wish to use your data in the future. See the Backups page for details.

To uninstall MantisBT:

- Delete the MantisBT directory and all files and subdirectories.
- Drop all MantisBT tables from the database, these can be identified by the configured prefix for the installation. The default prefix is 'mantis'.
- Remove any customizations or additions that you may have made.

If you have the permissions to create/drop databases and you have a specific database for MantisBT that does not contain any other data, you can drop the whole database.

## Notes

1. <http://www.microsoft.com/iis>
2. <http://www.apache.org/>
3. <http://www.php.net/manual/en/installation.php>
4. <http://www.php.net/>

5. <http://www.7-zip.org/>
6. <http://www.mantisbt.org/bugs/view.php?id=12735>
7. <http://www.phpmyadmin.net/>
8. <http://www.wincron.com/>
9. <http://dev.mysql.com/doc/refman/5.1/en/mysqlhotcopy.html>
10. <http://sourceforge.net/projects/automysqlbackup/>

## Chapter 3. User Management

### Creating User Accounts

In MantisBT, there is no limit on the number of user accounts that can be created. Typically, installations with thousands of users tend to have a limited number of users that have access level above REPORTER.

By default users with ADMINISTRATOR access level have access to create new user accounts. The steps to do that are:

- Click "Manage" on Main Menu.
- Click "Manage Users" (if not selected by default).
- Click "Create New Account" button just below the alphabet key.
- Enter user name, email address, global access level (more details about access levels later). Other fields are optional.
- Click "Create Users".

Creating a user triggers the following actions:

- Creating a user in the database.
- If email notifications (`$g_enable_email_notification`) is set to ON, then the user will receive an email allowing them to activate their account and set their password. Otherwise, the account will be created with a blank password.
- If email notifications (`$g_enable_email_notification`) is set to ON, users with access level about `$g_notify_new_user_created_threshold_min` will get a notification that a user account has been created. Information about the user like user name and email address are provided. The IP of the user that created the account is also included.

When the 'Protected' flag is set on a user account, it indicates that the account is a shared account (e.g. demo account) and hence users logged using such account will not be allowed to change account preferences and profile information.

The anonymous user account specified with the `$g_anonymous_account` option will always be treated as a protected user account. When you are creating the anonymous user account, the 'Protected' flag is essentially ignored because the anonymous user is always treated as a protected user.

### Enabling/Disabling User Accounts

The recommended way of retiring user accounts is to disable them. Scenarios where this is useful is when a person leaves the team and it is necessary to retire their account.

Once an account is disabled the following will be enforced:

- All currently active sessions for the account will be invalidated (i.e. automatically logged out).
- It will no longer be possible login using this account.
- No further email notifications will be sent to the account once it is disabled.
- The user account will not show anymore in lists like "assign to", "send reminder to", etc.

The disabling process is totally reversible. Hence, the account can be re-enabled and all the account history will remain intact. For example, the user will still have issues reported by them, assigned to them, monitored by them, etc.

## Deleting User Accounts

Another way to retire user accounts is by deleting them. This approach is only recommended for accounts that have not been active (i.e. haven't reported issues). Once the account is deleted, any issues or actions associated with such account, will be associated with user123 (where 123 is the code of the account that was deleted). Note that associated issues or actions are not deleted.

As far as the underlying database, after the deletion of a user, records with the user id as a foreign key will have a value that no longer exists in the users table. Hence, any tools that operate directly on the database must take this into consideration.

By default administrators are the only users who can delete user accounts. They can delete accounts by clicking Manage, Manage Users, locating the user to be deleted and opening its details page, then clicking on the "Delete User" button which deletes the user.

Note that "Deleting Users" is not a reversible process. Hence, if it is required to re-add the user account, it is not possible to recreate the user account so that it gets the same ID and hence retains its history. However, manually creating a record in the users table with the same id, can possibly do that. However, this approach is not recommended or supported.

## User Signup

For open source and freeware projects, it is very common to setup MantisBT so that users can signup for an account and get a REPORTER access by default (configurable by the `$g_default_new_account_access_level` configuration option). The signup process can be enabled / disabled using the `$g_allow_signup` configuration option, which is enabled by default.

If user signup is enabled, then it is required that `$g_send_reset_password` is ON as well, and the e-mail settings properly configured (see Email Configuration).

If email notifications (`$g_enable_email_notification`) is set to ON, users with access level about `$g_notify_new_user_created_threshold_min` will get a notification that a user account has been created. Information about the user like user name, email address, IP address are included in the email notification.

## Forgot Password and Reset Password

It is pretty common for users to forget their password. MantisBT provides two ways to handle such scenario: "Forgot Password" and "Reset Password".

"Forgot Password" is a self service scenario where users go to the login page, figure out they don't remember their password, and then click the "Lost your password?" link. Users are then asked for their user name and email address. If correct, then they are sent an email with a link which allows them to login to MantisBT and change their password.

"Reset Password" scenario is where a user reports to the administrator that they are not able to login into MantisBT anymore. This can be due to forgetting their password and possibly user name or email address that they used when signing up. The administrator then goes to Manage, Manage Users, locates the user account and opens its details. Under the user account details, there is a "Reset Password" button which the administrator can click to reset the password and trigger an email to the user to allow them to get into MantisBT and set their password. In the case where email notifications are disabled, resetting password will set the password to an empty string.

## Changing Password

Users are able to change their own passwords (unless their account is "protected"). This can be done by clicking on "My Account", and then typing the new password in the "Password" and "Confirm Password" fields, then clicking "Update User". Changing the password automatically invalidates all logged in sessions and hence the user will be required to re-login. Invalidating existing sessions is very useful in the case where a user going onto a computer, logs into MantisBT and leaves the computer without logging out. By changing the password from another computer, the session on the original computer automatically becomes invalidated.

## Pruning User Accounts

The pruning function allows deleting of user accounts for accounts that have been created more than a week ago, and they never logged in. This is particularly useful for users who signed up with an invalid email or with a typo in their email address address.

The account pruning can be done by administrators by going to "Manage", "Manage Users", and clicking the "Prune Accounts" button inside the "Never Logged In" box.

## Authorization and Access Levels

MantisBT uses access levels to define what a user can do. Each user account has a global or default access level that is associated with it. This access level is used as the access level for such users for all actions associated with public projects as well as actions that are not related to a specific project. Users with global access level less than `$g_private_project_threshold` will not have access to private projects by default.

The default access levels shipped with MantisBT out of the box are VIEWER, REPORTER, UPDATER, DEVELOPER, MANAGER and ADMINISTRATOR. Each features has several configuration options associated with it and identifies the required access level to do certain actions. For example, viewing an issue, reporting an issue, updating an issue, adding a note, etc.

For example, in the case of reporting issues, the required access level is configurable using the `$g_report_bug_threshold` configuration option (which is defaulted to REPORTER). So for a user to be able to report an issue against a public project, the user must have a project-specific or a global access level that is greater than or equal to REPORTER. However, in the case of reporting an issue against a private project, the user must have project specific access level (that is explicitly granted against the project) that is higher than REPORTER or have a global access level that is higher than both `$g_private_project_threshold` and `$g_report_bug_threshold`.

Note that project specific access levels override the global access levels. For example, a user may have REPORTER as the global access level, but have a MANAGER access level to a specific project. Or a user may have MANAGER as the global access level by VIEWER access to a specific project. Access levels can be overridden for both public and private projects. However, overriding access level is not allowed for users with global access ADMINISTRATOR.

Each feature typically has multiple access control configuration options to defines what access level can do certain operations. For example, adding a note may require REPORTER access level, updating a note my require DEVELOPER access level, unless the own was owned by the same user and in this case REPORTER access level. Such threshold configuration options can be set to a single access level, which means users with such threshold and above are authorized to do such action. The other option is to specify an array of access level which indicates that users with the explicitly specific thresholds are allowed to do such actions.

It is also worth mentioning that the access levels are defined by the `$g_access_levels_enum_string` configuration option, and it is possible to customize such

list. The default value for the available access levels is '10:viewer, 25:reporter, 40:updater, 55:developer, 70:manager, 90:administrator'. The instructions about how to customize the list of access levels will be covered in the customization section.

## Auto Creation of Accounts on Login

In some cases MantisBT is setup in a way, where it allows users that already exists in a directory or another application to be automatically authenticated and added to MantisBT. For example, a company may setup their MantisBT installation in a way, where its staff members that are already registered in their LDAP directory, should be allowed to login into MantisBT with the same user name and password. Another example, is where MantisBT is integrated into some content management system, where it is desired to have a single registration and single sign-on experience. In such scenarios, once a user logs in for the first time, a user account is automatically created for them, although the password verification is still done against LDAP or the main users repository.

## User Preferences

Users can fine tune they way MantisBT interacts with them via modifying their user preferences. User preferences can only be managed by users and are not available for the administrators to tweak. The administrators can only tweak the default value for such preferences. However, once a user account is created, it is then the responsibility of the user to manage their own preferences. The user preferences include the following:

- **Default Project:** A user can choose the default project that is selected when the user first logs in. This can be a specific project or "All Projects". For users that only work on one project, it would make sense to set such project as the default project (rather than "All Projects"). The active project is part of the filter applied on the issues listed in the "View Issues" page. Also any newly reported issues will be associated with the active project.
- **Refresh Delay:** The refresh delay is used to specify the number of seconds between auto-refreshes of the View Issues page.
- **Redirect Delay:** The redirect delay is the number of seconds to wait after displaying flash messages like "Issue created successfully", and before the user gets redirected to the next page.
- **Notes Sort Order:** The preference relating to how notes should be ordered on an issue is viewed or in email notifications. The ascending order is where notes are ordered so that ordered notes appear before newer notes, the descending order is the reverse.
- **Email on New:** If unticked, then email notifications relating to creation of a new issue would be disabled. Note that the preference is only used to disabled notifications that as per the administrator's configuration, this user would have qualified to receive them.
- **Email on Change of Handler:** TODO - is this preference used?
- **Email on Feedback:** TODO - is this preference used?
- **Email on Resolved:** TODO
- **Email on Closed:** TODO
- **Email on Reopened:** TODO
- **Email on Note Added:** TODO
- **Email on Status Change:** TODO
- **Email on Priority Change:** TODO - is this preference used?

- **Email Notes Limit:** This preference can be used to limit the number of issue notes to view or to be included in an email notifications. Specifying N here means that the latest N notes will be included. The value 0 causes all notes to be included.
- **Language:** The preferred language of the user. This language is used by the GUI and in email notifications. Note that MantisBT uses UTF8 for encoding the data, and hence, the user can be interacting with MantisBT user interface in Chinese while logging issue data in German.

## User Profiles

A user profile describes an environment that the user uses to run the software for which issues are being tracked. The profile information include "Platform", "Operating System", "OS Version", and "Additional Description". Each user has access to profiles that they create (can be multiple), in addition to global ones that are shared created by other users. When reporting issues, users can elect to enter information like platform, operating system, version manually, or they can choose from the list of profiles that are already defined.

Global profiles are typically used by the administrator to define a set of standard profiles that are typically used by the MantisBT users. This makes it easier for the users to use such profiles without having to define create them. The access level required for users to be able to create global profiles is configured by the `$g_manage_global_profile_threshold` configuration option and it is defaulted to MANAGER.

## Chapter 4. Issue Lifecycle and Workflow

### Issue Creation

The life cycle of an issue starts with its creation. An issue can be created via one of the following channels:

- MantisBT Web Interface - This is where a user logs into MantisBT and reports a new issue.
- SOAP API - Where an application automatically reports an issue into MantisBT using the SOAP API web services interfaces. For example, the nightly build script can automatically report an issue if the build fails.
- Email - This is not supported out of the box, but there are existing MantisBT patches that would listen to emails on pre-configured email addresses and adds them to the MantisBT database.
- Others - There can be several other ways to report issues. For example, applications / scripts that directly injects issues into MantisBT database (not recommended, except for one-off migration scripts), or PHP scripts that use the core MantisBT API to create new issues.

### Issue Statuses

An important part of issue tracking is to classify issues as per their status. Each team may decide to have a different set of categorization for the status of the issues, and hence, MantisBT provides the ability to customize the list of statuses. MantisBT assumes that an issue can be in one of three stages: opened, resolved and closed. Hence, the customized statuses list will be mapped to these three stages. For example, MantisBT comes out of the box with the following statuses: new, feedback, acknowledged, confirmed, assigned, resolved and closed. In this case "new" -> "assigned" map to opened, "resolved" means resolved and "closed" means closed.

Following is the explanation of what the standard statuses that are shipped with MantisBT means.

- New - This is the landing status for new issues. Issues stay in this status until they are assigned, acknowledged, confirmed or resolved. The next status can be "acknowledged", "confirmed", "assigned" or "resolved".
- Acknowledged - This status is used by the development team to reflect their agreement to the suggested feature request. Or to agree with what the reporter is suggesting in an issue report, although they didn't yet attempt to reproduce what the reporter is referring to. The next status is typically "assigned" or "confirmed".
- Confirmed - This status is typically used by the development team to mention that they agree with what the reporter is suggesting in the issue and that they have confirmed and reproduced the issue. The next status is typically "assigned".
- Assigned - This status is used to reflect that the issue has been assigned to one of the team members and that such team member is actively working on the issue. The next status is typically "resolved".
- Resolved - This status is used to reflect that the issue has been resolved. An issue can be resolved with one of many resolutions (customizable). For example, an issue can be resolved as "fixed", "duplicate", "won't fix", "no change required", etc. The next statuses are typically "closed" or in case of the issue being re-opened, then it would be "feedback".

- Closed - This status reflects that the issue is completely closed and no further actions are required on it. It also typically hides the issue from the View Issues page. Some teams use "closed" to reflect sign-off by the reporter and others use it to reflect the fact that the fix has been released to customers.

## Workflow

Now that we have covered how an issue gets created, and what are the different statuses during the life cycle of such issues, the next step is to define the workflow. The workflow dictates the valid transitions between statuses and the user access level required of the user who triggers such transitions; in other words, how issues move from one status to another and who is authorized to trigger such transitions.

MantisBT provides the ability for teams to define their own custom workflow which works on top of their custom status.

### Workflow Transitions

By default, there is no workflow defined, which means that all states are accessible from any other, by anyone.

The "Manage > Manage Configuration > Workflow Transitions" page allows users with ADMINISTRATOR access level to do the following tasks:

- Define the valid next statuses for each status.
- Define the default next status for each status.
- Define the minimum access level required for a user to transition to each status.
- Define the default status for newly created issues.
- Define the status at which the issue is considered resolved. Any issues a status code greater than or equal to the specified status will be considered resolved.
- Define the status which is assigned to issues that are re-opened.
- Define the required access level to change the workflow.

Note that the scope of the applied change is dependent on the selected project. If "All Projects" is selected, then the configuration is to be used as the default for all projects, unless overridden by a specific project. To configure for a specific project, switch to it via the combobox at the top right corner of the screen.

The Global ("All Projects") workflow can also be defined in the *config\_inc.php* file, as per the following example.

```
$g_status_enum_workflow[NEW_] =' 30:acknowledged,20:feedback,40:confirmed,50:assigned,80:resolved';
$g_status_enum_workflow[FEEDBACK] =' 30:acknowledged,40:confirmed,50:assigned,80:resolved';
$g_status_enum_workflow[ACKNOWLEDGED] =' 40:confirmed,20:feedback,50:assigned,80:resolved';
$g_status_enum_workflow[CONFIRMED] =' 50:assigned,20:feedback,30:acknowledged,80:resolved';
$g_status_enum_workflow[ASSIGNED] =' 80:resolved,20:feedback,30:acknowledged,40:confirmed';
$g_status_enum_workflow[RESOLVED] =' 90:closed,20:feedback,50:assigned';
$g_status_enum_workflow[CLOSED] =' 20:feedback,50:assigned';
```

Notes:

- The workflow needs to have a path from the statuses greater than or equal to the 'resolved' state (see `$g_bug_resolved_status_threshold`) back to the 'feedback' state (see `$g_bug_feedback_status`), otherwise, the re-open operation won't work.
- The first item in each list denotes the default value for this status, which will be pre-selected in the Change Status combobox in the View Issues page.

## Workflow Thresholds

This "Manage > Manage Configuration > Workflow Thresholds" page allows users with ADMINISTRATOR access level to define the thresholds required to do certain actions. Following is a list of such actions and what they mean:

- Report an issue - The access levels that are allowed to report an issue.
- Update an issue - The access levels that are allowed to update the header information of an issue.
- Allow issue to be closed on resolved - The access levels that are allow to resolve and close an issue in one step.
- Allow reporter to close issue - Indicates if reporters should be allowed to close issues reported by them.
- Monitor an issue - The access levels required for a user to be able to monitor an issue. Once a user monitors an issue, the user will be included in all future email notifications relating to changes in the issue.
- Handle an issue - The access levels required for a user to be shown in the list of users that can handle an issue.
- Assign an issue - The access levels required for a user to be able to change the handler (i.e. assign / unassign) an issue.
- Move an issue - The access levels required for a user to be able to move an issue from one project to another. (TODO: are these access levels evaluated against source or destination project?).
- Delete an issue - The access levels required for a user to be able to delete an issue.
- Reopen an issue - The access levels required for a user to be able to re-open a resolved or closed issue.
- Allow Reporter to re-open Issue - Whether the reporter of an issue can re-open a resolved or closed issue, independent of their access level.
- Status to which a reopened issue is set - This is the status to which an issue is set after it is re-opened.
- Resolution to which a reopen issue is set - The resolution to set on issues that are re-opened.
- Status where an issue is considered resolved - The status at which an issue is considered resolved.
- Status where an issue becomes readonly - Issues with such status and above are considered read-only. Read-only issues can only be modified by users with a configured access level. Read-only applies to the issue header information as well as other issue related information like relationships, attachments, notes, etc.
- Update readonly issues - The access levels required for a user to be able to modify a readonly issue.
- Update issue status - The access levels required for a user to be able to modify the status of an issue.

