

Guido



Bug Tracking Procedure

Version 2.0

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Version History

Version 1.0

Added:

Base foundations to documentation. All important details should be carefully read to attain accurate details.

Sections Added;

- Version History
- Bug Tracking Procedure

Version 2.0

Added:

Sections Added;

- Stage Status of Bug Fixing
- Priority Ranking of Bugs

Bug Tracking Procedure

When making a bug follow the steps provided to make sure that all necessary requirements have been met to clear any reported bugs.

BEFORE CREATING A BUG, REPORT REFER TO THE FOLLOWING TAGS TO UNDERSTAND THE STATUS AND PROGRESS AT WHICH THEY SHOULD BE APPLIED DURING THE PRODUCTION STAGE

Stage Status of Bug Fixing

Active

The first stage of every bug once found, an investigation begins so the cause can be determined. This can be logged by anyone on the team.



Test

The second stage, the bug has had a fix applied to remove it and is ready for testing. This is typically done by the Designer or Programmer.



Verified

The third stage, the cause has been retested and verified as an ongoing issue has been stopped. This is typically done by the Designer or Programmer.



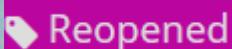
Closed

The forth stage, the test stage was successful, and the issue can be closed or if it is not considered to be a defect.



Re-opened

The potential fifth stage, the bug has come back, meaning either the original cause was not correct, or it can break due to many reasons.

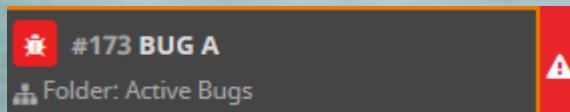


Priority Ranking of Bugs

Urgent

This is the highest priority. A catastrophic bug causes total failure of the software. There is no workaround and must be fixed immediately.

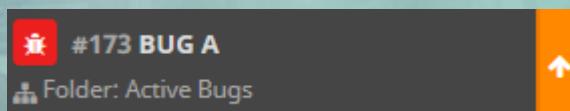
(Below is how it will look like in HacknPlan)



High

The second in priority, a bug like this will impair intended functionality and could break the gameplay, and although a workaround may exist it is deemed too tedious for a user to do, so it must be fixed.

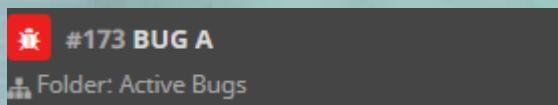
(Below is how it will look like in HacknPlan)



Normal

The third in priority, a bug like this will cause a failure of a non-critical system, but the software can still function reasonably satisfactorily with a workaround.

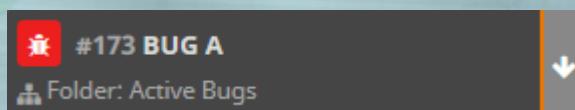
(Below is how it will look like in HacknPlan)



Low

The last in priority, a bug like this is found there is a workaround that causes a very minor inconvenience to the user, or the issue can be ignored entirely.

