Defect Report

**DEFECT REPORT** is a document that identifies and describes a [defect](http://softwaretestingfundamentals.com/defect/) detected by a tester. The purpose of a defect report is to state the problem as clearly as possible so that developers can replicate the defect easily and fix it.

Defect Report Template

In most companies, a defect reporting tool is used and the elements of a report can vary. However, in general, a defect report can consist of the following elements.

|  |  |
| --- | --- |
| **ID** | Unique identifier given to the defect. (Usually, automated) |
| **Project** | Project name. |
| **Product** | Product name. |
| **Release Version** | Release version of the product. (e.g. 1.2.3) |
| **Module** | Specific module of the product where the defect was detected. |
| **Detected Build Version** | Build version of the product where the defect was detected (e.g. 1.2.3.5) |
| **Summary** | Summary of the defect. Keep this clear and concise. |
| **Description** | Detailed description of the defect. Describe as much as possible but without repeating anything or using complex words. Keep it simple but comprehensive. |
| **Steps to Replicate** | Step by step description of the way to reproduce the defect. Number the steps. |
| **Actual Result** | The actual result you received when you followed the steps. |
| **Expected Results** | The expected results. |
| **Attachments** | Attach any additional information like screenshots and logs. |
| **Remarks** | Any additional comments on the defect. |
| **Defect Severity** | Severity of the Defect. (See [Defect Severity](http://softwaretestingfundamentals.com/defect-severity/)) |
| **Defect Priority** | Priority of the Defect. (See [Defect Priority](http://softwaretestingfundamentals.com/defect-priority/)) |
| **Reported By** | The name of the person who reported the defect. |
| **Assigned To** | The name of the person that is assigned to analyze/fix the defect. |
| **Status** | The status of the defect. (See [Defect Life Cycle](http://softwaretestingfundamentals.com/defect-life-cycle/)) |
| **Fixed Build Version** | Build version of the product where the defect was fixed (e.g. 1.2.3.9) |

Reporting Defects Effectively

It is essential that you report defects effectively so that time and effort is not unnecessarily wasted in trying to understand and reproduce the defect. Here are some guidelines:

* **Be specific:**
  + Specify the exact action: Do not say something like ‘Select ButtonB’. Do you mean ‘Click ButtonB’ or ‘Press ALT+B’ or ‘Focus on ButtonB and click ENTER’? Of course, if the defect can be arrived at by using all the three ways, it’s okay to use a generic term as ‘Select’ but bear in mind that you might just get the fix for the ‘Click ButtonB’ scenario. [Note: This might be a highly unlikely example but it is hoped that the message is clear.]
  + In case of multiple paths, mention the exact path you followed: Do not say something like “If you do ‘A and X’ or ‘B and Y’ or ‘C and Z’, you get D.” Understanding all the paths at once will be difficult. Instead, say “Do ‘A and X’ and you get D.” You can, of course, mention elsewhere in the report that “D can also be got if you do ‘B and Y’ or ‘C and Z’.”
  + Do not use vague pronouns: Do not say something like “In ApplicationA, open X, Y, and Z, and then close it.” What does the ‘it’ stand for? ‘Z’ or, ‘Y’, or ‘X’ or ‘ApplicationA’?”
* **Be detailed:**
  + Provide more information (not less). In other words, do not be lazy. Developers may or may not use all the information you provide but they sure do not want to beg you for any information you have missed.
* **Be objective:**
  + Do not make subjective statements like “This is a lousy application” or “You fixed it real bad.”
  + Stick to the facts and avoid the emotions.
* **Reproduce the defect:**
  + Do not be impatient and file a defect report as soon as you uncover a defect. Replicate it at least once more to be sure. (If you cannot replicate it again, try recalling the exact test condition and keep trying. However, if you cannot replicate it again after many trials, finally submit the report for further investigation, stating that you are unable to reproduce the defect anymore and providing any evidence of the defect if you had gathered. )
* **Review the report:**
  + Do not hit ‘Submit’ as soon as you write the report. Review it at least once. Remove any typos.

### **Components of Bug Report Template:**

Let’s discuss the main fields of a **defect report**and in the next post, we learn [how to write a good bug report](https://www.softwaretestingmaterial.com/write-good-bug-report/).

**Defect ID:**Add a Defect ID using a naming convention followed by your team. The Defect ID will be generated automatically in case of defect management tool.

