

# Bug Reporting

Justal Kevin

1 May 2022

## Table of contents

<b>I</b>	<b>How to report a bug</b>	<b>2</b>
	<b>Preface</b>	<b>3</b>
<b>1</b>	<b>Title</b>	<b>3</b>
<b>2</b>	<b>Description</b>	<b>3</b>
<b>3</b>	<b>Screenshots</b>	<b>4</b>
<b>4</b>	<b>Replication</b>	<b>4</b>

## Part I

# How to report a bug

## Preface

When reporting a bug, there is few points required for easily understand and rapidly been able to fix the problem. The following points are the minimum for a Jira ticket or a bug report to be handle :

1. **Title**
2. **Description**
3. **Screenshots**
4. **Replication**

You will find under more explanation about each sections with some examples of what should find in each part.

### 1 Title

This section is more about title of ticket used on Jira. The title should be short and concise. In a few words, anyone from the team should be able to understand the problem. It does not need to be a sentence.

The examples below directly comes from our Jira so everyone could understand what I am speaking about :

For example :

- Data Integration: User redirect to login page when clicking connection to google drive
- STAGE: Action Micro: get \_action\_ by \_id returning an error inside commitment step

Bad example:

- CONNEC
- Unable to recall variables
- Create the new Factors

### 2 Description

In the description, the bug should be describe as simple as possible for anyone to be able to understand it. It needs to be exhaustive, the more information the better, the more information the easier it is to understand the problem. The bug should not be only understandable by the one handling the ticket/bug. The reason is simple, what happen if the reporter and the one handling the ticket are not in position for answering (Holiday, hospital...). In this case, the ticket need to be handle by someone else and he will need to understand the problem.

For example :

Bad example:

### 3 Screenshots

A description should always be accompanied with a screenshot. Text alone is often not enough for pin-pointing where is the problem. Human are visual creature, so a text plus an image made any bug report clearer. It also limits the scope of the error to what the screenshot will show.

This section is mandatory for any frontend bug report. The buggy part or the problem should be highlighted on the screenshot by making a circle around the area where is the buggy.

For example :

Bad example:

### 4 Replication

This section is certainly the most important. Every step for replicating the bug should be describe. It's really hard and in some cases impossible for the developers to find why the system is returning an error. So helping the developers by providing a step by step will make the problem easy to find and of course, will decrease a lot the time needed for fixing bugs. It's a win-win for everyone.

Good example :

- I went on the website `www.example.com`
- I created a new account (username: Alex | password: azerty)
- I logout and went back to the login page
- I try to register with the account of alex (username: Alex | password: azerty)
- I received an error telling me the account does not exist.

Bad example:

I cannot connect with the account of Alex.