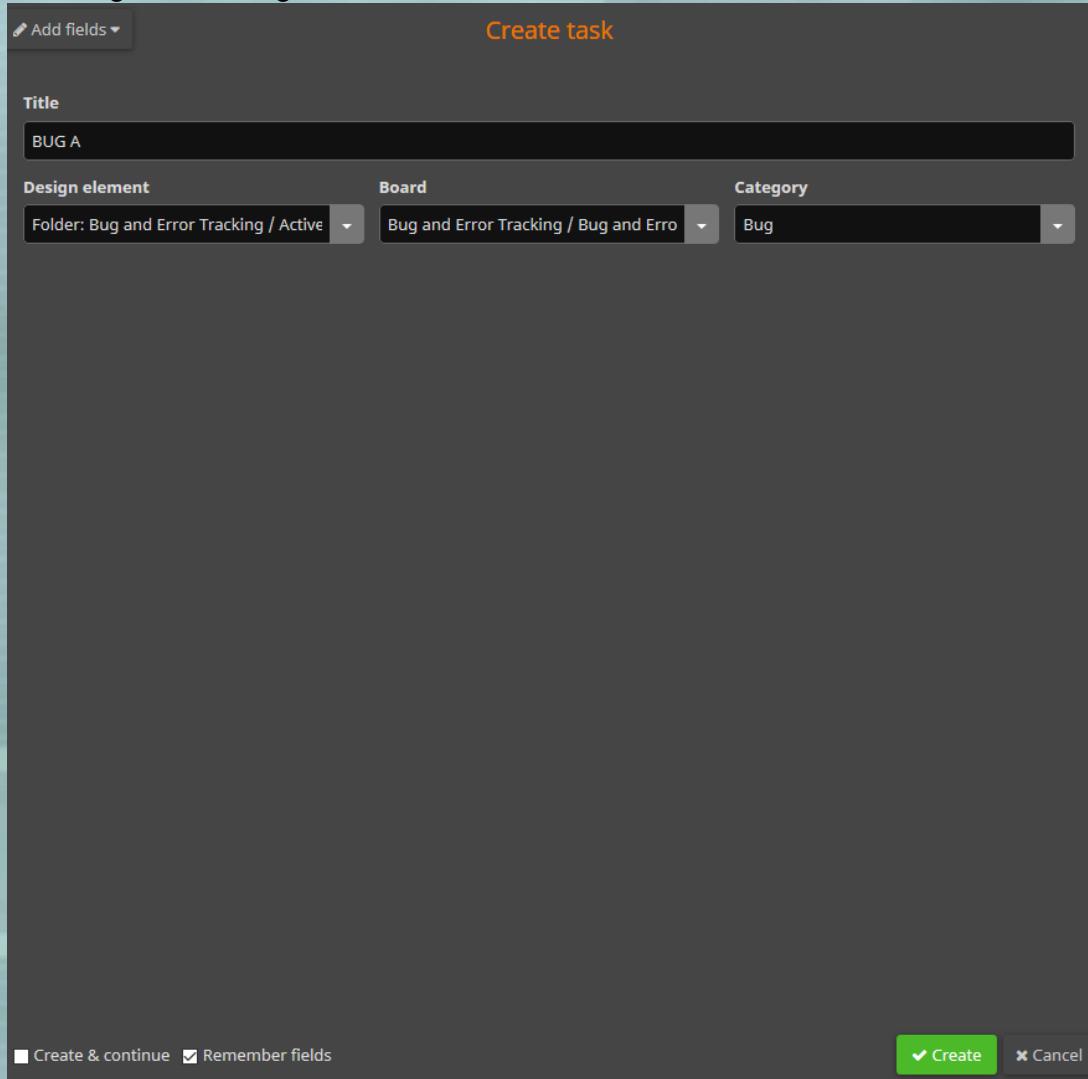
(Below is how it will look like in HacknPlan)



1. Open your local web browser
2. Search HacknPlan in the search bar
3. Make sure you are signed in and registered to the Project by the owner of the Project Manager [if you are logged in already skip to step 4]
4. When in the project select the Bug and Error Tracking Folder designated on the left side of the screen and click on the 'Bug and Error Tracker' Board

5. When wanting to log a bug press the create button at the top of the page next to the folder title, then select Task.

6. Once the Create Task Option has enlarged on screen, input a brief Bug title in the 'title' section, and apply the bug to the design element folder 'Bug and Error Tracking/ Active Bugs'. Continue to fill in the details as shown on screen.