**Title/Summary:** Title should be short and simple. It should contain specific terms related to the actual issue. Be specific while writing the title.

Assume, you have found a bug in the registration page while uploading a profile picture that too a particular file format (i.e., JPEG file). System is crashing while uploading a JPEG file.

Note: I use this example, throughout this post.

***Good:*** “Uploading a JPEG file (Profile Picture) in the Registration Page crashes the system”.

***Bad:*** “System crashes”.

**Reporter Name:**Name of the one who found the defect (Usually tester’s name but sometimes it might be Developer, Business Analyst, Subject Matter Expert (SME), Customer)

**Defect Reported Date:**Mention the date on which you have found the bug.

**Who Detected:** Specify the designation of the one who found the defect. E.g. QA, Developer, Business Analyst, SME, Customer

**How Detected:** In this field, you must specify on how you have detected such as while doing Testing or while doing Review or while giving Walkthrough etc.,

**Project Name:**Sometimes, we may work on multiple projects simultaneously. So, choose the project name correctly. Specify the name of the project (If it’s a product, specify the product name)

**Release/Build Version:**On which release this issue occurs. Mention the build version details clearly.

**Defect/Enhancement:** If the system is not behaving as intended then you need to specify it as a Defect. If its just a request for a new feature then you must specify it as Enhancement.

**Environment:**You must mention the details of Operation Systems, Browser Details and any other related to the test environment in which you have encountered the bug.

Example: Windows 8/Chrome 48.0.2564.103

**Priority:** Priority defines how soon the bug should be fixed. Usually, the priority of the bug is set by the Managers. Based on the priority, developers could understand how soon it must be fixed and set the order in which a bug should be resolved.

Categories of Priority:

* High
* Medium
* Low

[Read more on Priority & Severity of Bug.](https://www.softwaretestingmaterial.com/what-is-the-difference-between-severity-and-priority-in-software-testing/)

**Severity:**Severity talks about the impact of the bug on the customer’s business. Usually, the severity of the bug is set by the Managers. Sometimes, testers choose the severity of the bug but in most cases, it will be selected by Managers/Leads.

Categories of Severity:

* Blocker
* Critical
* Major
* Minor
* Trivial

**Status:**Specify the status of the bug. If you just found a bug and about to post it then the status will be “New”. In the course of bug fixing, the status of the bug will change.

(E.g. New/ Assigned/ Open/ Fixed/ Test/ Verified/ Closed/ Reopen/ Duplicate/ Deferred/ Rejected/ cannot be fixed/ Not Reproducible/ Need more information)

**Must Read:**[Bug Life Cycle – Explained in detail](https://www.softwaretestingmaterial.com/bug-life-cycle/)

**Description:** In the description section, you must briefly explain what you have done before facing the bug.

**Steps to reproduce:**In this section, you should describe how to reproduce the bug in step by step manner. Easy to follow steps give room to the developers to fix the issue without any chaos. These steps should describe the bug well enough and allows developers to understand and act on the bug without discussing to the one who wrote the bug report. Start with “opening the application”, include “prerequisites” if any and write till the step which “causes the bug”.

**Good:**

i. Open URL “Your URL”ii. Click on “Registration Page”iii. Upload “JPEG” file in the profile photo field

***Bad:***

Upload a file in the registration page.

**URL:**Mention the URL of the application (If available)

**Expected Result:**What is the expected output from the application when you make an action which causes failure.

***Good:*** A message should display “Profile picture uploaded successfully”

***Bad:*** System should accept the profile picture.

Earlier I have posted a detailed post on [“Test Case Template With Explanation”](https://www.softwaretestingmaterial.com/test-case-template-with-explanation/), if you haven’t gone through it, you can browse [“Test Case Template With Explanation”](https://www.softwaretestingmaterial.com/test-case-template-with-explanation/)here.

**Actual Result:**What is the expected output from the application when you make an action which causes failure.

***Good:***“Uploading a JPEG file (Profile Picture) in the Registration Page crashes the system”.

***Bad:***System is not accepting profile picture.

**Attachments:**Attach the screenshots which you had captured when you faced the bug. It helps the developers to see the bug which you have faced.

**Defect Close Date:** The ‘Defect Close Date’ is the date which needs to be updated once you ensure that the defect is not reproducible.

This is all about **Bug Report Template.**Download a sample Bug Report / Defect Report Template for your reference.