

UFL Portal Bug Report management

We're currently setting the property *portal.error.email* to a particular service account mailbox. We're then using the [getmail software](#) to pull these bugs out of that mailbox and into a directory hierarchy.

The getmail configuration looks like so:

```
[retriever]
server = (address)
username = (secret)
password = (secret)
type = SimpleIMAPRetriever
```

```
[destination]

type = Maildir
path = ~/maildir/
```

```
[options]
verbose = 0
read_all = true
delete = true
```

Then, we're executing the attached perl script via crontab:

```
5 * * * * ~/src/getmail-4.20.2/getmail -r getmail.rc -g ~/src/getmail-4.20.2
30 8 * * * ~/src/sakai-bug-stats/sakai-bug-stat-o-rama.pl yesterday daily
30 8 * * 1 ~/src/sakai-bug-stats/sakai-bug-stat-o-rama.pl yesterday weekly
30 8 1 1 * ~/src/sakai-bug-stats/sakai-bug-stat-o-rama.pl yesterday yearly
```

This script reads the contents of that directory, and produces a report such as the following:

Summary of daily Sakai bug reports for 2011-09-18:

```
browser-id => count:
Win-InternetExplorer => 204
Mac-Mozilla => 200
Win-Mozilla => 75
UnknownBrowser => 13
Lin-Mozilla => 3
```

```
service-version => count:
r501 => 495
empty => 1
```

```
user => count:
username1 (A) => 11
username2 (B) => 11
username3 (C) => 10
username4 (D) => 10
username5 (E) => 9
```

```
stack-trace-digest => count:
A9DE1A375BBE9CCC219AA9CD267852288227DAD3 => 145
EAAE775D71F8001E53C4BBDE6B894280887E1C0B => 126
22464E4B4BB89162A78C6C95A0F7D1BF727446BC => 46
3716613FF7DC158CDCC5F8DDFA7D6704DA34E887 => 31
D5706A5661DAA8A30374489B046C97714E29458D => 10
```

```
app-server => count:
sakaiapp-prod10.osg.ufl.edu => 76
sakaiapp-prod02.osg.ufl.edu => 66
sakaiapp-prod06.osg.ufl.edu => 64
sakaiapp-prod08.osg.ufl.edu => 57
sakaiapp-prod07.osg.ufl.edu => 56
```