- View private issues - The access levels for a user to be able to view a private issue.
- Set view status (public vs. private) - The access level for a user to be able to set whether an issue is private or public, when reporting the issue. If the user reporting the issues doesn't have the required access, then the issue will be created with the default view state.
- Update view status (public vs private) - The access level required for a user to be able to update the view status (i.e. public vs. private).
- Show list of users monitoring issue - The access level required for a user to be able to view the list of users monitoring an issue.
- Set status on assignment of handler - The access levels required for a user to be able to re-assign an issue when changing its status.
- Status to set auto-assigned issues to - The status - This is the status that is set on issues that are auto assigned to users that are associated with the category that the issuer is reported under.
- Limit reporter's access to their own issues - When set, reporters are only allow to view issues that they have reported.
- Add notes - The access levels required for users to be able to add notes.
- Update notes - The access levels required for users to be able to update issue notes.
- Allow user to edit their own issue notes - A flag that indicates the ability for users to edit issue notes report by them.
- Delete note - The access levels required for a user to delete a note that they may or may not have reported themselves.
- View private notes - The access levels required for a user to be able to view private notes associated with an issue that they have access to view.
- View Change Log - The access levels required for a user to be able to view the change log.
- View Assigned To - The access levels required for a user to be able to know the handler of an issue that they have access to.
- View Issue History - The access levels required for a user to be able to view the history of changes of an issue.
- Send reminders - The access levels required for a user to be able to send reminders to other users relating to an issue that they have access to.

# Chapter 5. Configuration

## Database

The database settings must be set in order for the package to work properly. These settings should be provided to you by your system administrator or your hosting company.

`$g_hostname`

Host name or connection string for Database server. The default value is localhost. For MySQL, this should be hostname or hostname:port (e.g. localhost:3306).

`$g_db_username`

User name to use for connecting to the database. The user needs to have read/write access to the MantisBT database. The default user name is "root".

`$g_db_password`

Password for the specified user name. The default password is empty.

`$g_database_name`

Name of database that contains MantisBT tables. The default name is 'bugtracker'.

`$g_db_schema`

The database schema (used in case of DB2), otherwise should be left blank.

`$g_db_type`

The supported database types are listed in the table below.

The PHP extension corresponding to the selected type must be enabled.

| RDBMS         | db_type     | PHP extension | Comments     |
|---------------|-------------|---------------|--------------|
| MySQL         | mysql       | mysql         | default      |
|               | mysqli      | mysqli        |              |
| PostgreSQL    | pgsql       | pgsql         |              |
| IBM DB2       | db2         | db2           | experimental |
| MS SQL Server | mssqlnative | sqsrv         | experimental |
| Oracle        | oci8        | oci8          | experimental |

## Path

These path settings are important for proper linking within MantisBT. In most scenarios the default values should work fine, and you should not need to override them.

`$g_path`

URL to your installation as seen from the web browser; this is what you type into the URL field. Requires trailing '/' character. eg. 'http://www.example.com/mantisbt/'. In the following example https protocol is used: eg. 'https://www.example.com/mantisbt/'. MantisBT will default this to the correct value. However, in some cases it might be necessary to override the default.

This is typically needed when an installation can be accessed by multiple URLs (internal vs external).

`$g_icon_path`

This is the URL to the icons (images) directory as seen from the web browser. All MantisBT images/icons are loaded from this URL. The default value for this URL is based on `$g_path` (i.e. `'%path%images/'`). Note that a trailing `'/'` is required.

`$g_short_path`

Short web path without the domain name. This requires the trailing `'/'`.

`$g_absolute_path`

This is the absolute file system path to the MantisBT installation, it is defaulted to the directory where `config_defaults_inc.php` resides. Requires trailing `'/'` character (eg. `'/usr/apache/htdocs/mantisbt/'`).

`$g_core_path`

This is the path to the core directory of your installation. The default value is usually OK, unless you move the `'core'` directory out of your webroot. Requires trailing `DIRECTORY_SEPARATOR` character.

`$g_class_path`

This is the path to the classes directory which is a sub-directory of core by default. The default value is typically OK. Requires trailing `DIRECTORY_SEPARATOR` character.

`$g_manual_url`

This is the url to the MantisBT online manual. Requires trailing `'/'` character.

## Webserver

`$g_use_iis`

Indicates that IIS (Microsoft Internet Information Server) is the web server on which MantisBT is hosted.

Default value is normally determined automatically by the system.

`$g_session_handler`

Session handler. Possible values are as per the list below; the default is *php*.

- *php*: PHP filesystem sessions
- *adodb*: Database storage sessions
- *memcached*: Memcached storage sessions

`$g_session_key`

A string to uniquely identify the MantisBT sessions. This should be unique between multiple installations to prevent conflicts. Defaults to *MantisBT*.

`$g_session_save_path`

Location where session files are stored. The default is *false*, meaning the session handler's default location will be used.

`$g_session_validation`

Use Session validation (defaults to *ON*)

*WARNING: Disabling this could be a potential security risk*

`$g_form_security_validation`

Form security validation, defaults to *ON*. This protects against Cross-Site Request Forgery<sup>1</sup>. Some proxy servers may not correctly work with this option enabled because they cache pages incorrectly.

*WARNING: Disabling this option is a security risk, it is strongly recommended to leave it ON*

## Configuration Settings

`$g_global_settings`

This option contains the list of configuration options that are used to determine if it is allowed for a specific configuration option to be saved to or loaded from the database. Configuration options that are in the list are considered global only and hence are only configurable via the `config_inc.php` file and defaulted by `config_defaults_inc.php` file.

## Signup and Lost Password

`$g_allow_signup`

Allow users to signup for their own accounts.

If *ON* (default), then `$g_send_reset_password` must be *ON* as well, and mail settings must be correctly configured (see Email Configuration).

`$g_max_failed_login_count`

Maximum failing login attempts before the account is locked. Once locked, it's required to reset the password (lost password). Value resets to zero at each successfully login. Default is *OFF*.

`$g_notify_new_user_created_threshold_min`

The minimum global access level required to be notified when a new user registers via the "signup form". To pick specific access levels that are not necessarily at the higher end of access levels, use an array of access levels. Default is *ADMINISTRATOR*.

`$g_send_reset_password`

If *ON* (default), users will be sent their password when their account is created or password reset (this requires mail settings to be correctly configured).

If *OFF*, then the Administrator will have to provide a password when creating new accounts, and the password will be set to blank when reset.

`$g_password_confirm_hash_magic_string`

TODO

`$g_signup_use_captcha`

TODO

`$g_system_font_folder`

TODO

`$g_font_per_captcha`

TODO

`$g_lost_password_feature`

TODO

`$g_max_lost_password_in_progress_count`

TODO

## Email

`$g_administrator_email`

The administrator's e-mail address. This is mainly prompted to the user in case of errors that might require the intervention of the system administrator. For example, SQL errors. `sysadmin@example.com`

`$g_webmaster_email`

The webmaster's e-mail address. This address is displayed in the bottom of all MantisBT pages. `webmaster@example.com`

`$g_from_email`

The email address to be used as the source of all emails sent by MantisBT. `noreply@example.com`

`$g_return_path_email`

Email address to receive bounced emails.

`$g_enable_email_notification`

Set to ON to enable email notifications, OFF to disable them. Default is ON. Note that disabling email notifications has no effect on emails generated as part of the user signup process. When set to OFF, the password reset feature is disabled. Additionally, notifications of administrators updating accounts are not sent to users.

`$g_default_notify_flags`

Associated with each action a list of flags to control who should be notified. The default will be used if the action is not included in `$g_notify_flags` or if the flag is not included in the specific action definition. The list of actions include: new, assigned, resolved, bugnote, reopened, closed, deleted, feedback. The default is: `$g_default_notify_flags = array('reporter' => ON, 'handler' => ON, 'monitor' => ON, 'bugnotes' => ON, 'explicit' => ON, 'threshold_min' => NOBODY, 'threshold_max' => NOBODY);` `threshold_min` and `threshold_max` are used to send messages to all members of the project whose status is greater than or equal to "`threshold_min`" and less than or equal to "`threshold_max`". Sending messages to everyone would set "`threshold_min`" to ANYBODY and "`threshold_max`" to "NOBODY". To send to all DEVELOPERS and above (as 0.17.5), use DEVELOPER and NOBODY respectively.

`$g_notify_flags`

Defines the notification flags that are different from the defaults that are defined in `$g_default_notify_flags`. The following code overrides the default by disabling notifications to bugnote authors and users monitoring the bug on submitting a new bug: `$g_notify_flags['new'] = array('bugnotes' => OFF, 'monitor' => OFF);` Available actions include:

- 'new': a new bug has been added

- 'reopened': the bug has been reopened
- 'deleted': a bug has been deleted
- 'owner': the bug has been assigned a new owner
- 'bugnote': a bugnote has been added to a bug
- 'sponsor': the sponsorship for the bug has changed (added, deleted or updated)
- 'relation': a relationship for the bug has changed (added, deleted or updated)
- 'monitor': a user is added to the monitor list.

In addition, an action can match the bug status in `$g_status_enum_string`. Note that spaces in the string are replaced with underscores ('\_') in creating the action. Thus, using the defaults, 'feedback' would be a valid action.

#### `$g_email_receive_own`

This defines whether users should receive emails for their own actions. This option is defaulted to OFF, hence, users do not receive email notification for their own actions. This can be a source for confusions for users upgrading from MantisBT 0.17.x versions, since in these versions users used to get notified of their own actions.

#### `$g_validate_email`

Set to OFF to disable email checking. Default is ON.

#### `$g_check_mx_record`

Set to OFF to disable email checking. Default is OFF.

#### `$g_allow_blank_email`

If ON, allows the user to omit an email address field. If you allow users to create their own accounts, they must specify an email at that point, no matter what the value of this option is. Otherwise they wouldn't get their passwords.

#### `$g_limit_email_domain`

Only allow and send email to addresses in the given domain. This is useful as a security feature and it is also useful in cases like Sourceforge where its servers are only limited to send emails to SourceForge email addresses in order to avoid spam.  
`$g_limit_email_domain = 'users.sourceforge.net';`

#### `$g_show_user_email_threshold`

This specifies the access level that is needed to have user names hyperlinked with mailto: links. The default value is NOBODY, hence, even administrators won't have this feature enabled.

#### `$g_mail_priority`

If `use_x_priority` is set to ON, what should the value be? Urgent = 1, Not Urgent = 5, Disable = 0 . Default is 3 Some MTAs interpret X-Priority = 0 to mean 'Very Urgent'

#### `$g_phpMailer_method`

Select the method to send mail:

- `PHPMAILER_METHOD_MAIL` for use of mail() function,
- `PHPMAILER_METHOD_SENDMAIL` for sendmail (or postfix),
- `PHPMAILER_METHOD_SMTP` for SMTP,

Default is `PHPMAILER_METHOD_MAIL`.

### `$g_smtp_host`

This option specifies the SMTP server to submit messages to. The SMTP server (MTA) then takes on the responsibility of delivering messages to their final destinations.

To use the local SMTP (if available) set this to 'localhost', otherwise use the fully qualified domain name of the remote SMTP server.

It can be either a single hostname, or multiple semicolon-delimited hostnames. You can specify for each host a port other than the default, using format: *hostname:port* (e.g. "smtp1.example.com:25;smtp2.example.com").

Hosts will be tried in the given order.

**Note:** This is only used with `PHPMAILER_METHOD_SMTP` (see `$g_phpmailer_method`).

The default is 'localhost'.

### `$g_smtp_port`

The default SMTP port to use. This can be overridden individually for specific hosts. (see `$g_smtp_host`).

Typical SMTP ports are 25 and 587.

The default is 25.

### `$g_smtp_connection_mode`

Allow secure connection to the SMTP server. Valid values are:

- " (empty string): No encryption. This is the default.
- *ssl*
- *tls*

### `$g_smtp_username`

SMTP Server Authentication user

Allows the use of SMTP Authentication when using a remote SMTP host.

**Note:** must be set to " (empty string) if the SMTP host does not require authentication.

Default is "".

### `$g_smtp_password`

This is the password that is used in SMTP Authentication. Not used when `$g_smtp_username = ""`

Default is "".

### `$g_email_send_using_cronjob`

Disables sending of emails as soon as an action is performed. Emails are instead queued and must be sent by running `scripts/send_emails.php` periodically. This script can only be executed from the CLI, not from the web interface, for security reasons.

Enabling this option can help with performance problems if large numbers of emails are generated or mail delivery is slow by not delaying page execution when sending emails.

**\$g\_email\_set\_category**

Specify whether e-mails should be sent with the category set or not. This is tested with Microsoft Outlook. More testing for this feature + other formats will be added in the future. OFF, EMAIL\_CATEGORY\_PROJECT\_CATEGORY (format: [Project] Category). Default is OFF.

**\$g\_email\_separator1**

Default is `str_pad("", 70, '=')`; This means 70 equal signs.

**\$g\_email\_separator2**

Default is `str_pad("", 70, '-')`; This means 70 minus signs.

**\$g\_email\_padding\_length**

Default is 28.

MantisBT uses flags and a threshold system to generate emails on events. For each new event, email is sent to:

- the reporter, qualified by the notify flag 'reporter' below
- the handler (or Assigned to), qualified by the notify flag 'handler' below
- anyone monitoring the bug, qualified by the notify flag 'monitor' below
- anyone who has ever added a bugnote the bug, qualified by the notify flag 'bugnotes' below
- anyone assigned to the project whose access level is greater than or equal to the notify flag 'threshold\_min' and less than or equal to the notify flag 'threshold\_max' below

From this list, those recipients who meet the following criteria are eliminated:

- the originator of the change, if `$g_email_receive_own` is OFF
- the recipient either no longer exists, or is disabled
- the recipient has turned their `email_on_<new status>` preference OFF
- the recipient has no email address entered

## Version

**\$g\_show\_version**

Whether to show the MantisBT version at the bottom of each page or not. Default is ON.

## Language

**\$g\_default\_language**

This is the language used by default in MantisBT. This may be set to 'auto' where MantisBT will try to determine the language from the browser.

#### `$g_language_choices_arr`

This is to be set to an array of languages that are available for users to choose from. The default value includes all languages supported by MantisBT. The administrator can limit the languages available for users to choose from by overriding this value. For example, to support English, French and German include the following code: `array( 'english', 'french', 'german' );` Of course, administrators can also add their own languages by translating the strings and creating their own language files. You are encouraged to share any translation work that you do with the MantisBT team. This will ensure that the newly created language file is maintained with future MantisBT releases. All language files reside in the `lang/` folder. They are all named according to the following pattern: `strings_<language>.txt`.

#### `$g_fallback_language`

This is the language used if MantisBT cannot determine the language from the browser. It defaults to `'english'`. As of 0.19.0, this may be set to `'auto'` where MantisBT will try to determine the language from the browser.

**Note:** If a string does not exist in the active language, the English string is used instead.

## Display

#### `$g_window_title`

This is the browser window title (`<TITLE>` tag).

#### `$g_page_title`

This is a heading that is displayed in the viewing area of the page.

#### `$g_favicon_image`

Path to the favorites icon relative to MantisBT root folder (default `'images/favicon.ico'`).

#### `$g_logo_image`

Path to the logo image relative to MantisBT root folder (default `'images/mantis_logo.gif'`).

#### `$g_logo_url`

The default URL to be associated with the logo. By default this is set to `$g_default_home_page` (which defaults to My View page). Clicking on the logo from any page in the bug tracker will navigate to the URL specified in this configuration option.

#### `$g_show_footer_menu`

Show the menu at the bottom of the page as well as at the top. Default value is OFF.

#### `$g_show_project_menu_bar`

This option specifies whether to add menu at the top of the page which includes links to all the projects. The default value is OFF.

#### `$g_show_assigned_names`

When a bug is assigned then replace the word "assigned" with the name of the developer in parenthesis. Default is ON.

`$g_show_priority_text`

Specifies whether to show priority as text (ON) or icon (OFF) in the view all bugs page. Default is OFF (icon).

`$g_priority_significant_threshold`

Define the priority level at which a bug becomes significant. Significant bugs are displayed with emphasis. Set this value to -1 to disable the feature. The default value is HIGH.

`$g_severity_significant_threshold`

Define the severity level at which a bug becomes significant. Significant bugs are displayed with emphasis. Set this value to -1 to disable the feature. The default value is MAJOR.

`$g_view_issues_page_columns`

This configuration option is used to select the columns to be included in the View Issues page and in which order. If one of the column is not accessible to the logged in user, or corresponds to a disabled feature, then it will be automatically removed from the list at runtime. Hence, the same column list may show a different set of columns based on the logged in user, the currently selected project and enabled features (e.g. `sponsorship_total` is only shown if the sponsorship feature is enabled).

The supported columns are: `selection`, `edit`, `id`, `project_id`, `reporter_id`, `handler_id`, `priority`, `reproducibility`, `projection`, `eta`, `resolution`, `fixed_in_version`, `view_state`, `os`, `os_build`, `build` (for product build), `platform`, `version`, `date_submitted`, `attachment_count`, `category`, `sponsorship_total`, `severity`, `status`, `last_updated`, `summary`, `bugnotes_count`, `description`, `steps_to_reproduce`, `additional_info`. As for custom fields they can be referenced by adding a `'custom_'` to their name (e.g. `xyz` would be `custom_xyz`).

By default the following columns are selected: `selection`, `edit`, `priority`, `id`, `sponsorship_total`, `bugnotes_count`, `attachment_count`, `category_id`, `severity`, `status`, `last_updated`, `summary`.

`$g_print_issues_page_columns`

This configuration option is used to select the columns to be included in the Print Issues page and in which order. See `$g_view_issues_page_columns` for more details about the supported fields.

By default the following columns are selected: `selection`, `priority`, `id`, `sponsorship_total`, `bugnotes_count`, `attachment_count`, `category_id`, `severity`, `status`, `last_updated`, `summary`

`$g_csv_columns`

This configuration option is used to select the columns to be included in the CSV export and in which order. See `$g_view_issues_page_columns` for more details about the supported fields.

By default the following columns are selected: `id`, `project_id`, `reporter_id`, `handler_id`, `priority`, `severity`, `reproducibility`, `version`, `build`, `projection`, `category_id`, `date_submitted`, `eta`, `os`, `os_build`, `platform`, `view_state`, `last_updated`, `summary`, `status`, `resolution`, `fixed_in_version`, `duplicate_id`.

`$g_excel_columns`

This configuration option is used to select the columns to be included in the CSV export and in which order. See `$g_view_issues_page_columns` for more details about the supported fields.

By default the following columns are selected: `id`, `project_id`, `reporter_id`, `handler_id`, `priority`, `severity`, `reproducibility`, `version`, `build`, `projection`, `category_id`,

date\_submitted, eta, os, os\_build, platform, view\_state, last\_updated, summary, status, resolution, fixed\_in\_version, duplicate\_id.

#### `$g_show_bug_project_links`

Show project links when in All Projects mode. Default is ON.

