

Reporting and Analyzing Bugs

Chapter 5 - TCS

Point of View

- ❑ The point of writing Problem Reports is to get Bugs fixed
- ❑ Effective report:
 - Explain how to reproduce the problem
 - Analyse the error so you can describe it in a minimum number of steps
 - Complete, easy to understand, non-antagonistic (đối lập, tương phản)

Key idea

- Write problem reports immediately
 - As soon as you run into a problem in the software, fill out a Problem Report form

Content of the Problem Report

- TCS Book – page 66
- Tools:
 - Bug tracking
 - Teamtrack

YOUR COMPANY'S NAME

CONFIDENTIAL

PROBLEM REPORT # _____

PROGRAM _____

RELEASE _____

VERSION _____

REPORT TYPE (1-6) _____

SEVERITY (1-3) _____

ATTACHMENTS (Y/N) _____

1 - Coding error 4 - Documentation

1 - Fatal

If yes, describe:

2 - Design issue 5 - Hardware

2 - Serious

3 - Suggestion 6 - Query

3 - Minor

PROBLEM SUMMARY _____

CAN YOU REPRODUCE THE PROBLEM? (Y/N) _____

PROBLEM AND HOW TO REPRODUCE IT _____

SUGGESTED FIX (optional) _____

REPORTED BY _____

DATE __/__/__

ITEMS BELOW ARE FOR USE ONLY BY THE DEVELOPMENT TEAM

FUNCTIONAL AREA _____

ASSIGNED TO _____

COMMENTS _____

STATUS (1-2) _____

1 - Open

2 - Closed

PRIORITY (1-5) _____

RESOLUTION (1-9) _____

RESOLUTION VERSION _____

1 - Pending

4 - Deferred

7 - Withdrawn by reporter

2 - Fixed

5 - As designed

8 - Need more info

3 - Irreproducible

6 - Can't be fixed

9 - Disagree with suggestion

RESOLVED BY _____

DATE __/__/__

RESOLUTION TESTED BY _____

DATE __/__/__

TREAT AS DEFERRED (Y/N) _____

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REPORTING &

ANALYZING BUG

Figure 5.1 The Problem Report form

Content

- ☐ Problem report number
- ☐ Program
- ☐ Version identification: Release and Version
- ☐ Report type
- ☐ Severity (độ nghiêm trọng)
- ☐ Attachments
- ☐ Problem summary
- ☐ Can you reproduce the problem

Content (cont.)

- ☐ Problem and how to reproduce it
- ☐ Suggested fix
- ☐ Reported by
- ☐ Date
- ☐ Functional Area
- ☐ Assigned to
- ☐ Comments
- ☐ Status
- ☐ Priority
- ☐ Resolution or Resolution Version
- ☐ Signatures
- ☐ Treat as deferred

Characteristics of the problem report

- ☐ Written (viết ra)
- ☐ Numbered (đánh số)
- ☐ Simple (đơn giản)
- ☐ Understandable (dễ hiểu)
- ☐ Reproducible (có thể tái hiện)
- ☐ Legible (rõ ràng)
- ☐ Non-Judgmental (không phán quyết)

Analysis of reproducible bug

- To make your report more effective in the future
 - Find the most serious consequences
 - Finding the simplest and most general conditions
 - Finding alternate paths to the same problem
 - Finding related problems