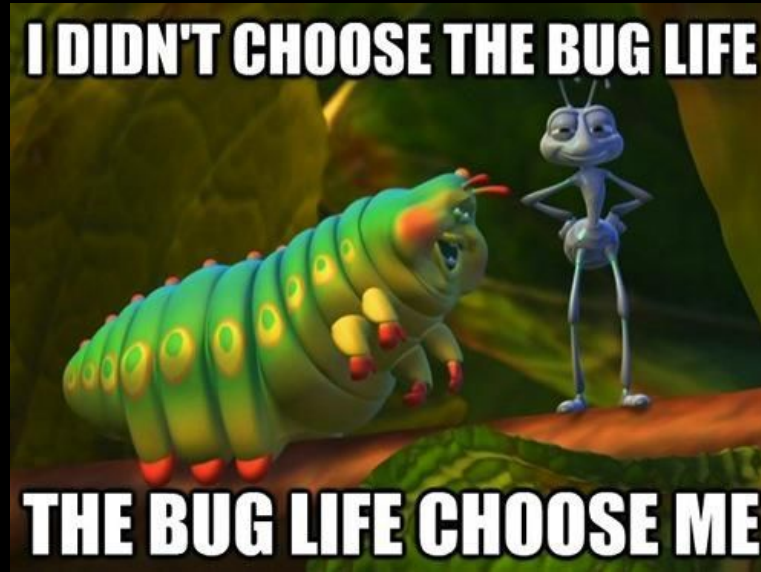


# Bug Reporting



Lector: Viktor Slavchev



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# What do we do before we report a bug

- RIMGEA
- Replicate - ideally every bug should replicate
- Isolate - remove anything that doesn't matter
- Maximize - what's the worst effect of this bug
- Generalize - easiest number of steps to reproduce it
- Externalize - explain what's the impact on end users
- Blandize - explain in non-judgmental tone

# PEOPLE WORKing

Checklist to sharpen bug reporting:

- Problem - that needs resolution
- Example - to illustrate it
- Oracle - why is it a problem
- Polite
- Literate
- Extrapolation
- Workaround

Taken from RST guide to bug reporting

# Elements of a good bug report

# Title

- A short statement that expresses the essence of the bug. - One sentence long; twelve words or less. - It must be distinctive, not generic (i.e. don't write "the product crashes").
- The title should uniquely identify the bug among all the other bug report titles.

# Title - examples

- Try to follow the pattern - what problem, happens after what action, where.
- Ex. **Wrong price calculated when adding new item to basket.**  
**Crash when logging in as admin**
- Try to keep it as short and concise as possible (1 sentence, not more than 12 words)



# Titles I never want to see

## ■ Never, ever, ever write a title like this:

- System crashes/doesn't work
- Page is totally broken
- Feature not working properly
- Not working as expected/supposed
- Field has inconsistent behavior

## ■ How?

- Stick to reporting distinct problem
- Avoid using “fuzzy” words
- Avoid reporting more than 1 bug



# Severity

How serious is the problem?

Commonly used types:

- Blocker - can continue flow/testing
- Critical - concerning critical functionality
- Major
- Minor
- Trivial/Cosmetic





# Prerequisites

Anything related to the setup and pre-conditions to produce the bug:

- Specific scenario to follow
- Specific account to use (provide credentials)
- Specific stage or screen to start from (provide link)
- Specific env variables - provide example and instructions ex. Use GMT+3 time, change language to Spanish

# Description

- Any other information about the specific failure mode and behavior of the system that members of the team need to know about the bug
- Keep it short
- Write steps to produce, if they are not obvious
- Provide oracle - why is this a problem?
- Actual and expected conditions - indicate them only if they are not obvious.

# Steps, actual, expected

- Try not to describe common sense and obvious steps and conditions
- Provide links and example data.
- DON'T write steps like: connect to internet, open browser - common sense
- DON'T write conditions like: Page crashes/doesn't load - this is obvious
- If your expected condition is "should not..." actual, you don't need it.

# Environment

Might be, related to platform:

- Operating system (OS) ex. Windows, Linux, Mac OS
- OS version
- Device type and version (mobile)
- Browser version (web testing)
- App version (mobile, desktop)
- Work environment: test, staging, production
- Build version

# Files and artifacts

Any supporting info for the bug that might help devs:

- Screen shot
- Log files
- Data sets
- Long error messages as attachments
- Short video, when problem is complex
- Config file, if specific setup is needed.

**Please don't:** Make screenshots of log files/console log

# Mistakes that testers make

- Poorly worded title
- Wrong severity
- Reporting an unsupported opinion
- Reporting something that's not a problem
- Not enough information to reproduce
- User error
- Reporting the wrong thing
- Terse report
- Unnecessary facts and details
- Too many reports

# Jira credentials

Url: <https://pragmaticbg.atlassian.net>

Project: ET-ParkingCalculator

Username: [alex@qaground.com](mailto:alex@qaground.com)

Password: Parola123!



# Task at home

- Log one of the defects you found Jira:
  - <https://pragmaticbg.atlassian.net>
  - Use English
- Log the defect that you feel proud of finding.
- Focus on important bugs. Attach your notes in it.
- **Do not log duplicated bugs, look at the previously logged bugs.**

**Deadline: End of day 22.11.2018 (23:59:59) EET**