#### `$g_status_legend_position`

Specifies the position of the status colour legend, can be: `STATUS_LEGEND_POSITION_TOP` or `STATUS_LEGEND_POSITION_BOTTOM`. Default is `STATUS_LEGEND_POSITION_BOTTOM`.

#### `$g_show_product_version`

This controls display of the product version in the report, view, update and print issue pages. This flag also applies to other product version related fields like product build, fixed in version, and target version. Valid values are ON, OFF, and AUTO. ON for always displayed, AUTO for displayed when project has versions defined, and OFF for always OFF. The default value is AUTO.

#### `$g_show_version_dates_threshold`

The access level threshold at which users will see the date of release for product versions. Dates will be shown next to the product version, target version and fixed in version fields. Set this threshold to `NOBODY` to disable the feature. Default value is `NOBODY`.

#### `$g_show_realname`

This control will replace the user's userid with their realname. If it is set to ON, and the real name field has been populated, the replacement will occur. It defaults to OFF.

#### `$g_show_avatar`

Show the user's avatar

The current implementation is based on Gravatar<sup>2</sup>; Users will need to register there the same email address used in this MantisBT installation to have their avatar shown. Please note: upon registration or avatar change, it may take some time for the updated gravatar images to show on sites

The config can be either set to OFF (avatars disabled), or to a string defining the default avatar to be used when none is associated with the user's email. Valid values are:

- OFF (default)
- ON (equivalent to 'identicon')
- One of Gravatar's defaults (mm, identicon, monsterid, wavatar, retro); refer to Image Requests documentation<sup>3</sup> for further details.
- An URL to the default image to be used (for example, "http://path/to/unknown.jpg" or "%path%images/no\_avatar.png").

#### `$g_show_avatar_threshold`

The threshold of users for which MantisBT should attempt to show the avatar (default DEVELOPER). Note that the threshold is related to the user for whom the avatar is being shown, rather than the user who is currently logged in.

## Time

### `$g_cookie_time_length`

Time for 'permanent' cookie to live in seconds. This is what is used when a user selects "save login". Default is the equivalent of 1 year (30000000).

### `$g_allow_permanent_cookie`

Allow users to opt for a 'permanent' cookie when logging in. Controls the display of the 'Remember my login in this browser' checkbox on the login page. See `$g_cookie_time_length`.

### `$g_wait_time`

Time to delay between page redirects (in seconds). Users can override this setting in their user preferences. Default is 2 seconds.

### `$g_content_expire`

Time to wait before document is stale (in minutes). This is used in `meta_inc.php`. Default is 0 (expires right away).

### `$g_long_process_timeout`

This timeout is used by pages which does time consuming operations like upgrading the database. The default value of 0 disables timeout. Note that this timeout is specified in seconds.

## Date

These variables control how the date is displayed (default is 'US' formatting). Go to the `date()`<sup>4</sup> function in PHP online manual for detailed instructions on date formatting.

### `$g_short_date_format`

This format is used in the bug listing pages (eg: View Bugs). Default is 'm-d-y'.

### `$g_normal_date_format`

This format is used in the view/update bug pages, bug notes, manage section, and news section. Default is 'm-d-y H:i'.

### `$g_complete_date_format`

This format is used on the top of each page (current time) and the emails that are sent out. Default is 'm-d-y H:i T'.

## Time Zone

### `$g_default_timezone`

Default timezone to use in MantisBT. This must be set to one of the values specified in the List of Supported Timezones<sup>5</sup>.

If this config is left blank (default), it will be initialized by calling function `date_default_timezone_get()`<sup>6</sup> to determine the default timezone. With PHP  $\geq$  5.3, this will result in a system warning if the timezone has not been defined in `php.ini`<sup>7</sup>. Note that this function's behavior was modified in PHP 5.4.0.

## News

These options are used to control the query that selects the news entries to be displayed.

`$g_news_enabled`

Indicates whether the news feature should be enabled or disabled. The default is OFF. The news feature is deprecated in favor of being moved to a plugin.

`$g_news_limit_method`

Limit the news entry that are displayed by number of entries (BY\_LIMIT) or by date (BY\_DATE). The default is BY\_LIMIT.

`$g_news_view_limit`

The limit for the number of news entries to be displayed. This option is only used if `$g_news_limit_method` is set to BY\_LIMIT.

`$g_news_view_limit_days`

Specifies the number of dates after which the news are not displayed. This option is only used if `$g_news_limit_method` is set to BY\_DATE.

`$g_private_news_threshold`

Specifies the access level required to view private news. The default is DEVELOPER.

## Default Preferences

`$g_default_new_account_access_level`

This is the default access level users are given when their account is created by email. The default access level is REPORTER. Look in `constant_inc.php` for other values.

`$g_default_bug_view_status`

The default viewing status for the new bug (VS\_PUBLIC or VS\_PRIVATE). The default is VS\_PUBLIC.

`$g_default_bugnote_view_status`

The default viewing status for the new bugnote (VS\_PUBLIC or VS\_PRIVATE). The default is VS\_PUBLIC.

`$g_default_reminder_view_status`

The default viewing status for the new reminders (VS\_PUBLIC or VS\_PRIVATE). The default is VS\_PUBLIC.

`$g_reminder_receive_threshold`

The minimum access level for a user to show up in the reminder user picker. Note that this is the access level for the project for which the issue belongs. The default is DEVELOPER.

`$g_default_bug_resolution`

The resolution for a newly created issue. The default is OPEN. Look in `constant_inc.php` for other values.

`$g_default_bug_severity`

The severity for a newly created issue. The default is MINOR. Look in `constant_inc.php` for other values.

`$g_default_bug_priority`

The priority for a newly created issue. The default is NORMAL. Look in `constant_inc.php` for other values.

`$g_default_bug_reproducibility`

The reproducibility for a newly created issue. The default is REPRODUCIBILITY\_HAVENOTTRIED. Look in `constant_inc.php` for other values.

`$g_default_bug_projection`

The projection for a newly created issue. The default is PROJECTION\_NONE. Look in `constant_inc.php` for other values.

`$g_default_bug_eta`

The ETA for a newly created issue. The default is ETA\_NONE. Look in `constant_inc.php` for other values.

`$g_default_category_for_moves`

Default global category to be used when an issue is moved from a project to another that doesn't have a category with a matching name. The default is 1 which is the "General" category that is created in the default database.

`$g_default_limit_view`

Number of bugs to show in the View Bugs page. The default value is 50.

`$g_default_show_changed`

Highlight bugs that have changed during the last N hours. The default value is 6.

`$g_hide_status_default`

Controls which issues will be displayed in the View Issues page. Default value is CLOSED, implying that all issues at "closed" or higher state will not be shown.

`$g_min_refresh_delay`

This is the delay between automatic refreshes of the View Issues page in minutes. Make sure refresh delay in user preferences isn't too short. If a users set their preferences to be lower then it is bumped back up to this minimum value. The default value is 10 minutes.

These settings are used as the default values for preferences for new users. Each user can override these settings through the user preferences form. Default language is set to default site language (`$g_default_language`).

`$g_default_refresh_delay`

Default page refresh delay (in minutes). This is for the bug listing pages. Default value is 30 minutes.

`$g_default_redirect_delay`

Default delay before a user is redirected to a page after being prompted by a message (eg: operational successful). Default value is 2 seconds.

`$g_default_bugnote_order`

This controls the time order in which bug notes are displayed. It can be either ASC (oldest first, the default) or DESC (newest first).

`$g_default_email_on_new``$g_default_email_on_assigned``$g_default_email_on_feedback``$g_default_email_on_r`

Default user preferences to enable receiving emails when a bug is set to the corresponding status. This option only has an effect if users have the required access level to receive such emails. Default value is ON.

`$g_default_email_on_reopened`

Default user preferences to enable receiving emails when bugs are re-opened. Default value is ON.

`$g_default_email_on_bugnote`

Default user preferences to enable receiving emails when bugnotes are added to bugs. Default value is ON.

`$g_default_email_on_status``$g_default_email_on_priority`

Default user preferences to enable receiving emails when status or priority is changed. Default is ON. Note that this option is not implemented.

`$g_default_email_on_new_minimum_severity``$g_default_email_on_assigned_minimum_severity``$g_default_er`

Default user preferences to enable filtering based on issue severity. These correspond to the `email_on_<status>` settings. Default is 'any'.

`$g_default_email_on_bugnote_minimum_severity`

Default user preference to enable filtering based on issue severity. These corresponds to the `email_on_bugnote` setting. Default is 'any'.

`$g_default_email_on_status_minimum_severity``$g_default_email_on_priority_minimum_severity`

Default user preferences to enable filtering based on issue severity. These correspond to the `email_on_status` and `email_on_priority` settings. Default is 'any'. Note that this option is not yet implemented.

See also: Email Notifications

## Summary

These are the settings that are used to configuration options related to the Summary page. This page contains statistics about the bugs in MantisBT.

`$g_reporter_summary_limit`

Limit how many reporters to show in the summary page. This is useful when there are dozens or hundreds of reporters. The default value is 10.

`$g_date_partitions`

An array of date lengths to count bugs by (in days) for the summary by date. The default is to count for 1, 2, 3, 7, 30, 60, 90, 180, and 365.

`$g_summary_category_include_project`

Specifies whether category names should be preceded by project names (eg: [Project] Category) when the summary page is viewed for all projects. This is useful in the case where category names are common across projects. The default is OFF.

`$g_view_summary_threshold`

Specifies the access level required to view the summary page. Default is MANAGER.

### `$g_severity_multipliers`

An array of multipliers which are used to determine the effectiveness of reporters based on the severity of bugs. Higher multipliers will result in an increase in reporter effectiveness. The default multipliers are:

```
$g_severity_multipliers = array (FEATURE => 1,
```

```
TRIVIAL => 2,
TEXT => 3,
TWEAK => 2,
MINOR => 5,
MAJOR => 8,
CRASH => 8,
BLOCK => 10)
```

The keys of the array are severity constants from `constant_inc.php` or from `custom_constants_inc.php` if you have custom severities defined. The values are integers, typically in the range of 0 to 10. If you would like for a severity to not count towards effectiveness, set the value to 0 for that severity.

### `$g_resolution_multipliers`

An array of multipliers which are used to determine the effectiveness of reporters based on the resolution of bugs. Higher multipliers will result in a decrease in reporter effectiveness. The only resolutions that need to be defined here are those which match or exceed `$g_bug_resolution_not_fixed_threshold`. The default multipliers are:

```
$g_resolution_multipliers = array(UNABLE_TO_DUPLICATE => 2,
```

```
NOT_FIXABLE =
DUPLICATE =>
NOT_A_BUG =>
SUSPENDED =>
WONT_FIX =>
```

The keys of the array are resolution constants from `constant_inc.php` or from `custom_constants_inc.php` if you have custom resolutions defined. Resolutions not included here will be assumed to have a multiplier value of 0. The values are integers, typically in the range of 0 to 10. If you would like for a resolution to not count towards effectiveness, set the value to 0 for that resolution or remove it from the array completely. Note that these resolution multipliers are stacked on top of the severity multipliers. Therefore by default, a user reporting many duplicate bugs at severity level `BLOCK` will be far worse off than a user reporting many duplicate bugs at severity level `FEATURE`.

## Bugnote

### `$g_bugnote_order`

Order to use for sorting bugnotes by submit date. Possible values include `ASC` for ascending and `DESC` for descending order. The default value is `ASC`.

## File Upload

MantisBT allows users to upload file attachments and associate them with bugs as well as projects. Bug attachments / project documents can be uploaded to the webserver, database or an FTP server. When bugs are uploaded to the webserver they are uploaded to the path that is configured in the project properties. In case of problems getting the file upload feature to work, check the following resources: PHP Manual <sup>8</sup>.

`$g_allow_file_upload`

Whether to allow/disallow uploading of attachments. Default value is ON.

`$g_file_upload_method`

Specify the location for uploading attachments. This can be DISK, DATABASE, or FTP. In case of FTP, the files are saved on the webserver (same as disk) as well as on the specified FTP server. Default value is DATABASE. In case of DISK / FTP upload methods you need to provide the webserver with write access rights to the configured upload path (configured in the project) and temporary upload path (used by PHP).

`$g_file_upload_max_num`

Maximum number of files that can be uploaded simultaneously.

`$g_max_file_size`

The maximum file size to allow as an attachment. You may also have to configure your `php.ini` file to increase the execution time, memory limit, max post size, and max upload size.

`$g_file_upload_ftp_server`

Address of the FTP server to write to (eg: `ftp.example.com`). This option is only effective if upload method is FTP.

`$g_file_upload_ftp_user`

FTP user name for account to be used in uploading files to the FTP server. This account must have read/write access to the FTP server. The default path for the account is used for uploading the files.

`$g_file_upload_ftp_pass`

Password to use when logging in to the FTP server.

`$g_max_file_size`

Maximum file size that can be uploaded. Default value is about 5MB. The max file upload size is also affected by the value specified in `php.ini`. The PHP value is usually defaulted to 2MB.

`$g_allowed_files`

Files that are allowed. Separate items by commas. eg. `"zip,bmp,gif,jpg,txt"` If `$g_allowed_files` is filled in NO other file types will be allowed. If empty it will assume any files are accepted that pass the `$g_disallowed_files` list.

`$g_disallowed_files`

Files that are not allowed. Separate items by commas. eg. `"php,php3,phtml,html,class,java,exe,pl"` `$g_disallowed_files` takes precedence over `$g_allowed_files`. It is recommended to disable all extensions that can be executed by your server.

`$g_document_files_prefix`

Prefix to give to uploaded files when saved to the upload directory. This is used for documents that are attached to projects in order to be able to differentiate them from files that are attached to bugs. The name of the file has the following format `prefix-projectcode-filename`. The default value is `'doc'`.

`$g_preview_attachments_inline_max_size`

This limit applies to previewing of image / text attachments. If the attachment size is smaller than the specified value, the attachment is previewed with the issue details.

The previewing can be disabled by setting this configuration to 0. The default value is 256 \* 1024 (256KB).

#### `$g_fileinfo_magic_db_file`

Specify the filename of the magic database file. This is used by PHP 5.3.0 (or earlier versions with the fileinfo PECL extension) to guess what the MIME type of a file is. Usually it is safe to leave this setting as the default (blank) as PHP is usually able to find this file by itself.

## HTML

#### `$g_html_valid_tags`

This is the list of HTML tags that are allowed. Do NOT include href or img tags here. Do NOT include tags that have parameters (eg. )The HTML code is allowed to enter the database as is. The `$g_allow_href_tags` does not have to be enabled to make URL links. The package will automatically hyperlink properly formatted URLs eg. `http://blah.blah/` or `mailto://me@more.com/`

#### `$g_hr_size`

hr size.

#### `$g_hr_width`

hr width. Leave off the percentage (%) symbol.

#### `$g_bottom_include_page`

If this page exists it will be displayed at the bottom of every page. It makes a good company branding include page.

#### `$g_top_include_page`

If this page exists it will be displayed at the top of every page. It makes a good company branding include page.

#### `$g_css_include_file`

Set this to point to the CSS file of your choice.

#### `$g_css_rtl_include_file`

Set this to point to the RTL CSS file of your choice.

#### `$g_meta_include_file`

Set this to point to the META tag file of your choice.

#### `$g_main_menu_custom_options`

This option will add custom options to the main menu. It is an array of arrays listing the caption, access level required, and the link to be executed. For example: `$g_main_menu_custom_options = array( array( "My Link", MANAGER, 'my_link.php' ), array( "My Link2", ADMINISTRATOR, 'my_link2.php' ) );` Note that if the caption is found in `custom_strings_inc.php`, then it will be replaced by the translated string. Options will only be added to the menu if the current logged in user has the appropriate access level.

## Authentication

### Global authentication parameters

#### `$g_login_method`

Specifies which method will be used to authenticate. It should be one of the following values (defaults to *MD5*):

- MD5 - user's password is stored as a hash in the database
- LDAP - authenticates against an LDAP (or Active Directory) server
- BASIC\_AUTH
- HTTP\_AUTH

In addition, the following deprecated values are supported for backwards-compatibility, and should no longer be used:

- PLAIN - password is stored in plain, unencrypted text in the database
- CRYPT
- CRYPT\_FULL\_SALT

Note: you may not be able to easily switch encryption methods, so this should be carefully chosen at install time. However, MantisBT will attempt to "fall back" to older methods if possible.

#### `$g_reauthentication`

Determines whether MantisBT will require the user to re-authenticate before granting access to the Admin areas after timeout expiration. Defaults to *ON*

#### `$g_reauthentication_expiry`

Duration of the reauthentication timeout, in seconds. Defaults to 5 minutes.

### LDAP authentication method parameters

The parameters below are only used if `$g_login_method` (see above) is set to LDAP.

#### `$g_ldap_server`

Specifies the LDAP or Active Directory server to connect to, and must be provided as an URI

The protocol is optional, can be one of *ldap* or *ldaps*, and defaults to *ldap*.

The port number is optional, and defaults to 389. If this doesn't work, try using one of the following standard port numbers: 636 (*ldaps*); for Active Directory Global Catalog forest-wide search, use 3268 (*ldap*) or 3269 (*ldaps*)

Examples of valid URI:

```
ldap.example.com
ldap.example.com:3268
ldap://ldap.example.com/
ldaps://ldap.example.com:3269/
```

#### `$g_ldap_root_dn`

The root distinguished name for LDAP searches. For example, "dc=example, dc=com".

**\$g\_ldap\_organization**

LDAP search filter for the organization, for example, "(organizationname=\*Traffic)". Defaults to "".

**\$g\_ldap\_protocol\_version**

The LDAP Protocol Version. If 0, then the protocol version is not set. Defaults to 0.

For Active Directory use protocol version 3.

**\$g\_ldap\_follow\_referrals**

Determines whether the LDAP library automatically follows referrals returned by LDAP servers or not. This maps to LDAP\_OPT\_REFERRALS ldap library option. Defaults to ON.

For Active Directory, this should be set to OFF.

**\$g\_ldap\_bind\_dn**

The distinguished name of the service account to use for binding to the LDAP server. For example, 'CN=ldap,OU=Administrators,DC=example,DC=com'.

**\$g\_ldap\_bind\_passwd**

The password for the service account used to establish the connection to the LDAP server.

**\$g\_ldap\_uid\_field**

The LDAP field for username. Defaults to *uid*.

For Active Directory, set to *sAMAccountName*.

**\$g\_ldap\_realname\_field**

The LDAP field for the user's real name (i.e. common name). Defaults to *cn*.

**\$g\_use\_ldap\_realname**

Use the realname specified in LDAP (ON) rather than the one stored in the database (OFF). Defaults to OFF.

