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**Course Notes**

What is Bug/Defect?

* A software bug is the common term used to describe an error, flaw, mistake, failure, or fault in a computer program or system that produces an incorrect or unexpected result, or causes it to behave in unintended ways
* Abnormal behavior of the software/system
* A specific concern about the quality of the Application Under Test (AUT)
* Difference between and actual behavior of the software
* Anything that can hamper the functioning or execution of the software application or service
* A failure of a certain section of the code to function accurately

When is a finding a Bug/Defect?

* Software doesn’t do & spec/req says it should do
* Software does & spec/req says it shouldn’t do
* Software does but spec/req doesn’t mention, but should
* Software is difficult to understand, hard to use- in the software tester’s eyes- will be viewed by the end user just plain not right, feature/SCR…

Not all bugs are created equal

* Severity
  + How bad/danger/severe the bug is
  + The degree of impact when the user encounters the bug

1. System crash, data logs, data corruption, security breach
2. Operational error, wrong results, loss of functionality
3. Minor problem, misspelling, UI layout, rare occurrence
4. Suggestions/SCR/Features

* Priority
  + How soon/urgency of fixing the bug
  + How much emphasis should be placed in fixing the bug and the urgency of making the fix

1. Immediate fix, blocks further testing, very visible
2. Must fix before the product is released
3. Should fix when time permits
4. Would like to fix but the product can be released as is

Best practice of reporting Bugs

* Reproduce the bug 2 times before writing bug report and then ask a peer
* Test the same bug occurrence on other similar modules/systems/data/environments
* Report the bud immediately
* Write a good bug summary
* Use diplomatic language
* Properly define SEVERITY & PRIORITY
* Read bug report before hitting submit button

Writing an effective bug report

* What happened, when, where
* IMPACT on user and/or customer
* Clear, concise, correct

Black Box Testing

* Examines functionality
* Unit, Integration, System and UAT testing