Create task

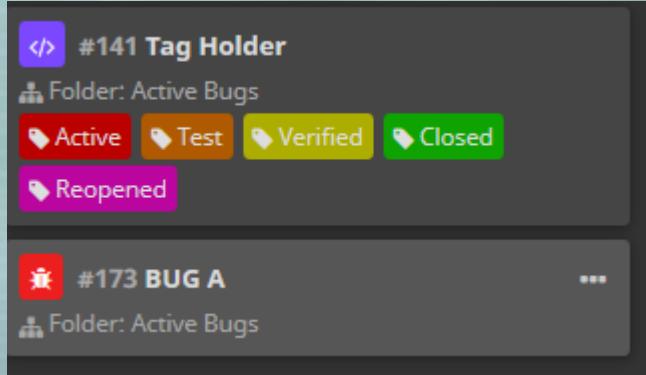
Title
BUG A

Design element Board Category

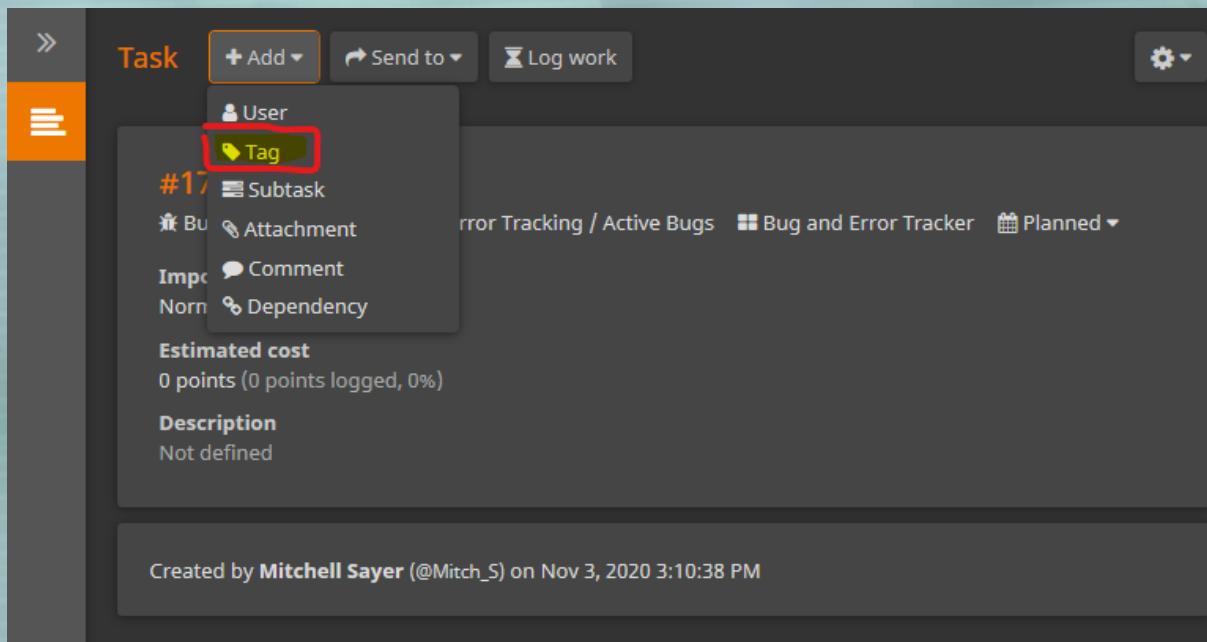
Folder: Bug and Error Tracking / Active Bug and Error Tracking / Bug and Erro Bug

Create & continue Remember fields ✓ Create ✗ Cancel

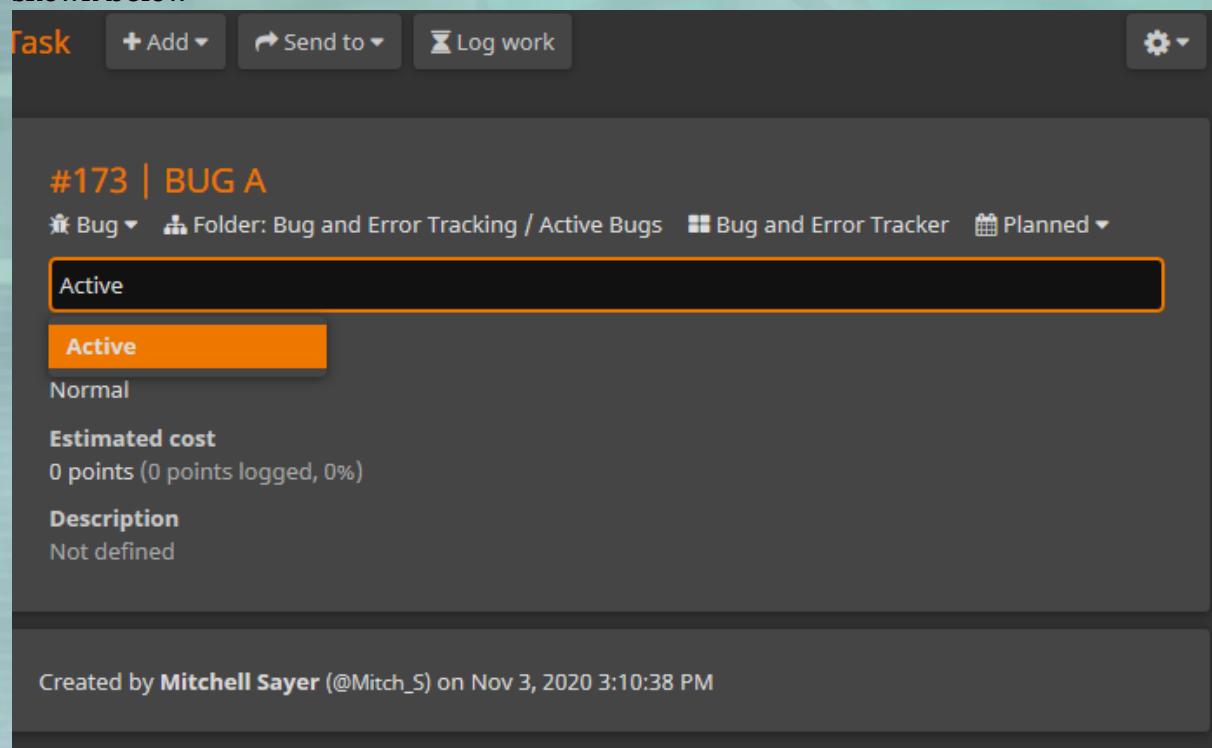
7. When creating the bug, select the new bug that has been named. On the left-hand side of the screen.