Note that MantisBT will update the database with the data retrieved from LDAP when ON.

**\$g\_use\_ldap\_email**

Use the email address specified in LDAP (ON) rather than the one stored in the database (OFF). Defaults to OFF.

Note that MantisBT will update the database with the data retrieved from LDAP when ON.

**\$g\_ldap\_simulation\_file\_path**

This configuration option allows replacing the ldap server with a comma-delimited text file for development or testing purposes.

The LDAP simulation file format is as follows:

One line per user

Each line has 4 comma-delimited fields

- username,
- realname,
- e-mail,
- password

Any extra fields are ignored

On production systems, this option should be set to ". This is the default.

`$g_ldap_port`

*Deprecated since MantisBT release 1.2.0a1.*

The LDAP server port number should be defined as part of the URI in `$g_ldap_server` instead (see above).

## Status Settings

`$g_bug_submit_status`

Status to assign to the bug when submitted. Default value is NEW\_.

`$g_bug_assigned_status`

Status to assign to the bug when assigned. Default value is ASSIGNED.

`$g_bug_reopen_status`

Status to assign to the bug when reopened. Default value is FEEDBACK.

`$g_bug_feedback_status`

Status to assign to the bug when feedback is required from the issue reporter. Once the reporter adds a note the status moves back from feedback to `$g_bug_assigned_status` or `$g_bug_submit_status` based on whether the bug assigned or not.

`$g_reassign_on_feedback`

When a note is added to a bug currently in `$g_bug_feedback_status`, and the note author is the bug's reporter, this option will automatically set the bug status to `$g_bug_submit_status` or `$g_bug_assigned_status` if the bug is assigned to a developer. Defaults to enabled.

`$g_bug_reopen_resolution`

Resolution to assign to the bug when reopened. Default value is REOPENED.

`$g_auto_set_status_to_assigned`

Automatically set status to `$g_bug_assigned_status` whenever a bug is assigned to a person. Installations where assigned status is to be used when the defect is in progress, rather than just put in a person's queue should set it to OFF. Default is ON.

`$g_bug_resolved_status_threshold`

Bug is resolved, ready to be closed or reopened. In some custom installations a bug maybe considered as resolved when it is moved to a custom (FIXED OR TESTED) status.

`$g_bug_resolution_fixed_threshold`

Threshold resolution which denotes that a bug has been resolved and successfully fixed by developers. Resolutions above this threshold and below `$g_bug_resolution_not_fixed_threshold` are considered to be resolved successfully. Default value is FIXED.

`$g_bug_resolution_not_fixed_threshold`

Threshold resolution which denotes that a bug has been resolved without being successfully fixed by developers. Resolutions above this threshold are considered to be resolved in an unsuccessful way. Default value is UNABLE\_TO\_DUPLICATE.

`$g_bug_readonly_status_threshold` `$g_update_readonly_bug_threshold`

Bug becomes readonly if its status is  $\geq$  `$g_bug_readonly_status_threshold`. The bug becomes read/write again if re-opened and its status becomes less than this threshold. The default is RESOLVED. Once the bug becomes readonly, a user with an access level greater than or equal to `$g_update_readonly_bug_threshold` can still edit the bug.

`$g_status_enum_workflow`

'`status_enum_workflow`' defines the workflow, and reflects a simple 2-dimensional matrix. For each existing status, you define which statuses you can go to from that status, e.g. from NEW\_ you might list statuses '10:new,20:feedback,30:acknowledged' but not higher ones. The default is no workflow, where all states are accessible from any others.

`$g_report_bug_threshold`

This is the access level required to open a bug. The default is REPORTER.

`$g_update_bug_threshold`

This is the access level generally required to update the content of a bug. The default is UPDATER.

`$g_handle_bug_threshold`

This is the access level generally required to be access level needed to be listed in the assign to field. The default is DEVELOPER. If a more restrictive setting can be determined from `$g_set_status_threshold`, it will be used.

`$g_update_bug_status_threshold` `$g_set_status_threshold`

These settings control the access level required to promote a bug to a new status once the bug is opened. `$g_set_status_threshold` is an array indexed by the status value that allows a distinct setting for each status. It defaults to blank. If the appropriate status is not defined above, `$g_update_bug_status_threshold` is used instead. The default is DEVELOPER.

`$g_allow_close_immediately`

If set, bugs are allowed to be resolved and closed in one action. The default is OFF.

`$g_allow_reporter_close`

If set, the bug reporter is allowed to close their own bugs, regardless of their access level. The default is OFF.

`$g_allow_reporter_reopen`

If set, the bug reporter is allowed to reopen their own bugs once resolved, regardless of their access level. This allows the reporter to disagree with the resolution. The default is ON.

See also: Customizing Status Values

## Filters

`$g_filter_by_custom_fields`

Show custom fields in the filter dialog and use these in filtering. Defaults to ON.

`$g_filter_custom_fields_per_row`

The number of custom fields to display per row. The default is 7. The value should be greater than or equal to 7.

`$g_view_filters = SIMPLE_DEFAULT;`

Controls the display of the filter pages. Possible values are:

- `SIMPLE_ONLY` - only simple view
- `ADVANCED_ONLY` - only advanced view (allows multiple value selections)
- `SIMPLE_DEFAULT` - defaults to simple view, but shows a link for advanced
- `ADVANCED_DEFAULT` - defaults to advanced view, but shows a link for simple

`$g_dhtml_filters = OFF;`

Controls the use of DHTML filters that will display the filter in view page using DHTML and javascript. Default is OFF. This requires `$g_use_javascript` to be set to ON. This may not work in all browsers as it requires `xmlhttprequest` functionality.

`$g_create_permalink_threshold`

The threshold required for users to be able to create permalinks (default DEVELOPER). To turn this feature off use `NOBODY`.

`$g_create_short_url`

The service to use to create a short URL. The %s will be replaced by the long URL. By default `http://www.tinyurl` service is used to shorten URLs.

## Misc

`$g_user_login_valid_regex`

The regular expression to use when validating new user login names. The default regular expression allows a-z, A-Z, 0-9, +, -, dot, space and underscore. If you change this, you may want to update the `ERROR_USER_NAME_INVALID` string in the language files to explain the rules you are using on your site.

See Wikipedia<sup>9</sup> for more details about regular expressions. For testing regular expressions, use Rubular<sup>10</sup>.

`$g_monitor_bug_threshold`

Access level needed to monitor bugs. The default value is `REPORTER`.

`$g_monitor_add_others_bug_threshold`

Access level needed to add other users to the list of users monitoring a bug. The default value is `DEVELOPER`.

`$g_monitor_delete_others_bug_threshold`

Access level needed to delete other users from the list of users monitoring a bug. The default value is `DEVELOPER`.

`$g_limit_reporters`

Limit reporters to only viewing bugs that they report.

`$g_allow_reporter_close`

Allow reporters to close the bugs they reported.

`$g_allow_close_immediately`

Allow developers and above to close bugs immediately when resolving bugs.

`$g_delete_bug_threshold`

Allow the specified access level and above to delete bugs.

`$g_bug_move_access_level`

Allow the specified access level and above to move bugs between projects.

`$g_allow_account_delete`

Allow users to delete their own accounts.

`$g_allow_anonymous_login`

Enable anonymous access to Mantis. You must also specify `$g_anonymous_account` as the account which anonymous users will browse Mantis with. The default setting is OFF.

`$g_anonymous_account`

Define the account which anonymous users will assume when using Mantis. This account is considered by Mantis to be protected from modification. In other words, this account can only be modified by users with an access level equal to or higher than `$g_manage_user_threshold`. Anonymous users will not be able to adjust preferences or change account settings like normal users can.

You will need to create a new account to use for this `$g_anonymous_account` setting. When creating the account you should specify a password, email address and so forth in the same way you'd create any other account. It is suggested that the access level for this account be set to VIEWER or some other read only level.

The anonymous user account will not receive standard notifications and can not monitor issues.

The default setting is blank/undefined. You only need to define this setting when `$g_allow_anonymous_login` is set to ON.

`$g_cvs_web`

This allows for quick linking to CVS files via CVSweb or ViewCVS.

`$g_bug_link_tag`

If a number follows this tag it will create a link to a bug. Default is '#'.

- '#': a link would be #45
- 'bug:': a link would be bug:98

`$g_bugnote_link_tag`

If a number follows this tag it will create a link to a bug note. Default is '~'.

- '~': a link would be ~45
- 'bugnote:': a link would be bugnote:98

`$g_show_timer`

Time page loads. Shows at the bottom of the page.

`$g_show_queries_count`

Shows the total number/unique number of queries executed to serve the page. Default is ON.

`$g_show_queries_list`

Shows the list of all queries that are executed in chronological order from top to bottom. This option is only effective when `$g_show_queries_count` is ON. Default is OFF. WARNING: Potential security hazard. Only turn this on when you really need it (for debugging or profiling)

`$g_register_globals`

If your `register_globals` is Off then set this to OFF. Check your `register_globals` setting in `php.ini` or `phpinfo()`.

`$g_enable_project_documentation`

Specifies whether to enable support for project documents or not. Default is OFF. This feature is deprecated and is expected to be moved to a plugin in the future.

`$g_admin_site_threshold`

Threshold at which a user is considered to be a site administrator. These users have the highest level of access to your Mantis installation. This access level is required to change key Mantis settings (such as server paths) and perform other administrative duties. You may need to change this value from the default of ADMINISTRATOR if you have defined a new access level to replace the default ADMINISTRATOR level in `constant_inc.php`.

**Warning**

This is a potentially dangerous configuration option. Users at or above this threshold value will have permission to all aspects of Mantis including the admin/ directory. With this access level, users can damage your installation of Mantis, destroy your database or have elevated access to your server.

DO NOT CHANGE THIS VALUE UNLESS YOU ABSOLUTELY KNOW WHAT YOU'RE DOING. BE VERY CAREFUL WITH CHANGING THIS CONFIGURATION VALUE FROM THE DEFAULT SETTING.

`$g_view_configuration_threshold`

Threshold for users to view the raw system configurations as stored in the database. The default value is ADMINISTRATOR.

`$g_set_configuration_threshold`

Threshold for users to set the system configurations generically via MantisBT web interface. WARNING: Users who have access to set configuration via the interface MUST be trusted. This is due to the fact that such users can set configurations to PHP code and hence there can be a security risk if such users are not trusted. The default value is ADMINISTRATOR.

`$g_csv_add_bom`

Add Byte Order Mark (BOM) at the begining of the file as it helps Excel display the file in UTF-8. The default value is OFF;

## Cookies

### `$g_cookie_path`

Specifies the path under which a cookie is visible.

All scripts in this directory and its sub-directories will be able to access MantisBT cookies.

Default value is `'/'`. It is recommended to set this to the actual MantisBT path.

### `$g_cookie_domain`

The domain that the MantisBT cookies are available to.

### `$g_cookie_version`

Version of the `view_all_page` cookie.

This is used as a prefix for cookies that should be expired when the code is changed in a certain way. The developers would increase this version when necessary, which in effect will cause the creation of new cookies that are compatible with the new code.

It is not expected for the user to need to change this setting.

### `$g_cookie_prefix`

Prefix for all MantisBT cookies

This should be an identifier which does not include spaces or periods, and should be unique per MantisBT installation, especially if `$g_cookie_path` is not restricting the cookies' scope to the actual MantisBT directory.

It applies to the cookies listed below. Their actual names are calculated by prepending the prefix, and it is not expected for the user to need to change these.

- `$g_string_cookie`
- `$g_project_cookie`
- `$g_view_all_cookie`
- `$g_manage_users_cookie`
  - Stores the filter criteria for the Manage Users page
- `$g_manage_config_cookie`
  - Stores the filter criteria for the Manage Config Report page
- `$g_logout_cookie`
- `$g_bug_list_cookie`

## Database Tables

MantisBT enables users to configure a table prefix for all its tables. This is useful to be able to have multiple MantisBT installation in the same database. The advantage of that is for users who are limited by their ISP to have one database.

### `$g_db_table_prefix`

Specifies the prefix to be use for all table names. The default value is `'mantis'`. If you override the default prefix, make sure to update `doc/db_generate.sql` file before generating your database. The other option is to import `db_generate.sql` as is, then rename the tables to match the new prefix.

The prefix is used to help make sure table names are unique. This is useful for users who are limited to one database.

**Note:** The table name for each of the tables is stored in a variable which is calculated based on this configuration option. If you change the prefix you have to make sure these variables are re-calculated (by adding these calculation statements to `config_inc.php` after assigning the new prefix). An example of these variables is: `$g_mantis_bug_file_table`

## Speed Optimisation

### `$g_compress_html`

This option is used to enable buffering/compression of HTML output if the user's browser supports it. Default value is ON. This option will be ignored in the following scenarios:

- If `php.ini` has `zlib.output_compression` enabled.
- If `php.ini` has `output_handler` set to a handler.
- If PHP does not include the `zlib` extension (PHP 4.3.0 and later include `zlib` extension by default).

You can check the loaded modules in your PHP by running "`php -m`" on the command line, or by using `php_info()` command in a `php` script.

### `$g_use_persistent_connections`

Use persistent database connections, setting this to ON will open the database once per connection, rather than once per page. There might be some scalability issues here and that is why it is defaulted to OFF.

## Reminders

Sending reminders is a feature where a user can notify / remind other users about a bug. In the past, only selected users like the managers, or developers would get notified about bugs. However, these people can not invite other people (through MantisBT) to look at or monitor these bugs.

This feature is useful if the Manager needs to get feedback from testers / requirements team about a certain bug. It avoid needing this person to do this manual outside MantisBT. It also records the history of such reminders.

### `$g_store_reminders`

Specifies if reminders should be stored as bugnotes. The bugnote will still reflect that it is a reminder and list the names of users that got it. Default is ON.

### `$g_reminder_recipients_monitor_bug`

Specifies if users who receive reminders about a bug, should be automatically added to the monitor list of that bug. Default is ON.

## Bug History

Bug history is a feature where MantisBT tracks all modifications that are made to bugs. These include everything starting from its creation, till it is closed. For each change, the bug history will record the time stamp, user who made the change, field that changed, old value, and new value.

Independent of the these settings, MantisBT will always track the changes to a bug and add them to its history.

`$g_history_default_visible`

Make the bug history visible by default. If this option is not enabled, then the user will have to click on the Bug History link to see the bug history. Default is ON.

`$g_history_order`

Show bug history entries in ascending or descending order. Default value is 'ASC'.

## Sponsorship

`$g_enable_sponsorship`

enable/disable the whole issue sponsorship feature. The default os OFF.

`$g_sponsorship_currency`

The currency string used for all sponsorships. The default is 'US\$'.

`$g_minimum_sponsorship_amount`

The minimum sponsorship amount that can be entered. If the user enters a value less than this, an error will be flagged. The default is 5.

`$g_view_sponsorship_total_threshold`

The access level threshold needed to view the total sponsorship for an issue by all users. The default is VIEWER.

`$g_view_sponsorship_details_threshold`

The access level threshold needed to view the details of the sponsorship (i.e., who will donate what) for an issue by all users. The default is VIEWER.

`$g_sponsor_threshold`

The access level threshold needed to allow user to sponsor issues. The default is REPORTER. Note that sponsoring user must have their email set in their profile.

`$g_handle_sponsored_bugs_threshold`

The access level required to be able to handle sponsored issues. The default is DEVELOPER.

`$g_assign_sponsored_bugs_threshold`

The access level required to be able to assign a sponsored issue to a user with access level greater or equal to 'handle\_sponsored\_bugs\_threshold'. The default is MANAGER.

## Source Control Integration

Note that the script expects to be invoked with UTF-8 input. If you have a program which outputs text in a different encoding the results may be incorrect.

`$g_source_control_account`

Account to be used by the source control script. The account must be enabled and must have the appropriate access level to add notes to all issues even private ones (DEVELOPER access recommended). The default is "" (not set).

`$g_source_control_notes_view_status`

This sets whether the note added will be public or private (VS\_PUBLIC or VS\_PRIVATE). For open source projects it is expected that the notes be public, however, for non-open source it will probably be VS\_PRIVATE. The default is VS\_PRIVATE.

`$g_source_control_set_status_to`

If set to a status, then after a checkin, the issue status is set to the specified status, otherwise if set to OFF, the issue status is not affected. The default is OFF.

`$g_source_control_regexp`

Regular expression used to detect issue ids within checkin comments. See `preg_match_all()`<sup>11</sup> documentation for more details on setting a pattern. The default is `"/\bissue [#]{0,1}(\d+)\b/i"` (e.g., issue #745).

## Custom Fields

`$g_manage_custom_fields_threshold`

Access level needed to manage custom fields. The default is ADMINISTRATOR.

`$g_custom_field_link_threshold`

Access level needed to link a custom field to a project. The default is MANAGER.

`$$g_custom_field_edit_after_create`

This flag determines whether to start editing a custom field immediately after creating it, or return to the definition list. The default is ON (edit the custom field after creating).

## My View Settings

`$g_my_view_boxes`

This is an array of values defining the order that the boxes to be shown. A box that is not to be shown can have its value set to 0. The default is:

```
$g_my_view_boxes = array ('assigned' => '1',
 'unassigned' => '2',
 'reported' => '3',
 'resolved' => '4',
 'recent_mod' => '5',
 'monitored' => '6'
);
```

If you want to change the definition, copy the default value and apply the changes.

`$g_my_view_bug_count`

Number of bugs shown in each box. The default is 10.

`$g_default_home_page`

Default page to transfer to after Login or Set Project. The default is 'my\_view\_page.php'. An alternative would be 'view\_all\_bugs\_page.php' or 'main\_page.php'.

## Relationship Graphs

`$g_relationship_graph_enable`

This enables the relationship graphs feature where issues are represented by nodes and relationships as links between such nodes. Possible values are ON or OFF. Default is OFF.

This feature requires installing GraphViz<sup>12</sup> (all OSes except Windows) or WinGraphviz<sup>13</sup> (only Windows). Refer to the notes near the top of core/graphviz\_api.php and core/relationship\_graph\_api.php for more information.

`$g_relationship_graph_fontname`

Font name and size, as required by Graphviz. If Graphviz fails to run for you, you are probably using a font name that gd PHP extension can't find. On Linux, try the name of the font file without the extension. The default value is 'Arial'.

`$g_relationship_graph_fontsize`

Font size, default is 8.

`$g_relationship_graph_orientation`

Default dependency orientation. If you have issues with lots of children or parents, leave as 'horizontal', otherwise, if you have lots of "chained" issue dependencies, change to 'vertical'. Default is 'horizontal'.

