

Bug Reporting

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Part I

How to report a bug on Slack and Jira

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. **Replication**
4. **Screenshots**

You will find under more explanation about each sections with some examples of what should we find in each part. I also added some examples coming directly from our Jira.

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.

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 :

When passing edit user types payload for permissions it needs to pass as an array but when passing the create user types payload it needs to be passed as a string instead of an array

conclusion the schema for both edit user types permission and create user types payload permissions should be the same

Bad example:

- Defect on Add Company
- see screenshot for more info
- Or even worse a ticket without description

2.1 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 :

- Click FB icon on login page
- Enter incorrect username
- Click Add username
- Enter enter company
- Click Add Company
- Enter "sd da"
- Click Create Account
- Should display
"A username cannot contain white space or be more than 32 characters"
Actual:
"An username cannot contain white space or be more than 32 characters"

Bad example:

The current recommender system doesn't work. it recommends the same set of actions no matter what the keywords is.

2.2 Screenshots

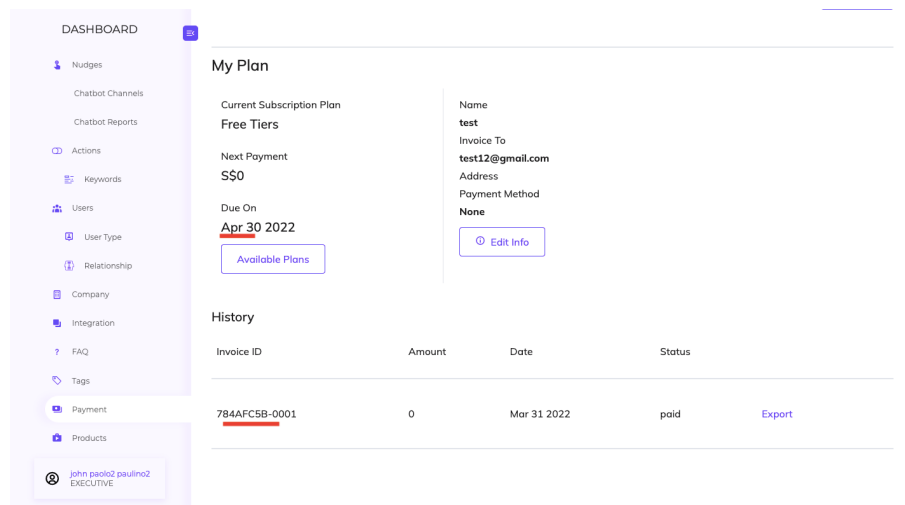
A description should always been accompagned with a screenshoot. Text alone is often not enough for pin-pointing where is the problem. Human are visual creature, so a text plus an image made any bug report clearer. It also limits the scope of the error to what the screenshot will show.

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

If any screenshot of queries or mutations are made, those queries/mutations should also be written in the ticket. You already took the time to write the

queries, so make it easier for the next developers. Copy/paste your queries for him to just use it and not rewriting everything from a picture.

For example :



Bad example:

Create an action

Create a commitment

Additional Options

Step 1

Step 2

Step 3

Name

Give your commitment a name

Description

Now describe in detail what our users should do to get the maximum benefit

Step

3

☐ Ask the user for preferred time to start

Step 1

Shao Commitment 1

Shao Commitment Description 1

Activate after 2 hour/s

Step 2

Shao Commitment 2

Shao Commitment Description 2

Repeat x