

BUG TRACKING SOFTWARE

What is a Bug Tracking Software ?

A bug tracking software is a program that self analyses a software application to detect the bugs affecting the quality performance in the future long run. It tracks the bugs down and helps in clearing them with little manual effort. It also automates the process of tracking and monitoring bugs, defects and other issues that impede the efficient operation of an organization's technology and information infrastructure.

What is meant by Bug Tracking System ?

A bug tracking system (BTS) is a software application that is designed to help programmers to keep track of reported software bugs in their work. A major component of bug tracking system is a database that records facts and known bugs submitted by the tester. Bug Tracking System is an ideal solution to track the bugs of a product, solution or an application. It is normally put in place to store information about reported bugs. It also allows individual or groups of developers to keep track of outstanding bugs in their product effectively.

What is Bug tracking Process ?

Bug tracking is the process of logging and monitoring bugs or errors during software testing. It is also referred to as defect tracking or issue tracking. Large systems may have hundreds or thousands of defects. Bug tracking enables users to enter bug reports directly into a system that logs and tracks them. Bug tracking are associated with a bug's life cycle, which is tracked through the status assigned to each bug . It needs to be evaluated, monitored and prioritized for debugging.

Characteristics of Bug tracking software:

1. Ability to sort between bug, enhancement, and feature request. The difference between an enhancement and feature request is very subtle but VERY important.
2. Ability for the user to assign certain bits of information such as severity (how much that bug relates to them).
3. Ability to have custom fields (such as being able to select which OS, which service pack level, application version, etc.).
4. Ability to have custom user profiles which also give detailed information about their hardware. It's also nice to be able to have the users phone number (if they are on your LAN) so you can ask questions, if needed.
5. **Promoting Privacy:** Some items, such as security exploits or information that deals with

financial information, will need to be kept secret. Even OSS does this from time to time until they can get a patch ready. Everyone has their own rules.

6. Ability to show the changes between revisions so you can email out a Change Log so users know what you have and have not done.

7. Enabling communication between the developer and the user. Allows the developer to override that priority and, if possible, give a reason.

18 Best Bug Tracking Software: Top Defect/Issue Tracking Tools of 2020 :

- 1) Monday. com
- 2) Airbrake
- 3) Backlog
- 4) ReQtest
- 5) ServiceNow ITBM
- 6) Bugzilla
- 7) JIRA
- 8) Mantis
- 9) Trac
- 10) Redmine
- 11) Micro Focus ALM/Quality Center
- 12) FogBugz
- 13) IBM Rational Clear Quest
- 14) Lighthouse
- 15) Zoho Bug Tracker
- 16) The Bug Genie
- 17) BugHost

Most Popular Bug Tracking Software:

1. Backlog:

Backlog is an online bug tracking and project management software built for development teams. It's easy for anyone to report bugs with a full history of issue updates, comments, and status changes. Reported issues are easy to find with search and filters.

For more info, visit [Backlog.com](https://backlog.com)

2. Bugzilla:

Bugzilla has been a leading Bug Tracking tool widely used by many organizations for quite some time now. It is very simple to use, web-based interface. It has all the features of the essence, convenience, and assurance. It is completely open sourced and is free to use.

For more info, visit: bugzilla.org

3. Mantis Bug Tracker:

It has every feature you can hope for and then some. To catch up with the changing times, Mantis not only comes as a web application but also has its own mobile version. It is implemented in PHP and is free for use. If you would like it to be hosted, they do charge a price, but quite affordable, I must say.

For more info, visit: mantisbt.org

4. Redmine:

Redmine is an open-source issue tracking system that integrates with SCM (Source Code Management systems) too. Even though it is not a 'bug tracking' tool it involves working with issues, where issues can be features, tasks, bugs/defects, etc. It is a web application that works across many platforms but will need Ruby to be available.

For more info, check out: redmine.org

5. Zoho Bug Tracker:

Zoho Bug Tracker is one of the modules in the task management software Zoho Project. It is an online tool that will let you create Projects, milestones, tasks, bugs, reports, documents and so on. The bug tracker module by itself has all the features of essence that you generally look for. The product is commercial but not very expensive.

For more info, visit : <https://www.zoho.com/projects/help/bug-tracker.html>

Benefits of Bug tracking System / Software:

Here is the list of major benefits that a bug tracking system / software has:

- 1. Deliver High Quality Product:** It helps to remove flaws in the product by controlling the work of each team member. The system can track problems and analyse efforts taken by team members to fix a bug or an issue. This results in delivering efficient product on-time within a given budget.
- 2. Improve Return on Investment (ROI) by Reducing the Cost of Development :** The Bug Tracking system help find bug of all kinds and prioritise them, This helps the development team fix those issues which are at the highest priority rather than fixing other unimportant issues. This improves the productivity of the team thus reducing the cost.
- 3. Detect Issues Earlier and Understand Defect Trends:** The most obvious advantage is that it allows companies to keep a record of the bug issues that are detected, who fixed them, and how long it took to fix a particular issue. A bug tracking system detects bugs in the formal testing phase. This helps to create a bug-free data in the production stage.
- 4. Better Communication, Teamwork and Connectivity:** A bug tracking system provides better communication through chat interfaces and email notifications. This reduces the communication gap and informs the right person to test or fix bugs on time.

Before choosing any bug tracking software:

If you are new to this software, it is highly imperative to go for free bug tracking software for the purpose of self-analysis. Go for the free trials before selecting any particular software. Also, come up with a budget to avoid falling into the marketing gimmicks while purchasing bug reporting software.

How to select the best Bug Tracking software?

Some best and unique way to find the best bug tracking software:

1. CHECK WHETHER IT ALLOWS ALLOCATING FILES CENTRALLY.
2. TAKE A VIEW THAT IT SEAMLESSLY INTEGRATES WITH THIRD-PARTY APPS.
3. TRACK YOUR OLD FILES SEPARATELY.
5. FIND WHETHER IT LETS YOU TO ACCESS THE DATA FASTER.
6. ANALYSE THAT IT HAS UNIQUE AUTOMATION FEATURE.

Conclusion:

Needless to say, a bug tracking software can help you in achieving an error-free output with ease. It not only optimizes your working hours towards delivering a final product but also maintains a log of past errors for future analysis. Also looking from the cost angle, it is worth investing money when compared with per hour rates charged by manual testers in the market. Thus, definitely, one should go for it but make sure to choose the right one by subscribing to a free bug tracking software version. In that way, you will be able to choose the right software that will address your requirements with ease.