`$g_relationship_graph_max_depth`

Max depth for relation graphs. This only affects relationship graphs, dependency graphs are drawn to the full depth. The default value is 2.

`$g_relationship_graph_view_on_click`

If set to ON, clicking on an issue on the relationship graph will open the bug view page for that issue, otherwise, will navigate to the relationship graph for that issue.

`$g_dot_tool`

The full path for the dot tool. The webserver must have execute permission to this program in order to generate relationship graphs. This configuration option is not relevant for Windows. The default value is '/usr/bin/dot'.

`$g_neato_tool`

The full path for the neato tool. The webserver must have execute permission to this program in order to generate relationship graphs. This configuration option is not relevant for Windows. The default value is '/usr/bin/neato'.

## Sub-Projects

### `$g_show_extended_project_browser`

Whether to use the extended project selector, where top level projects have their separate selector, and sub-projects have another. If OFF, there will be one combo box at the top right to select the project/sub-project. If ON, there will be two. The default is OFF.

### `$g_subprojects_inherit_versions`

Whether sub-projects should inherit versions from parent projects. For project X which is a sub-project of A and B, it will have versions from X, A and B. The default value is ON.

### `$g_subprojects_inherit_categories`

Whether sub-projects should inherit categories from parent projects. For project X which is a sub-project of A and B, it will have categories from X, A and B. The default value is ON.

## Field Visibility

### `$g_enable_eta`

Enable or disable usage of 'ETA' field. Default value is OFF.

### `$g_enable_projection`

Enable or disable usage of 'Projection' field. Default value is OFF.

### `$g_show_product_build`

Enable or disable usage of 'Product Build' field. Default is OFF.

### `$g_bug_report_page_fields`

An array of fields to show on the issue view page. Some of these fields may be filtered out if their features are disabled or if the user doesn't have access to view them. See `BUG_FIELD_*` in `constant_inc.php` for all possible values.

The following fields cannot be included: `BUG_FIELD_ID`, `BUG_FIELD_PROJECT`, `BUG_FIELD_DATE_SUBMITTED`, `BUG_FIELD_LAST_UPDATED`, `BUG_FIELD_TAGS`, `BUG_FIELD_FIXED_IN_VERSION`, `BUG_FIELD_PROJECTION`, `BUG_FIELD_ETA`, `BUG_FIELD_REPORTER`.

The following fields must be included: `BUG_FIELD_CATEGORY`, `BUG_FIELD_SUMMARY`, `BUG_FIELD_DESCRIPTION`.

To overload these settings per project, then the settings must be included in the database through the generic configuration form. Note that the array in the database should be consistent of the values of the constants below. For example, replace `BUG_FIELD_CATEGORY` with `'category_id'`. See `constant_inc.php` for the values of the constants.

### `$g_bug_view_page_fields`

An array of fields to show on the issue view page. Some of these fields may be filtered out if their features are disabled or if the user doesn't have access to view them. See `BUG_FIELD_*` in `constant_inc.php` for all possible values.

To overload this setting per project, then the setting must be included in the database through the generic configuration form. Note that the array in the database should be consistent of the values of the constants. For example, replace

BUG\_FIELD\_CATEGORY with 'category\_id'. See constant\_inc.php for the values of the constants.

#### `$g_bug_print_page_fields`

An array of fields to show on the issue print page. Some of these fields may be filtered out if their features are disabled or if the user doesn't have access to view them. See BUG\_FIELD\_\* in constant\_inc.php for all possible values.

#### `$g_bug_update_page_fields`

An array of fields to show on the issue update page. Some of these fields may be filtered out if their features are disabled or if the user doesn't have access to view them. See BUG\_FIELD\_\* in constant\_inc.php for all possible values.

To overload this setting per project, then the setting must be included in the database through the generic configuration form. Note that the array in the database should consist of the values of the constants. For example, replace BUG\_FIELD\_CATEGORY with 'category\_id'. See constant\_inc.php for the values of the constants.

#### `$g_bug_change_status_page_fields`

An array of fields to show on the issue change status page. Some of these fields may be filtered out if their features are disabled or if the user doesn't have access to view them. See BUG\_FIELD\_\* in constant\_inc.php for all possible values.

To overload this setting per project, then the setting must be included in the database through the generic configuration form. Note that the array in the database should consist of the values of the constants. For example, replace BUG\_FIELD\_CATEGORY with 'category\_id'. See constant\_inc.php for the values of the constants.

## System Logging

The system logging interface is used to extract detailed debugging information for the MantisBT system. It can also serve as an audit trail for user actions.

#### `$g_log_level`

This controls the type of logging information recorded. Possible values include:

##### LOG\_AJAX

logs AJAX events

##### LOG\_DATABASE

logs database events and executed queries

##### LOG\_EMAIL

logs issue id, message type and recipients for all emails sent

##### LOG\_EMAIL\_RECIPIENT

logs the details of email recipient determination. Each user id is listed as well as why they are added, or deleted from the recipient list

##### LOG\_FILTERING

logs filter operations

## LOG\_LDAP

logs the details of LDAP operations

Multiple logging levels can be combined by using an inclusive or operator, e.g.  
LOG\_EMAIL | LOG\_EMAIL\_RECIPIENT

## \$g\_log\_destination

specifies the file where the log data goes. This file must be writable by the web server userid running MantisBT. Right now, only "file:<file path>" is supported. For example, \$g\_log\_destination = 'file:/tmp/mantis\_log'; See [http://www.php.net/error\\_log](http://www.php.net/error_log) for details.

## Time Tracking

### \$g\_time\_tracking\_enabled

Turns Time Tracking features ON or OFF - Default is OFF

### \$g\_time\_tracking\_without\_note

Allow time tracking to be recorded without writing some text in the associated bug-note - Default is ON

### \$g\_time\_tracking\_with\_billing

Adds calculation links to workout how much time has been spent between a particular time frame. Currently it will allow you to enter a cost/hour and will work out some billing information. This will become more extensive in the future. Currently it is more of a proof of concept.

### \$g\_time\_tracking\_stopwatch

Instead of a text field turning this option on places a stopwatch on the page with **Start/Stop** and **Reset** buttons next to it. You must have \$g\_use\_javascript switched on for this to take effect. A bit gimmicky, but who cares.

### \$g\_time\_tracking\_view\_threshold

Access level required to view time tracking information - Default DEVELOPER.

### \$g\_time\_tracking\_edit\_threshold

Access level required to add/edit time tracking information (If you give a user \$g\_time\_tracking\_edit\_threshold you must give them \$g\_time\_tracking\_view\_threshold aswell) - Default DEVELOPER.

### \$g\_time\_tracking\_reporting\_threshold

Access level required to run reports (not completed yet) - Default MANAGER.

## SOAP API

MantisBT exposes a SOAP API which allows remote clients to interact with MantisBT and perform many of the usual tasks, such as reporting issues, running filtered searches and retrieving attachments. The SOAP API is enabled by default and available at `/api/soap/mantisconnect.php` below your installation root.

A WSDL file which describes the web service is available at `/api/soap/mantisconnect.php?wsdl` below your installation root.

The following options are used to control the behaviour of the MantisBT SOAP API and are usually configured in `api/soap/mc_config_inc.php`.

`$g_mc_use_nusoap`

Flag controlling the library to use for SOAP communication. When the native PHP extension is available this flag default to OFF, which means that nusoap will not used. The native extension has the advantage of being faster, more memory efficient and maintained to work with recent versions on PHP. When the extension is not available MantisBT falls back to using nusoap.

`$g_mc_readonly_access_level_threshold`

Minimum global access level required to access webservice for readonly operations.

`$g_mc_readwrite_access_level_threshold`

Minimum global access level required to access webservice for read/write operations.

`$g_mc_admin_access_level_threshold`

Minimum global access level required to access the administrator webservices.

## Disabling the SOAP API

If you wish to temporarily disable the SOAP API it is sufficient to set the specific access thresholds to `NOBODY` in `api/soap/mc_config_inc.php`:

```
$g_mc_readonly_access_level_threshold =
$g_mc_readwrite_access_level_threshold =
$g_mc_admin_access_level_threshold = NOBODY;
```

While the SOAP API will still be accessible, it will not allow users to retrieve or modify data.

## MantisTouch

These options are used to integrate with MantisTouch (<http://www.mantistouch.org>) to provide experience targeted to mobile devices.

`$g_mantistouch_url`

The MantisTouch URL to direct to. The `%s` will be replaced by the contents of `$g_path` configuration option. A blank value will disable redirection. The `%s` is not required when redirecting to MantisTouch instances that point to a single MantisBT instance and hence have a hard-coded URL. Examples include: " (default), `'http://mantisbt.mobi?url=%s'`, and `'http://MyOwnMantisTouch.com/'`.

## Notes

1. [http://en.wikipedia.org/wiki/Cross-site\\_request\\_forgery](http://en.wikipedia.org/wiki/Cross-site_request_forgery)
2. <http://www.gravatar.com>
3. <http://en.gravatar.com/site/implement/images/>
4. <http://www.php.net/manual/en/function.date.php>
5. <http://php.net/timezones>
6. <http://php.net/date-default-timezone-get>
7. <http://php.net/date.timezone>

*Chapter 5. Configuration*

8. <http://www.php.net/manual/en/features.file-upload.php>
9. [http://en.wikipedia.org/wiki/Regular\\_Expression](http://en.wikipedia.org/wiki/Regular_Expression)
10. <http://rubular.com/>
11. <http://www.php.net/manual/en/function.preg-match-all.php>
12. <http://www.research.att.com/sw/tools/graphviz/>
13. <http://home.so-net.net.tw/oodtsen/wingraphviz/>

## Chapter 6. Page descriptions

### Login page

Just enter your username and password and hit the login button. There is also a Save Login checkbox to have the package remember that you are logged in between browser sessions. You will have to have cookies enabled to login. If the account doesn't exist, the account is disabled, or the password is incorrect then you will remain at the login page. An error message will be displayed. The administrator may allow users to sign up for their own accounts. If so, a link to Signup for your own account will be available. The administrator may also have anonymous login allowed. Anonymous users will be logged in under a common account. You will be allowed to select a project to work in after logging in. You can make a project your default selection from the Select Project screen or from your Account Options. Signup Here you can signup for a new account. You must supply a valid email address and select a unique username. Your randomly generated password will be emailed to your email account. If MantisBT is setup so that the email password is not to be emailed, newly generated accounts will have an empty password.

### Main page

This is the first page you see upon logging in. It shows you the latest news updates for the bugtracker. This is a simple news module (based off of work by Scott Roberts) and is to keep users abreast of changes in the bugtracker or project. Some news postings are specific to projects and others are global across the entire bugtracker. This is set at the time of posting in the Edit News section. The number of news posts is controlled by a global variable. When the number of posts is more than the limit, a link to show "older news" is displayed at the bottom. Similarly a "newer news" is displayed when you have clicked on "older news". There is an Archives option at the bottom of the page to view all listings. Archives A title/date/poster listing of ALL past news articles will be listed here. Clicking on the link will bring up the specified article. This listing will also only display items that are either global or specific to the selected project.

### View Issues page

Here we can view the issue listings. The page has a set of viewing filters at the top and the issues are listed below. Filters The filters control the behavior of the issues list. The filters are saved between browsing sessions but do not currently save sort order or direction. If the number of issues exceeds the "Show" count in the filter a set of navigation to go to "First", "Last", "Previous", "Next" and specific page numbers are added. The Search field will look for simple keyword matches in the summary, description, steps to reproduce, additional information, issue id, or issue text id fields. It does not search through issue notes. Issue List - The issues are listed in a table and the attributes are listed in the following order: priority, id, number of issue notes, category, severity, status, last updated, and summary. Each (except for number of issue notes) can be clicked on to sort by that column. Clicking again will reverse the direction of the sort. The default is to sort by last modification time, where the last modified issue appears at the top. The issue id is a link that leads to a more detailed report about the issue. You can also add issue notes here. The number in the issue note count column will be bold if an issue note has been added in the specified time frame. The addition of an issue note will make the issue note link of the issue appear in the unvisited state. The text in the "Severity" column will be bold if the severity is major, crash, or block and the issue not resolved. The text in the "Updated" column will be bold if the issue has changed in the last "Changed(hrs)" field which is specified in the viewing filters. Each table row is color coded according to the issue status. The colors can be customised through MantisBT Configuration Severities block - prevents further work/progress from being made crash - crashes the application or blocking, major - major issue, minor - minor issue, tweak - needs tweaking, text - error in the text, trivial - being nit picky, feature - re-

questing new feature - Status new - new issue, feedback - issue requires more information from reporter, acknowledged - issue has been looked at but not confirmed or assigned, confirmed - confirmed and reproducible (typically set by an Updater or other Developer), assigned - assigned to a Developer, resolved - issue should be fixed, waiting on confirmation of fix, closed - issue is closed, Moving the mouse over the status text will show the resolution as a title. This is rendered by some browsers as a bubble and in others as a status line text.

## Issue View page

Here is the simple listing of the issue report. Most of the fields are self-explanatory. "Assigned To" will contain the developer assigned to handle the issue. Priority is fully functional but currently does nothing of importance. Duplicate ID is used when an issue is a duplicate of another. It links to the duplicate issue which allows users to read up on the original issue report. Below the issue report is a set of buttons that a user can select to work on the issue.

- Update Issue - brings up a page to edit all aspects of the issue
- Assign to - in conjunction with the dropdown list next top the button, this is a shortcut to change the assignment of an issue
- Change Status to - in conjunction with the dropdown list next top the button, this is a shortcut to change the status of an issue. Another page (Change Status) will be presented to allow the user to add notes or change relevant information
- Monitor / Unmonitor Issue - allows the user to monitor any additions to the issue by email
- Create Clone - create a copy of the current issue. This presents the user with a new issue reporting form with all of the information in the current issue filled in. Upon submission, a new issue, related to the current issue, will be created.
- Reopen Issue - Allows the user to re-open a resolved issue
- Move Issue - allows the user to move the issue to another project
- Delete Issue - Allows the user to delete the issue permanently. It is recommended against deleting issues unless the entry is frivolous. Instead issues should be set to resolved and an appropriate resolution category chosen.

A panel is provided to view and update the sponsorship of an issue. Another panel is provided to view, delete and add relationships for an issue. Issues can have a parent/child relationship, where the user is warned about resolving a parent issue before all of the children are resolved. A peer relationship is also possible. Below this, there may be a form for uploading file attachments. The Administrator needs to configure the bugtracker to handle file uploads. If uploading to disk is selected, each project needs to set its own upload path. Issue notes are shown at the bottom of the issue report. A panel to add issue notes is also shown.

## Issue Change Status page

This page is used to change the status of an issue. A user can add an issue note to describe the reason for change. In addition, the following fields may be displayed for update:

- Resolution and Duplicate ID - for issues being resolved or closed
- Issue Handler (Assigned to)
- any Custom Fields that are to be visible on update or resolution
- Fixed in Version - for issues being resolved

- Close Immediately - to immediately close a resolved issue

## Issue Edit page

The layout of this page resembles the Simple Issue View page, but here you can update various issue fields. The Reporter, Category, Severity, and Reproducibility fields are editable but shouldn't be unless there is a gross mis-categorization. Also modifiable are the Assigned To, Priority, Projection, ETA, Resolution, and Duplicate ID fields. As per version 0.18.0, the user can also add an issue note as part of an issue update.

## My Account Page

This page changes user alterable parameters for the system. These selections are user specific. My Account This allows the user to change their password, screen name, and email address. It also reports the user's access levels on the current and other projects.

### Preferences

This sets the following information:

- Default project
- whether the pages used for reporting, viewing, and updating are the simple or advanced views
- the delay in minutes between refreshes of the view all issues page
- the delay in seconds when redirecting from a confirmation page to the display page
- the time order in which notes will be sorted
- whether to filter email messages based on type of message and severity
- the number of notes to append to notification emails
- the default language for the system. The additional setting of "auto" will use the browser's default language for the system.

### Profiles

Profiles are shortcuts to define the values for Platform, OS, and version. This page allows you to define and edit personal shortcuts.

## System Management Pages

A number of pages exist under the "Manage" link. These will only be visible to those who have an appropriate access level.

### Manage Users

This page allow an administrator to manage the users in the system. It essentially supplies a list of users defined in the system. The user names are linked to a page where you can change the user's name, access level, and projects to which they are assigned. You can

also reset their passwords through this page. At the top, there is also a list of new users (who have created an account in the last week), and accounts where the user has yet to log in. New users are created using the "Create User" link above the list of existing users. Note that the username must be unique in the system. Further, note that the user's real name (as displayed on the screen) cannot match another user's user name.

## Manage Projects Page

This page allows the user to manage the projects listed in the system. Each project is listed along with a link to manage that specific project. The specific project pages allow the user to change:

- the project name
- the project description
- its status
- whether the project is public or private. Private projects are only visible to users who are assigned to it or users who have the access level to automatically have access to private projects (eg: administrators).
- afile directory used to store attachments for issues and documents associated with the project. This folder is located on the webserver, it can be absolute path or path relative to the main MantisBT folder. Note that this is only used if the files are stored on disk or via FTP. In case of FTP, the cached version that is saved on the webserver, is stored in the specified path.
- common subprojects. These are other projects who can be considered a sub-project of this one. They can be shared amongst multiple projects. For example, a "documentation" project may be shared amongst several development projects.
- project categories. These are used to sub-divide the issues stored in the system.
- project versions. These are used to create ChangeLog reports and can be used to filter issues. They are used for both the Found In and Fixed In versions.
- Custom Fields linked to this project
- Users linked to this project. Here is the place where a user's access level may be upgraded or downgraded depending on their particular role in the project.