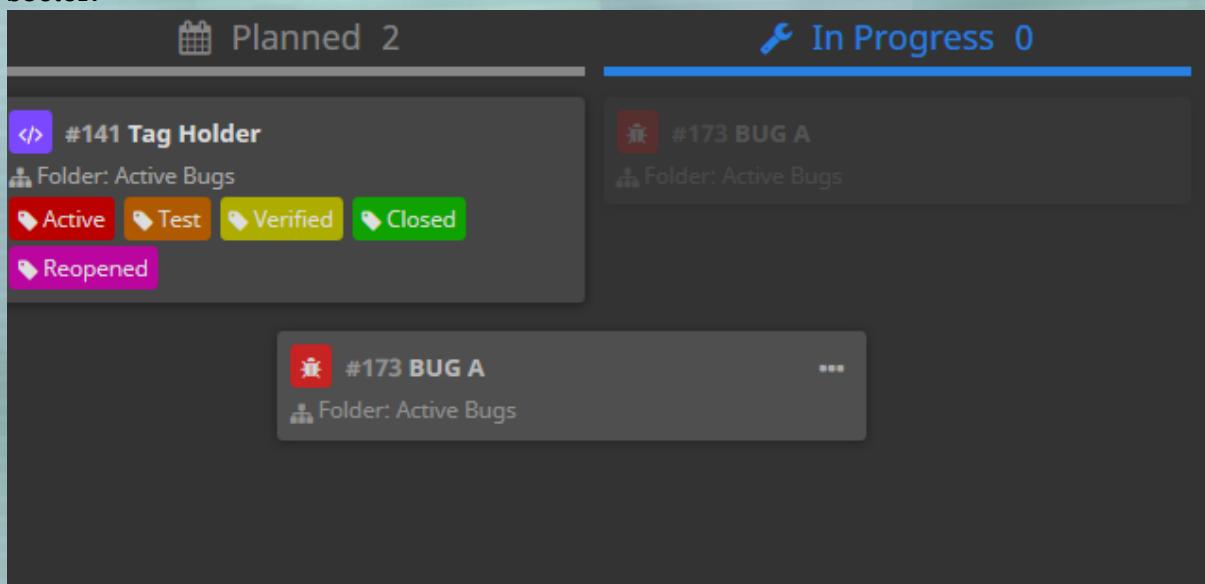
8. Once opened, apply the active tag to it by selecting the 'Add' drop box at the top of the screen



When selected type in 'Active' into the search box and select the 'Prompt Active' as shown below



9. When commencing the start of a bug fix drag the bug across to the 'In Progress' sector.



10. When the bug is thought to be in a working state, move the task to the 'Testing' section apply the method found in step 8 to add the tag 'Test' to the bug task.
If the bug persists revert to 'In Progress' and replace the tag back to 'Active'.
11. If the bug seems to have been resolved apply the 'Verified' tag to the task and keep the task in testing until it is marked as fixed.
12. When the Bug has been fixed place the task in the 'Completed' section on the right side and apply the appropriate points to the task and apply the 'Closed' tag to the task.
13. If the problem returns during the process of production, return to HacknPlan, search for the task in the completed folder, remove it and place it back into 'Planned' section, with the 'Closed' tag removed and replaced by both 'Reopened' and 'Active' tag attached.
14. Repeat step 10 until the bug has fully resolved.