## Manage Custom Fields

This page is the base point for managing custom fields. It lists the custom fields defined in the system. There is also a place to enter a new field name to create a new field. The "Edit" links take you to a page where you can define the details of a custom field. These include its name, type, value, and display information. On the edit page, the following information is defined to control the custom field:

- name
- type. Possible values are listed below.
- Value constraints (Possible values, default value, regular expression, minimum length, maximum length).
- Access (who can read and write the field based on their access level).
- Display control (where the field will show up and must be filled in

All fields are compared in length to be greater than or equal to the minimum length, and less than or equal to the maximum length, unless these values are 0. If the values are 0, the check is skipped. All fields are also compared against the regular expression. If the value matches the expression, then the value is stored. For example, the expression `"/^-[0-9]*$/"` can be used to constrain an integer. The table below describes the field types and the value constraints.

| Type                | Field Contents                               | Value Constraints                                                                                                                                                                                                                         |
|---------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| String              | text string up to 255 characters             |                                                                                                                                                                                                                                           |
| Numeric             | an integer                                   |                                                                                                                                                                                                                                           |
| Float               | a floating point number                      |                                                                                                                                                                                                                                           |
| Enumeration         | one of a list of text strings                | Enter the list of text strings separated by " " (pipe character) in the Possible Values field. The Default value should match one of these strings as well. This will be displayed as a dropdown menu.                                    |
| Email               | an email address string up to 255 characters | When displayed, the value will also be encapsulated in a <code>mailto:</code> reference.                                                                                                                                                  |
| Checkbox            | zero or more of a list of text strings       | Enter the list of text strings separated by " " (pipe character) in the Possible Values field. The Default value should match one of these strings as well. This will be displayed as a list of text strings with a checkbox beside them. |
| List                | one of a list of text strings                | Enter the list of text strings separated by " " (pipe character) in the Possible Values field. The Default value should match one of these strings as well. This will be displayed as a multi-line dropdown menu.                         |
| Multiselection List | zero or more of a list of text strings       | Enter the list of text strings separated by " " (pipe character) in the Possible Values field. The Default value should match one of these strings as well. This will be displayed as a multi-line dropdown menu.                         |
| Date                | text string defining a date                  | This is displayed as a set of dropdown menus for day, month, and year. Defaults should be defined in <code>yyyy-mm-dd</code> format.                                                                                                      |

The display entries are used as follows:

| Entry                         | Meaning                                                                                                                         |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Display Only On Advanced Page | If checked, the field will NOT be shown on the simple issue displays                                                            |
| Display When Reporting Issues | If checked, the field will be shown on the report issues displays                                                               |
| Display When Updating Issues  | If checked, the field will NOT be shown on the update issue and change status displays                                          |
| Display When Resolving Issues | If checked, the field will NOT be shown on the update issue displays and change status displays, if the new status is resolved. |
| Display When Closing Issues   | If checked, the field will NOT be shown on the update issue displays and change status displays, if the new status is closed.   |
| Required On Report            | If checked, the field must be filled in on the issue reports.                                                                   |
| Required On Update            | If checked, the field must be filled in on the update issue and change status displays.                                         |
| Required On Resolve           | If checked, the field must be filled in on the update issue and change status displays, if the new status is resolved.          |
| Required On Close             | If checked, the field must be filled in on the update issue and change status displays, if the new status is closed.            |

#### Notes on Display

- Be careful not to set both a required attribute and show only on advanced display. It may be possible to trigger a validation error that the user cannot recover from (i.e., field is not filled in).

## Manage Global Profiles

This page allows the definition of global profiles accessible to all users of the system. It is similar to the user definition of a profile consisting of Platform, OS and Version.

## Manage Configuration

This set of pages control the configuration of the MantisBT system. Note that the configuration items displayed may be on a project by project basis. These pages serve two purposes. First, they will display the settings for the particular aspects of the system. If authorized, they will allow a user to change the parameters. They also have settings for what access level is required to change these settings ON A PROJECT basis. In general, this should be left alone, but administrators may want to delegate some of these settings to managers.

## Workflow Thresholds

This page covers the adjustment of the settings for many of the workflow related parameters. For most of these, the fields are self explanatory and relate to a similarly named setting in the configuration file. At the right of each row is a selector that allows the administrator to lower the access level required to change the particular parameter. The values changeable on this page are:

### Issues

| Title                                        | Variable                          | Description                                                                      |
|----------------------------------------------|-----------------------------------|----------------------------------------------------------------------------------|
| Report an Issue                              | \$g_report_bug_threshold          | threshold to report an issue                                                     |
| Status to which a new issue is set           | \$g_bug_submit_status             | status issue is set to when submitted                                            |
| Update an Issue                              | \$g_update_bug_threshold          | threshold to update an issue                                                     |
| Allow Issue to be closed on Resolve          | \$g_allow_close_immediately       | allow close immediately on resolve                                               |
| Allow Reporter to close an issue             | \$g_allow_reporter_close          | allow reporter to close issues they reported                                     |
| Monitor an issue                             | \$g_monitor_bug_threshold         | threshold to monitor an issue                                                    |
| Handle Issue                                 | \$g_handle_bug_threshold          | threshold to handle (be assigned) an issue                                       |
| Assign Issue                                 | \$g_update_bug_assign_threshold   | threshold to be in the assign to list                                            |
| Move Issue                                   | \$g_move_bug_threshold            | threshold to move an issue to another project. This setting is for all projects. |
| Delete Issue                                 | \$g_delete_bug_threshold          | threshold to delete an issue                                                     |
| Reopen Issue                                 | \$g_reopen_bug_threshold          | threshold to reopen an issue                                                     |
| Allow reporter to reopen Issue               | \$g_allow_reporter_reopen         | allow reporter to reopen issues they reported                                    |
| Status to which a reopened Issue is set      | \$g_bug_reopen_status             | status issue is set to when reopened                                             |
| Resolution to which a reopened Issue is set  | \$g_bug_reopen_resolution         | resolution issue is set to when reopened                                         |
| Status where an issue is considered resolved | \$g_bug_resolved_status_threshold | status where bug is resolved                                                     |
| Status where an issue becomes read-only      | \$g_bug_readonly_status_threshold | status where bug is read-only (see update_readonly_bug_threshold)                |
| Update readonly issue                        | \$g_update_readonly_bug_threshold | threshold to update an issue marked as read-only                                 |
| Update Issue Status                          | \$g_update_bug_status_threshold   | threshold to update an issue's status                                            |
| View Private Issues                          | \$g_private_bug_threshold         | threshold to view a private issue                                                |

|                                             |                                  |                                                                                     |
|---------------------------------------------|----------------------------------|-------------------------------------------------------------------------------------|
| Set View Status                             | \$g_set_view_status_threshold    | threshold to set an issue to Private/Public                                         |
| Update View Status                          | \$g_change_view_status_threshold | threshold needed to update the view status while updating an issue or an issue note |
| Show list of users monitoring issue         | \$g_show_monitor_list_threshold  | threshold to see who is monitoring an issue                                         |
| Set status on assignment of handler         | \$g_auto_set_status_to_assigned  | change status when an issue is assigned                                             |
| Status to set auto-assigned issues to       | \$g_bug_assigned_status          | status issue is set to when assigned                                                |
| Limit reporter's access to their own issues | \$g_limit_reporters              | reporters can see only issues they reported. This setting is for all projects.      |

### Notes

| Title                                  | Variable                      | Description                                  |
|----------------------------------------|-------------------------------|----------------------------------------------|
| Add Notes                              | \$g_add_bugnote_threshold     | threshold to add an issue note               |
| Update Notes                           | \$g_update_bugnote_threshold  | threshold to edit an issue note              |
| Allow users to edit their own bugnotes | \$g_bugnote_allow_user_edit   | allow user edit/delete their own issue notes |
| Delete Note                            | \$g_delete_bugnote_threshold  | threshold to delete an issue note            |
| View private notes                     | \$g_private_bugnote_threshold | threshold to view a private issue note       |

### Others

|                    |                              |                                           |
|--------------------|------------------------------|-------------------------------------------|
| View Change Log    | \$g_view_changelog_threshold | threshold to view the changelog           |
| View Assigned To   | \$g_view_handler_threshold   | threshold to see who is handling an issue |
| View Issue History | \$g_view_history_threshold   | threshold to view the issue history       |
| Send Reminders     | \$g_bug_reminder_threshold   | threshold to send a reminder              |

### Workflow Transitions

This page covers the status workflow. For most of these, the fields are self explanatory

and relate to a similarly named setting in the configuration file. At the right of each row is a selector that allows the administrator to lower the access level required to change the particular parameter. The values changeable on this page are:

**Table 6-1. Issues**

| Title                                        | Variable                          | Description                           |
|----------------------------------------------|-----------------------------------|---------------------------------------|
| Status to which a new issue is set           | \$g_bug_submit_status             | status issue is set to when submitted |
| Status where an issue is considered resolved | \$g_bug_resolved_status_threshold | status where issue is resolved        |
| Status to which a reopened Issue is set      | \$g_bug_reopen_status             | status issue is set to when reopened  |

The matrix that follows has checkmarks where the transitions are allowed from the status on the left edge to the status listed across the top. This corresponds to the \$g\_enum\_workflow array. At the bottom, there is a list of access levels that are required to change the status to the value listed across the top. This can be used, for instance, to restrict those who can close an issue to a specific level, say a manager. This corresponds to the \$g\_set\_status\_threshold array and the \$g\_report\_bug\_threshold setting.

## Email Notifications

This page sets the system defaults for sending emails on issue related events. MantisBT uses flags and a threshold system to generate emails on events. For each new event, email is sent to:

- the reporter
- the handler (or Assigned to)
- anyone monitoring the issue
- anyone who has ever added a issue note the issue
- anyone assigned to the project whose access level matches a range

From this list, those recipients who meet the following criteria are eliminated:

- the originator of the change, if \$g\_email\_receive\_own is OFF
- the recipient either no longer exists, or is disabled
- the recipient has turned their email\_on\_<new status> preference OFF
- the recipient has no email address entered

The matrix on this page selects who will receive messages for each of the events listed down the left hand side. The first four columns correspond to the first four points listed above. The next columns correspond to the access levels defined. Note that because a minimum and maximum threshold are used, a discontinuous selection is not allowed.

## Monitor Issue

The monitor issues feature allows users to subscribe to certain issues and hence get copied on all notification emails that are sent for these issues. Depending on the configuration, sending a reminder to a user about an issue can add this issue to the user's list of monitored issues. Users who reported the issue or are assigned the issue typically don't need

to monitor the issue to get the notifications. This is because by default they get notified on changes related to the issue anyway. However, administrators can change the configuration to disable notifications to reporters or handlers in specific scenarios.

## Reopen Issue

Re-open issue button is visible in the issue view pages if the user has the appropriate access level and the issue is resolved/closed. Re-opening a issue will allow users to enter issue notes for the re-opening reason. The issue will automatically be put into the Feedback status.

## Delete Issue

The delete issues button appears on the issue view pages for the users who have the appropriate access level. This allows you to delete an existing issue. This should only be used on frivolous or test issues. A confirmation screen will prompt you if you really want to delete the issue. Updaters, Developers, Managers, and Administrators can remove issues (you can also configure this).

## Close Issue

This is a button that appears on the issue view pages for users that are authorized to close issues. Depending on the configuration, users may be able to close issues without having to resolve them first, or may be able to only close resolved issues. After the button is clicked, the user is redirected to a page where an issue note maybe added.

## Assign to Me

This button appears in the issue view pages in case of users with access level that is equal to `handle_bug_threshold` or higher. When this button is clicked the issue is assigned to the user.

## Resolve Issue

This option on the View Issues page allows you to resolve the issue. It will lead you to a page where you can set the resolution state and a duplicate id (if applicable). After choosing that the user can choose to enter an issue note detailing the reason for the closure. The issue is then set to the Resolved state. The reporter should check off on the issue by using the Close Issue button.

## News Syndication

MantisBT supports news syndication using RSS v2.0 protocol. MantisBT also supports authenticated news feeds for private projects or installations where anonymous access is not enabled. Authenticated feeds takes a user name and a key token that are used to authenticate the user and generate the feed results in the context of the user's access rights (i.e. the same as what the user would see if they were to logged into MantisBT). To get access to the News RSS as anonymous user, visit the following page: [http://www.example.com/mantisbt/news\\_rss.php](http://www.example.com/mantisbt/news_rss.php) While a user is logged in, the RSS links provided in the UI will always provide links to the authenticated feeds, if no user is logged in (i.e. anonymous), then anonymous links will be provided.

# Chapter 7. Customizing MantisBT

## Custom Fields

### Overview

Different teams typically like to capture different information as users report issues, in some cases, the data required is even different from one project to another. Hence, MantisBT provides the ability for managers and administrators to define custom fields as way to extend MantisBT to deal with information that is specific to their teams or their projects. The aim is for this to keep MantisBT native fields to a minimum. Following are some facts about the implementation of custom fields in MantisBT:

- Custom fields are defined system wide.
- Custom fields can be linked to multiple projects.
- The sequence of displaying custom fields can be different per project.
- Custom fields must be defined by users with access level ADMINISTRATOR.
- Custom fields can be linked to projects by users with access level MANAGER or above (by default, this can be configurable).
- Number of custom fields is not restricted.
- Users can define filters that include custom fields.
- Custom fields can be included in View Issues, Print Issues, and CSV exports.
- Enumeration custom fields can have a set of static values or values that are calculated dynamically based on a custom function.

### Custom Field Definition

The definition of a custom field includes the following logical attributes:

- Caption variable name. This value is supplied to the lang\_get() API; it is therefore mandatory to set this to a valid PHP identifier<sup>1</sup> (i.e. only letters, numbers and underscores; no spaces) if you intend to translate the field label (see the Section called *Localizing Custom Field Names*).

**Note:** If the specified variable is not found in the language files or in custom strings, then it will be displayed as-is.

- Custom field type (string, numeric, float, enumeration, email, checkbox, radio, list, multi-selection list, date).
  - Type 'string' is used for strings of up to 255 characters.
  - Type 'numeric' is used for numerical integer values.
  - Type 'float' is used for real (float / double) numbers.
  - Type 'enumeration' is used when a user selects one entry from a list. The user interface for such type is a combo-box.
  - Type 'email' is used for storing email addresses.

Type 'checkbox' is like enumeration but the list is shown as checkboxes and the user is allowed to tick more than one selection. The default value and the possible value can contain multiple values like 'RED|YELLOW|BLUE' (without the single quote).

Type 'radio' is like enumeration but the list is shown as radio buttons and the user is allowed to tick on of the options. The possible values can be 'RED|YELLOW|BLUE', where the default value can be 'YELLOW'. Note that the default value can't contain multiple values.

Type 'list' is like enumeration but the list is shown as a list box where the user is only allowed to select one option. The possible values can be 'RED|YELLOW|BLUE', where the default value can be 'YELLOW'. Note that the default value can't contain multiple values.

Type 'multi-selection list' is like enumeration but the list is shown as a list box where the user is allowed to select multiple options. The possible values can be 'RED|YELLOW|BLUE', where the default value can be 'RED|BLUE'. Note that in this case the default value contains multiple values.

Type 'date' is for date values. The default value can be empty, or {tomorrow}, {yesterday}, {next week}, {last week}, {+3 days}, {-2 days}.

- Enumeration possible values (eg: RED|YELLOW|BLUE). Use the pipe ('|') character to separate possible values for an enumeration. One of the possible values can be an empty string. The set of possible values can also be calculated at runtime. For example, "=versions" would automatically resolve into all the versions defined for the current project.
- Default value - see details above for a sample default value for each type.
- Minimum/maximum length for the custom field value (use 0 to disable). Note that these metrics are not really relevant to custom fields that are based on an enumeration of possible values.
- Regular expression to use for validating user input (use PCRE syntax<sup>2</sup>).
- Read Access level: Minimum access level for users to be able to see the value of the custom field.
- Write Access level: Minimum access level for users to be able to edit the value of the custom field.
- Display when reporting issues? - If this custom field should be shown on the Report Issue page.
- Display when updating issues? - If this custom field should be shown on the Update Issue page.
- Display when resolving issues? - If this custom field should be shown when resolving an issue. For example, a "root cause" custom field would make sense to set when resolving the issue.
- Display when closing issues? - If this custom field should be shown when closing an issue.
- Required on Report - If this custom field is a mandatory field on the Report Issue page.
- Required on Update - If this custom field is a mandatory field on the Update Issue page.
- Required on Resolve - If this custom field is a mandatory field when resolving an issue.
- Required on Close - If this custom field is a mandatory field when closing an issue.

All custom fields are currently saved to a field of type VARCHAR(255) in the database. However, in future releases, it is possible to support custom fields of different types (eg: memo, file).

If the value of a custom field for a certain defect is not found, the default value is assumed.

## Adding/Editing Custom Fields

- The logged in user needs `$g_manage_custom_fields_threshold` access level.
- Select "Manage" from the main menu.
- Select "Manage Custom Fields" from the management menu.
- In case of edit, click on the name of an existing custom field to edit its information.
- In case of adding a new one, enter the name of the new custom field then click "New Custom Field".

**Note:** Added custom fields will not show up in any of the issues until the added custom field is linked to the appropriate projects.

## Linking/Unlinking/Ordering Existing Custom Fields in Projects

- The logged in user needs to have access level that is greater than or equal to `$g_custom_field_link_threshold` and `$g_manage_project_threshold`.
- Select "Manage" from the main menu.
- Select "Manage Projects".
- Select the name of the project to manage.
- Scroll down to the "Custom Fields" box.
- Select the field to add from the list, then click "Add This Existing Custom Field".
- To change the order of the custom fields, edit the "Sequence" value and click update. Custom fields with smaller values are displayed first.
- To unlink a custom field, click on "Remove" link next to the field. Unlinking a custom field will not delete the values that are associated with the issues for this field. These values are only deleted if the custom field definition is removed (not unlinked!) from the database. This is useful if you decide to re-link the custom field. These values may also re-appear if issues are moved to another project which has this field linked.

## Moving Issues

When an issue is moved from one project to another, custom fields that are not defined for the new project are not deleted. These fields will re-appear with their correct values if the issue is moved back to the original project, or if these custom fields are linked to the new project.

## Localizing Custom Field Names

It is possible to localize the custom fields' labels. This can be done as follows:

1. Define the custom field (see the Section called *Custom Field Definition*), keeping in mind that its name must be a valid PHP identifier<sup>3</sup>.

As an example, we will use `my_start_date` for a custom field of type "Date", storing the date when work on an issue was initiated.

## 2. Set the localization strings

- In the main MantisBT directory, locate and edit file *custom\_strings\_inc.php* (create it if it does not exist)
- Localize the custom field's label *my\_start\_date* by adding the following code

```
<?php
switch($g_active_language) {
 case 'french':
 $s_my_start_date = 'Date de début';
 break;

 default:
 # Default language, as defined in config_inc.php
 # ($g_default_language, English in this case)
 $s_my_start_date = 'Start Date';
 break;
}
```

### Warning

Do NOT call *lang\_get\_current()* from *custom\_strings\_inc.php*, as doing so will reset the *active\_language*, causing the code to return incorrect translations if the default language is different from English. Always use the *\$g\_active\_language* global variable instead.

**Note:** Had we decided to use *start\_date* as the custom field's name, then it would not have been necessary to modify *custom\_strings\_inc.php*, since MantisBT would have used the existing, already localized string from the standard language files. To check for standard strings, inspect *lang/strings\_english.txt*.

## Dynamic default values

### Dynamic defaults for Date fields

Custom fields of type date can be defaulted to a specific dates or to relative dates. Typically relative dates is the scenario that makes sense in most of the cases. The format for specific dates is an integer which indicates the number of seconds since the Unix Epoch (January 1 1970 00:00:00 GMT), which is the format consumed by the PHP `date()`<sup>4</sup> method. The relative scenario expects default values like {tomorrow}, {yesterday}, {+2 days}, {-3 days}, {next week}, etc. The curly brackets indicate that this is a logical value which is then evaluated using the PHP `strtotime()`<sup>5</sup> function.

### Dynamic values for Enumeration Custom Fields

As discussed earlier, one of the possible types of a custom field is "enumeration". This type of custom field allows the user to select one value from a provided list of possible values. The standard way of defining such custom fields is to provide a '|' separated list of possible values. However, this approach has two limitations: the list is static, and the maximum length of the list must be no longer than 255 characters. Hence, the need for the ability to construct the list of possible values dynamically.

## Dynamic possible values included by default

MantisBT ships with some dynamic possible values, these include the following:

- `=categories` - a list of categories defined in the current project (or the project to which the issue belongs).
- `=versions` - a list of all versions defined in the current project (or the project to which the issue belongs).
- `=future_versions` - a list of all versions that belong to the current project with released flag set to false.
- `=released_versions` - a list of all versions that belong to the current project with released flag set to true.

**Note:** The '=' before the name of the dynamic list of options is used to tell MantisBT that this is a dynamic list, rather than a static list with just one option.

## Defining Custom Dynamic Possible Values

If the user selects `=versions`, the actual custom function that is executed is `custom_function*_enum_versions()`. The reason why the "enum\_" is not included is to have a fixed prefix for all custom functions used for this purpose and protect against users using custom functions that were not intended for this purpose. For example, you don't want the user to use `custom_function*_issue_delete_notify()` which may be overridden by the web master to delete associated data in other databases.

Following is a sample custom function that is used to populate a field with the categories belonging to the currently selected project:

```

Construct an enumeration for all categories for the current project.
The enumeration will be empty if current project is ALL PROJECTS.
Enumerations format is: "abc|lmn|xyz"
To use this in a custom field type "=categories" in the possible values field.
function custom_function_override_enum_categories() {
 $t_categories = category_get_all_rows(helper_get_current_project());

 $t_enum = array();
 foreach($t_categories as $t_category) {
 $t_enum[] = $t_category['category'];
 }

 $t_possible_values = implode('|', $t_enum);

 return $t_possible_values;
}
```

Notice the following:

- The custom function doesn't take any parameters.
- The custom function returns the possible values in the format (A|B|C).
- The custom function uses the current project.
- The custom function builds on top of the already existing APIs.

To define your own function `mine`, you will have to define it with the following signature:

```

To use this in a custom field type "mine" in the possible values field.
function custom_function_override_enum_mine() {
 $t_enum = array();

 :

 $t_possible_values = implode('|', $t_enum);

 return $t_possible_values;
}
```

Notice "override" in the function name. This is because this method is defined by the MantisBT administrator/webmaster and not part of the MantisBT source. It is OK to override a method that doesn't exist.

As usual, when MantisBT is upgraded to future releases, the custom functions will not be overwritten. The difference between the "default" implementation and the "override" implementation is explained in more details in the custom functions section.

## Enumerations

Enumerations are used in MantisBT to represent a set of possible values for an attribute. Enumerations are used for access levels, severities, priorities, project statuses, project view state, reproducibility, resolution, ETA, and projection. MantisBT provides the administrator with the flexibility of altering the values in these enumerations. The rest of this topic explains how enumerations work, and then how they can be customised.

### How enumerations work?

`core/constant_inc.php` defines the constants that correspond to those in the enumeration. These are useful to refer to these enumerations in the configs and the code.

```
define('VIEWER', 10)
define('REPORTER', 25)
define('UPDATER', 40)
define('DEVELOPER', 55)
define('MANAGER', 70)
define('ADMINISTRATOR', 90)
```

`config_defaults_inc.php` includes the defaults for the enumerations. The configuration options that are defaulted here are used in specifying which enumerations are active and should be used in MantisBT. However, the strings included in the enumerations here are just for documentation purpose, they are not shown to the user (due to the need for localisation). Hence, if an entry in this enumeration is not found in the corresponding localised enumeration (i.e. 70:manager), then it will be printed to the user as @70@.

```
$g_access_levels_enum_string =
'10:viewer,25:reporter,40:updater,55:developer,70:manager,90:administrator'
```

`lang/strings_german.txt` provide the localised strings (in this case, in german) for enumerations. But again, the master list is the enumeration in the configs, the ones in the language files are just used for finding the localised equivalent for an entry. Hence, if a user changes the config to have only two types of users developers and administrators, then only those will be prompted to the users even if the enumerations in the language files still includes the full list.

```
$s_access_levels_enum_string =
'10:Betrachter,25:Reporter,40:Updater,55:Entwickler,70:Manager,90:Administr
```

### How can they be customised?

Let say we want to remove access level "Updater" and add access level "Senior Developer".

The file `custom_constants_inc.php` is supported for the exclusive purpose of allowing administrators to define their own constants while maintaining a simple upgrade path for future releases of MantisBT. Note that this file is not distributed with MantisBT and you will need to create it if you need such customisation. In our example, we need to define a constant for the new access level.

```
define ('SENIOR_DEVELOPER', 60);
```

In `config_inc.php`

```
// Remove Updater and add Senior Developer
$g_access_levels_enum_string =
'10:viewer,25:reporter,55:developer,60:senior_developer,70:manager,90:admin
// Give access to Senior developers to create/delete custom field.
$g_manage_custom_fields_threshold = SENIOR_DEVELOPER;
```

The file `custom_strings_inc.php` is introduced for a similar reason to that of `custom_constants_inc.php`, which is to define custom strings. The advantage of defining them here is to provide a simple upgrade path, and avoid having to re-do the changes when upgrading to the next MantisBT release. Note that you will need to create this file if you need such customisation. The file is automatically detected and included by MantisBT code.

```
Note that we don't have to remove the Updater entry from the
localisation file if the current language is 'english') {
$s_access_levels_enum_string =
'10:Betrachter,25:Reporter,40:Updater,55:Entwickler,60:Senior
Developer,70:Manager,90:Administrator'; }
```

### Conclusion

We have covered how enumerations work in general, and how to customise one of them. If you are interested in customising other enumerations, a good starting point would be to go to "MantisBT Enum Strings" section in `config_defaults_inc.php`. This section defines all enumerations that are used by MantisBT. For versions that are older than 0.18.0, `custom_*_inc.php` files are not supported, and hence you will need to change in the actual constants / language files directly.

## Email Notifications

See Email in the Configuration section.

Examples:

- Notify only managers of new issues.

```
$g_notify_flags['new']['threshold_min'] = MANAGER;
$g_notify_flags['new']['threshold_max'] = MANAGER;
```

- Notify Developers and managers of all project events, except, exclude developers from the 'closed' events.

```
$g_default_notify_flags['threshold_min'] = DEVELOPER;
$g_default_notify_flags['threshold_max'] = MANAGER;
$g_notify_flags['closed']['threshold_max'] = MANAGER;
$g_notify_flags['closed']['threshold_max'] = MANAGER;
```

- Exclude those who contributed issue notes from getting messages about other changes in the issue.

```
$g_default_notify_flags['bugnotes'] = OFF;
```

- Exclude those monitoring issues from seeing the 'closed' message

```
$g_notify_flags['closed']['monitor'] = OFF;
```

- Only notify developers when issue notes are added.

```
$g_notify_flags['bugnote']['threshold_min'] = DEVELOPER;
$g_notify_flags['bugnote']['threshold_max'] = DEVELOPER;
```

- Notify managers of changes in sponsorship.

```
$g_notify_flags['sponsor']['threshold_max'] = MANAGER;
$g_notify_flags['sponsor']['threshold_max'] = MANAGER;
```

- Notify originator and managers of changes in ownership ("Assigned To:").

```
$g_notify_flags['owner']['threshold_max'] = MANAGER;
$g_notify_flags['owner']['threshold_max'] = MANAGER;
$g_notify_flags['owner']['reporter'] = ON;
```

- I'm paranoid about mail. Only send information on issues to those involved in them. Don't send mail people already know about. Also send new issue notifications to managers so they can screen them.

```
$g_mail_receive_own = OFF;
$g_default_notify_flags =
array('reporter' => ON, 'handler' => ON, 'monitor' => ON,
'bugnotes' => ON, 'threshold_min' => NOBODY, 'threshold_max'
=> NOBODY);
$g_notify_flags['new']['threshold_min'] = MANAGER;
$g_notify_flags['new']['threshold_max'] = MANAGER;
```

- How do I replace the \$g\_to\_email configuration variable to log all messages to an email logger.

You will need to create a dummy user with the appropriate access level for the notices you want to log. Once this user is added to projects, they will receive mail using the appropriate rules.

## Customizing Status Values

This section describes how to add a custom status.

1. Define a constant to map the new status to.

In the main MantisBT directory, locate and edit file *custom\_constants\_inc.php*; (create it if it does not exist)

```
<?php
Custom status code
define('TESTING', 60);
```

2. Define the new status in the enumeration, as well as the corresponding color code.

In the main mantisbt directory, edit your *config\_inc.php*

```
Revised enum string with new 'testing' status
$g_status_enum_string = '10:new,20:feedback,30:acknowledged,40:confirmed,50:assigned,60:testing';

Status color additions
$g_status_colors['testing'] = '#ACE7AE';
```

Note that the key in the `$g_status_colors` array must be equal to the value defined for the new status code in `$g_status_enum_string`.

3. Define the required translation strings for the new status, for each language used in the installation.

- *s\_status\_enum\_string*: status codes translation (refer to the original language strings for standard values)
- *s\_XXXX\_bug\_title*: title displayed in the change status page
- *s\_XXXX\_bug\_button*: label for the submit button in the change status page
- *s\_email\_notification\_title\_for\_status\_bug\_XXXX*: title for notification e-mails

where XXXX is the name of the new status as it was defined in *g\_status\_enum\_string* above. If XXXX contains spaces, they should be replaced by underscores in the language strings names (e.g. for '35:pending user', use '\$s\_pending\_user\_bug\_button')

In the main mantisbt directory, locate and edit file *custom\_strings\_inc.php*; (create it if it does not exist)

```
<?php
Translation for Custom Status Code: testing
switch($g_active_language) {

case 'french':
 $s_status_enum_string = '10:nouveau,20:commentaire,30:accepté,40:confirmé,50:affecté,60:testing';

 $s_testing_bug_title = 'Mettre le bogue en test';
 $s_testing_bug_button = 'A tester';

 $s_email_notification_title_for_status_bug_testing = 'Le bogue suivant est prêt à être traité';
 break;

default: # english
 $s_status_enum_string = '10:new,20:feedback,30:acknowledged,40:confirmed,50:assigned,60:testing';

 $s_testing_bug_title = 'Mark issue Ready for Testing';
 $s_testing_bug_button = 'Ready for Testing';

 $s_email_notification_title_for_status_bug_testing = 'The following issue is ready for testing';
 break;
}
```

**Warning**

Do NOT call `lang_get_current()` from `custom_strings_inc.php`, as doing so will reset the `active_language`, causing the code to return incorrect translations if the default language is different from English. Always use the `$g_active_language` global variable instead.

## 4. Add the new status to the workflow as required.

This can either be done from the Manage Workflow Transitions page or by manually editing `config_inc.php` as per the example below:

```
$g_status_enum_workflow[NEW_] = ' 30:acknowledged,20:feedback,40:confirmed,50:assigned';
$g_status_enum_workflow[FEEDBACK] = ' 30:acknowledged,40:confirmed,50:assigned,80:resolved';
$g_status_enum_workflow[ACKNOWLEDGED] = ' 40:confirmed,20:feedback,50:assigned,80:resolved';
$g_status_enum_workflow[CONFIRMED] = ' 50:assigned,20:feedback,30:acknowledged,80:resolved';
$g_status_enum_workflow[ASSIGNED] = ' 60:testing,20:feedback,30:acknowledged,40:confirmed';
$g_status_enum_workflow[TESTING] = ' 80:resolved,20:feedback,50:assigned';
$g_status_enum_workflow[RESOLVED] = ' 90:closed,20:feedback,50:assigned';
$g_status_enum_workflow[CLOSED] = ' 20:feedback,50:assigned';
```

## 5. Check and update existing workflow configurations

If you do not perform this step and have existing workflow definitions, it will not be possible to transition to and from your new status.

Go to the Workflow Transitions page (`manage_config_workflow_page.php`), and update the workflow as appropriate. Make sure that you have picked the correct Project in the selection list).

Hint: to identify whether you have any workflows that should be updated, open the Manage Configuration Report page (`adm_config_report.php`) and filter on 'All Users', [any] project and config option = 'status\_enum\_workflow'. All of the listed projects should be reviewed to eventually include transitions to and from the newly added states.

## Custom Functions

Custom functions are used to extend the functionality of MantisBT by integrating user-written functions into the issue processing at strategic places. This allows the system administrator to change the functionality without touching MantisBT's core.

Default Custom Functions are defined in the API file `core/custom_function_api.php`, and are named `custom_function_default_descriptive_name`, where `descriptive_name` describes the particular function. See below for a description of the specific functions.

User versions of these functions (overrides) are named like `custom_function_override_descriptive_name`, and placed in a file called `custom_functions_inc.php` that must be saved in MantisBT's root directory (This is the same place where the `config_inc.php` file resides). In normal processing, the system will look for override functions and execute them instead of the provided default functions.

The simplest way to create a custom function is to copy the default one from the api to your override file (`custom_functions_inc.php`), and rename it (i.e. replacing 'default' by 'override'). The specific functionality you need can then be coded into the override function.

### Default Custom Functions

Refer to `core/custom_functions_api.php` for further details.



| Custom Function Name                                                                                             | Description                                                                      | Return value                      |
|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------|
| custom_function_default_print_bug_view_page_button( \$p_bug_id )                                                 | Prints the view page button on the current view page                             | None                              |
| custom_function_default_print_column_title( \$p_column, \$p_columns_target = COLUMNS_TARGET_VIEW_PAGE )          | Prints a column title(s) based on its name                                       | None                              |
| custom_function_default_print_column_value( \$p_column, \$p_bug, \$p_columns_target = COLUMNS_TARGET_VIEW_PAGE ) | Prints a column value based on its name                                          | None                              |
| custom_function_default_roadmap_include_issue( \$p_issue_id )                                                    | Determines whether the specified issue should be included in the Roadmap or not. | True to include, False to exclude |
| custom_function_default_roadmap_priority( \$p_issue_id, \$p_issue_level = 0 )                                    | Prints priority of the Roadmap                                                   | None                              |

## Example Custom Function Override

The following function is used to validate an issue before it is resolved.

```
<?php
/**
 * Hook to validate Validate field settings before resolving
 * verify that the resolution is not set to OPEN
 * verify that the fixed in version is set (if versions of the product exist)
 */
function custom_function_override_issue_update_validate($p_issue_id, $p_bug_data, $p_bugnote_text) {
 if ($p_bug_data->status == RESOLVED) {
 if ($p_bug_data->resolution == OPEN) {
 error_parameters('the resolution cannot be open to resolve the issue');
 trigger_error(ERROR_VALIDATE_FAILURE, ERROR);
 }
 $t_version_count = count(version_get_all_rows($p_bug_data->project_id));
 if (($t_version_count > 0) && ($p_bug_data->fixed_in_version == "")) {
 error_parameters('fixed in version must be set to resolve the issue');
 trigger_error(ERROR_VALIDATE_FAILURE, ERROR);
 }
 }
}
?>
```

The errors will also need to be defined, by modifying the following files

- custom\_constants\_inc.php
 

```
define('ERROR_VALIDATE_FAILURE', 2000);
```
- custom\_strings\_inc.php
 

```
$MANTIS_ERROR['ERROR_VALIDATE_FAILURE'] = 'This change cannot be made because %s';
```

## Notes

1. <http://php.net/language.variables.basics.php>
2. <http://www.php.net/manual/en/reference.pcre.pattern.syntax.php>
3. <http://php.net/language.variables.basics.php>
4. <http://www.php.net/date>

5. <http://www.php.net/strtotime>

## Chapter 8. Troubleshooting

This chapter provides the Administrator with additional information related to Application Errors and common problems in MantisBT.

Useful additional reference information and support may also be found on the MantisBT website<sup>1</sup>, more specifically the Forums<sup>2</sup> and the Bugtracker<sup>3</sup>.

### Application Errors

Additional information about MantisBT common errors.

#### Error 1502 - Category not found

This error occurs whenever MantisBT tries to access an issue having a Category which has been deleted from the database.

It will most likely happen when the Category specified by `$g_default_category_for_moves` has been deleted, and an issue is subsequently moved to another project where its current category does not exist.

There are two ways to resolve this issue:

1. Recreate the missing category

- Find the missing Category's Id

This can be done by checking the value of `default_category_for_moves` in `config_inc.php` and/or in Manage Configuration. Alternatively, the following SQL can be executed

```
SELECT DISTINCT category_id
FROM mantis_bug_table b
LEFT OUTER JOIN mantis_category_table c ON category_id = c.id
WHERE category_id <> 0
AND c.id IS NULL
```

- Recreate the missing Category

The category's id must be manually set to reflect the value retrieved above (e.g. using SQL or your favorite DB admin tool)

2. Assign a new category to the issues referencing the missing one

- Identify the corrupted issues and corresponding missing categories

```
SELECT b.id, category_id
FROM mantis_bug_table b
LEFT OUTER JOIN mantis_category_table c ON category_id = c.id
WHERE category_id <> 0
AND c.id IS NULL
```

- Determine which Category id to use instead of the deleted one
- Update the issues

This can either be done manually using your favorite DB admin tool or with SQL, e.g.

```
UPDATE mantis_bug_table
SET category_id = (NewCategoryId)
WHERE category_id = (OldCategoryId)
```

Finally, to avoid future occurrences, you need to set `$g_default_category_for_moves` to a valid Category Id. This must be done as appropriate, either globally in `config_inc.php`, or via the Manage Configuration page, for all occurrences of the parameter.

Note: to retrieve a category's ID, you can either

- Look up the value directly in the database: `mantis_category_table`, column 'id'
- Go to Manage Projects, click the *Edit* button for the desired category and look for the value next to 'id=' in the page's URL

## Error 2800 - Invalid form security token

This error may only occur when Form Validation is enabled with `$g_form_security_validation = ON`. There are several known cases that could trigger it:

- Multiple submissions of a form by clicking on the submit button several times (user error)
- Invalid or unauthorized submission of a form, e.g. by hand-crafting the URL (CSRF attack)
- Expired PHP session

In the first two instances, MantisBT's behavior is by design, and the response as expected. For expired sessions however, the user is impacted by system behavior, which could not only cause confusion, but also potential loss of submitted form data. What happens is driven by several `php.ini` configuration settings:

- The ratio `session.gc_probability`<sup>4</sup> divided by `session.gc_divisor`<sup>5</sup>, which determines the probability that the garbage collection process will start when a session is initialized.
- `session.gc_maxlifetime`<sup>6</sup> which specifies (as the name does not indicate) the *minimum* validity of session data.

With PHP default values, sessions created more than 1440 seconds (24 minutes) ago have a 1% chance to be invalidated each time a new session is initialized. This explains the seemingly random occurrence of this error.

Unfortunately, this problem cannot be fixed without a major rework of the way sessions and form security are handled in MantisBT.

As a workaround, the Administrator can

- Increase the value of `session.gc_maxlifetime`<sup>7</sup>
- Set `$g_form_security_validation = OFF`. *Note that for security reasons, it is strongly recommended not to do this.*

Users may also install local tools to avoid loss of form data, e.g. Lazarus Form Recovery<sup>8</sup> add-on for Firefox.

Further references and reading:

- MantisBT issues 12381<sup>9</sup>, 12492<sup>10</sup>, 13106<sup>11</sup>, 13246<sup>12</sup>

## Notes

1. <http://www.mantisbt.org/>
2. <http://www.mantisbt.org/forums/>
3. <http://www.mantisbt.org/bugs/>
4. <http://php.net/session.gc-probability>
5. <http://php.net/session.gc-divisor>
6. <http://php.net/session.gc-maxlifetime>
7. <http://php.net/session.gc-maxlifetime>
8. <http://lazarus.interclue.com/>
9. <http://www.mantisbt.org/bugs/view.php?id=12381>
10. <http://www.mantisbt.org/bugs/view.php?id=12492>
11. <http://www.mantisbt.org/bugs/view.php?id=13106>
12. <http://www.mantisbt.org/bugs/view.php?id=13246>

## Chapter 9. Authentication

MantisBT supports several authentication methods out of the box. In addition, there is work in progress relating to supporting authentication plug-ins. Once these are implemented, authentication against any protocol or repository of user names and passwords will be possible without having to touch MantisBT core code.

It is important to note that MantisBT does not yet support hybrid authentication scenarios. For example, internal staff authenticating against LDAP while customers authenticate against the MantisBT database with MD5 hash.

See `$g_login_method` in Global authentication parameters for more details about how to configure MantisBT to use one of these authentication techniques.

### Standard Authentication

With Standard login method, MantisBT users are authenticated against records in the MantisBT database, where the passwords are stored as a hash.

Note: while technically unlimited, the password's length is arbitrarily restricted to 1024 characters (`PASSWORD_MAX_SIZE_BEFORE_HASH` constant).

Values for `$g_login_method`:

- `MD51` is the default - and recommended - method
- Support for additional methods (e.g. `SHA-12`) could be added in the future

### LDAP and Microsoft Active Directory

Value for `$g_login_method`: `LDAP`

Authentication is made against an LDAP<sup>3</sup> or Active Directory<sup>4</sup> server.

The LDAP parameters should be setup as explained in LDAP authentication parameters.

An MD5 hash of the user's password will be stored in the database upon successful login, allowing fall-back to Standard Authentication when the LDAP server is not available.

The user's ID and password is checked against the Directory; if the credentials are valid, then the user is allowed to login and their user account in MantisBT is created automatically.

### Basic Authentication

Value for `$g_login_method`: `BASIC_AUTH`

When MantisBT is configured to use basic auth, it automatically detects the logged in user and checks if they are already registered in MantisBT, if not, then a new account is automatically created for the username.

The password length is limited to the size of the underlying database field (`DB_FIELD_SIZE_PASSWORD` constant), currently 32 characters.

### HTTP Authentication

Value for `$g_login_method`: `HTTP_AUTH`

TODO

The password length is limited to the size of the underlying database field (DB\_FIELD\_SIZE\_PASSWORD constant), currently 32 characters.

## Deprecated authentication methods

The following methods of authentication are deprecated, and supported for backwards-compatibility reasons only. It is strongly recommended to update MantisBT installations relying on these to use standard authentication instead.

Deprecated values for \$g\_login\_method:

- CRYPT
- CRYPT\_FULL\_SALT
- PLAIN

With CRYPT-based methods, the password's length is limited as per Standard Authentication. With PLAIN, its size is restricted as for Basic Authentication.

## Notes

1. <http://en.wikipedia.org/wiki/MD5>
2. <http://en.wikipedia.org/wiki/SHA-1>
3. <http://en.wikipedia.org/wiki/LDAP>
4. [http://en.wikipedia.org/wiki/Active\\_Directory](http://en.wikipedia.org/wiki/Active_Directory)

## Chapter 10. Project Management

This section covers the project management features of MantisBT. This includes features like change log, roadmap, time tracking, reporting and others.

### Change Log

MantisBT doesn't just track the status of issues, it also relates issues to versions. Each project can have several versions, which are marked with attributes like released and obsolete. Users typically report issues against released issues and developers typically fix issues in not released versions. With every new release comes question like: what's new? what has been fixed? Customers wonder if the new release is of interest to them and whether they should take an upgrade. Well, the change log is specifically tailored to answer these kind of questions.

In order for an issue to show up in the change log, it has to satisfy certain criteria. The criteria is that the issue has to be resolved with a 'fixed' resolution and has to have the 'fixed\_in\_version' field set. Users sometimes wonder why resolved or closed issues don't show up in the change log, and the answer is that the 'fixed\_in\_version' field is not set. Without the 'fixed\_in\_version', it is not possible for MantisBT to include the issues in the appropriate section of the changelog. Note that it is possible to set the 'fixed\_in\_version' for multiple issues using the 'Update Fixed in Version' group action on the View Issues page (just below the issues list). This option is only available when the selected project is not 'All Projects'. Once a version is marked as obsolete, it is now longer included in the change log.

MantisBT also provides the ability to customize the criteria used for an issue to be included in the change log. For example, for installations that use a custom set of resolutions, it is possible to select multiple resolutions as valid candidates for the change log. This can be done using custom functions (see custom functions documentation for more details). The custom function below overrides the MantisBT default behavior to include issues with both FIXED and IMPLEMENTED (a custom resolution) resolutions in the change log.

```

Checks the provided bug and determines whether it should be included in the changelog
or not.
returns true: to include, false: to exclude.
function custom_function_override_changelog_include_issue($p_issue_id) {
 $t_issue = bug_get($p_issue_id);

 return (($t_issue->resolution == FIXED || $t_issue->resolution == IMPLEMENTED) &&
 ($t_issue->status >= config_get('bug_resolved_status_threshold')));
}
```

MantisBT also provides the ability to customize the details to include from the issue and in what format. This can be done using the following custom function.

```

Prints one entry in the changelog.
function custom_function_override_changelog_print_issue($p_issue_id, $p_issue_level = 0) {
 $t_bug = bug_get($p_issue_id);

 if ($t_bug->category_id) {
 $t_category_name = category_get_name($t_bug->category_id);
 } else {
 $t_category_name = "";
 }

 $t_category = is_blank($t_category_name) ? " : '[' . $t_category_name . ']' ' ;
 echo str_pad("", $p_issue_level * 6, ' '), '- ', string_get_bug_view_link($p_issue_id
```

```
if ($t_bug->handler_id != 0) {
 echo ' (', prepare_user_name($t_bug->handler_id), ')';
}

echo ' - ', get_enum_element('status', $t_bug->status), '.
';
}
```

By combining both customization features, it is also possible to do more advanced customization scenarios. For example, users can add a 'ChangelogSummary' custom field and include all issues that have such field in the change log. Through customizing what information being included for a qualifying issue, users can also include the 'ChangelogSummary' text rather than the native summary field.

In some cases, users know that they fixed an issue and that the fix will be included in the next release, however, they don't know yet the name of the release. In such case, the recommended approach is to always have a version defined that corresponds to the next release, which is typically called 'Next Release'. Once the release is cut and has a concrete name, then 'Next Release' can be renamed to the appropriate name and a new 'Next Release' can then be created. For teams that manage releases from multiple branches for the same project, then more than one next release can be possible. For example, 'Next Dev Release' and 'Next Stable Release'.

Another common requirement is to be able to link to the change log of a specific project from the project's main website. There is a variety of ways to do that:

- To link to the changelog of version "ver1" of project "myproject":

```
http://www.example.com/mantisbt/changelog_page.php?project=myproject&version=ver1
```

- To link to the changelog of all non-obsolete versions of project 'myproject':

```
http://www.example.com/mantisbt/changelog_page.php?project=myproject
```

- To link to the changelog of project with id 1. The project id can be figured out by going to the management page for the project and getting the value of project\_id field from the URL.

```
http://www.example.com/mantisbt/changelog_page.php?project_id=1
```

- To link to the changelog of version with id 1. The version id is unique across all projects and hence in this case it is not necessary to include the project id/name. The version id can be figured out by going to the manage project page and editing the required version. The version\_id will be included in the URL.

```
http://www.example.com/mantisbt/changelog_page.php?version_id=1
```

Another approach is to go to the project page and from there users can get to multiple other locations relating to the project include the change log. This can be done by a URL like the following:

```
http://www.example.com/mantisbt/project_page.php?project_id=1
```

It is possible to customize the access level required for viewing the change log page. This can be done using the \$g\_view\_changelog\_threshold configuration option.

## Roadmap

One of the very important scenarios in project management is where the project managers (or team leads) triage the issues to set their priorities, target version, and possibly assign the issues to specific developers or take other actions on the issue. By setting the target version of an issue to a version that is not yet released, the issue shows up on the project roadmap, providing user with information about when to expect the issues to be resolved. The roadmap page has a section for each release showing information like planned issues, issues done and percentage of issues completed. Issues that are fixed in a specific version, but didn't have the `target_version` field set, will not show up in the roadmap. This allows the ability to control the issues that are significant enough to show in the roadmap, while all resolved fields can be found in the change log. Note that it is possible to set the 'target\_version' for multiple issues using the 'Update Target Version' group action that is available through the View Issues page (below the issues list). This option is only available when the current project is not 'All Projects'. Although it is not a typical scenario, it is worth mentioning that once a version is marked as obsolete, it is not included in the roadmap.

Note that the roadmap only includes future versions, once a version is marked as released, it no longer is included in the roadmap. For information about such releases, the change log feature should be used. For an issue to be shown on the roadmap, it has to have the target version set. It does not matter whether the feature is resolved or not. Resolved features will be decorated with a strikethrough and will be counted as done.

MantisBT provides the ability to customize the criteria for issues to show up on the roadmap. The default criteria is that the issue has to belong to a version that is not yet released and that the issues is not a duplicate. However, such criteria can be customized by using custom functions as below.

```

Checks the provided bug and determines whether it should be included in the roadmap or no
returns true: to include, false: to exclude.
function custom_function_override_roadmap_include_issue($p_issue_id) {
 return (true);
}
```

It is also possible to customize the details included about an issues and the presentation of such details. This can be done through the following custom function:

```

Prints one entry in the roadmap.
function custom_function_override_roadmap_print_issue($p_issue_id, $p_issue_level = 0) {
 $t_bug = bug_get($p_issue_id);

 if (bug_is_resolved($p_issue_id)) {
 $t_strike_start = '<strike>';
 $t_strike_end = '</strike>';
 } else {
 $t_strike_start = $t_strike_end = "";
 }

 if ($t_bug->category_id) {
 $t_category_name = category_get_name($t_bug->category_id);
 } else {
 $t_category_name = "";
 }

 $t_category = is_blank($t_category_name) ? " : '[' . $t_category_name . ']'' ;

 echo str_pad("", $p_issue_level * 6, ' '), '- ', $t_strike_start, string_get_bug_view

 if ($t_bug->handler_id != 0) {
 echo ' (', prepare_user_name($t_bug->handler_id), ')';
 }
}
```

```
 }
 echo ' - ', get_enum_element('status', $t_bug->status), $t_strike_end, '
';
}
```

Some teams manage different branches for each of their projects (e.g. development and maintenance branches). As part of triaging the issue, they may decide that an issue should be targeted to multiple branches. Hence, frequently the request comes up to be able to target a single issue to multiple releases. The current MantisBT approach is that an issue represents an implementation or a fix for an issue on a specific branch. Since sometimes applying and verifying a fix to the two branches does not happen at the same time and in some cases the approach for fixing an issue is different based on the branch. Hence, the way to manage such scenario is to have the main issue for the initial fix and have related issues which capture the work relating to applying the fix to other branches. The issues for porting the fix can contain any discussions relating to progress, reflect the appropriate status and can go through the standard workflow process independent of the original issues.

Another common requirement is to be able to link to the roadmap of a specific project from the project's main website. There is a variety of ways to do that:

- To link to the roadmap of version "ver1" of project "myproject":

```
http://www.example.com/mantisbt/roadmap_page.php?project=myproject&version=ver1
```

- To link to the roadmap of all non-obsolete versions of project 'myproject':

```
http://www.example.com/mantisbt/roadmap_page.php?project=myproject
```

- To link to the roadmap of project with id 1. The project id can be figured out by going to the management page for the project and getting the value of project\_id field from the URL.

```
http://www.example.com/mantisbt/roadmap_page.php?project_id=1
```

- To link to the roadmap of version with id 1. The version id is unique across all projects and hence in this case it is not necessary to include the project id/name. The version id can be figured out by going to the manage project page and editing the required version. The version\_id will be included in the URL.

```
http://www.example.com/mantisbt/roadmap_page.php?version_id=1
```

Another approach is to go to the project page and from there users can get to multiple other locations relating to the project include the roadmap. This can be done by a URL like the following:

```
http://www.example.com/mantisbt/project_page.php?project_id=1
```

The access level required to view and modify the roadmap can be configured through \$g\_roadmap\_view\_threshold and \$g\_roadmap\_update\_threshold respectively. Modifying the roadmap is the ability to set the target versions for issues. Users who have such access can set the target versions while reporting new issues or by updating existing issues.

## Time Tracking

This is currently a work in progress. To follow the work have a look on the wiki page Time Tracking (Issue 4428)<sup>1</sup>

To activate the Time Tracking feature you have to set the configuration option "time\_tracking\_enabled" to ON. To activating the Time Tracking you can :

- Static solution : change the variable '\$g\_time\_tracking\_enabled' in the configuration file 'config\_defaults\_inc.php', this will change the configuration for all the MantisBT instance ;
- Dynamic and "project by project" solution : Use the administration page "Manage Configuration" and set the variable 'time\_tracking\_enabled' to '1' for which user and which project of you choice.

All Time Tracking configuration options are described in the configuration section off this guide.

## Graphs

Assigned to me: TODO

Release Delta: TODO

Category: TODO

Severity: TODO

Severity / Status: TODO

Daily Delta: TODO

Reported by Me: TODO

## Summary Page

By Status: TODO

By Severity: TODO

By Category: TODO

Time Stats for Resolved Issues (days): TODO

Developer Status: TODO

Reporter by Resolution: TODO

Developer by Resolution: TODO

By Date: TODO

Most Active: TODO

Longest Open: TODO

By Resolution: TODO

By Priority: TODO

Reporter Status: TODO

Reporter Effectiveness: TODO

## **Notes**

1. <http://www.mantisbt.org/wiki/doku.php/mantisbt:issue:4428>

## Chapter 11. Contributing to MantisBT

### Talent and Time

One of the greatest ways to contribute to MantisBT is to contribute your talent and time. For MantisBT to keep growing we need such support in all areas related to the software development cycle. This includes: business analysts, developers, web designers, graphics designers, technical writers, globalization developers, translators, testers, super users, packagers and active users. If you would like to contribute in any of these capacities please contact us through the "Contact Us" page.

### Recommend MantisBT to Others

It feels great when we get feedback from the user community about how MantisBT boosted their productivity, and benefited their organization. A lot of the feedback I get is via email, some on mailing lists, and some on forums. I would encourage such users to blog about it, tell their friends about MantisBT, and recommend MantisBT to other organizations. MantisBT is driven by it's community, the greater the community, the greater the ideas, the greater of a product it becomes.

### Blog about MantisBT

If you have a blog, then blog about MantisBT, review it's features and help us spread the word. A lot of users also like to blog about how they customized MantisBT to fit their needs or to integrate with other tools that they use in their work environment.

### Integrate with MantisBT

If you have a product that can be integrates with MantisBT to provide a value for MantisBT users, that would be a great place to contribute and benefit both your project's community and the MantisBT community. A great examples in this area are integrations with content management systems (e.g. \*Nuke, Xoops), project management (PHPProjekt), and TestLink for Test Management. MantisBT can easily be integrated with projects in any programming language whether it is hosted on the same webserver or anywhere else in the world. This can be achieved through it's SOAP API and MantisConnect client libraries. MantisConnect comes with client libraries and samples in languages like PHP, .NET, Java and Cocoa.

### Registered in MantisBT Users Directory

Join the Users Directory<sup>1</sup> by clicking Submit. While entering your company or project details you will be able to write up a testimonial about MantisBT which will then be included in the Testimonials page<sup>2</sup>.

### Donate Money

Use the PayPal donate buttons that you will see around the website (e.g. bottom left of the home page). You can donate using your credit card even if you don't have a PayPal account. Donations is a very easy way for the MantisBT community to give back to MantisBT. The donations can be as small as US\$1 or as big as you or your organization want it to be.

## **Sponsor MantisBT**

MantisBT Sponsors are organizations that have realized the benefit brought to their business by using MantisBT and would like to protect such investment and always push it forward via sponsorship. Please take a moment to visit our sponsors page and use the "Contact Us" page for further information.

## **Notes**

1. <http://www.mantisbt.org/directory.php>
2. <http://www.mantisbt.org/testimonials.php>

# Acknowledgements

## Acknowledgements

We would like to thank all the past and present contributors to the project:

- name
- name
- name
- name