POWERGATE
How to write effective bug reports

THE TALENT POOL IN VIETNAM

MAY, 2012

WRITING EFFECTIVE BUG REPORTS

Duration: 2 hours

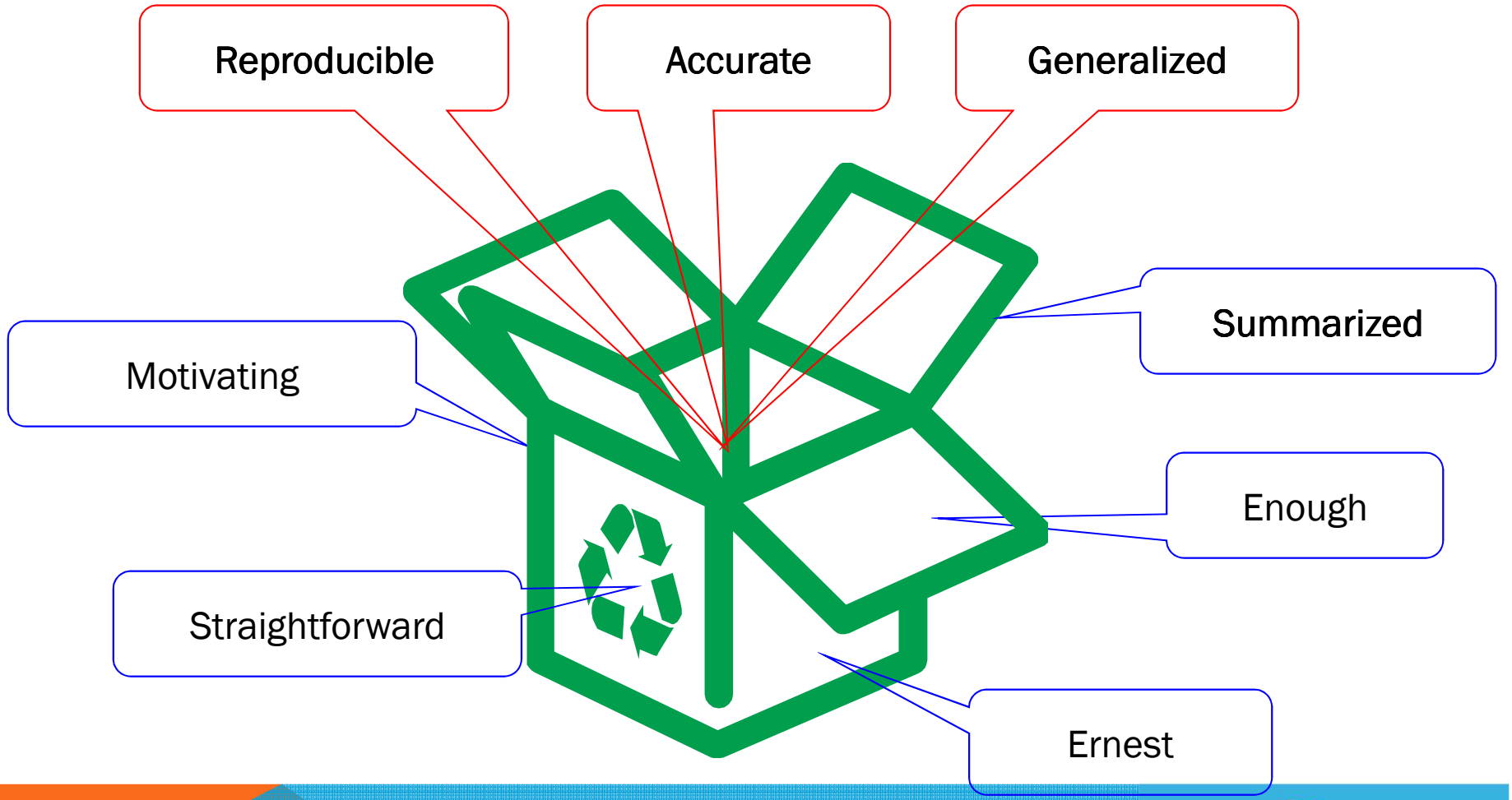
PURPOSE

- Inspiring you to produce effective bug reports, and guide you how to do
- WHY effective bug report?
- HOW IS an effective bug report?
- HOW TO produce an effective bug report?
- EXERCISE

WHY EFFECTIVE BUG REPORT?

- Defect reports are among the most important deliverables to come out of test.
- Effective defect reports will:
  - Reduce the number of defects returned from development
  - Improve the speed of getting defect fixes
  - Improve the credibility of test
  - Enhance teamwork between test and development

IDEA & WORDING



IDEA

Accurate

Is it really a defect? Could it be user error, setup problem etc.?

Reproducible

What are the essentials in triggering/re-creating this problem? (environment, steps, conditions)

Generalized

How general the problem is?

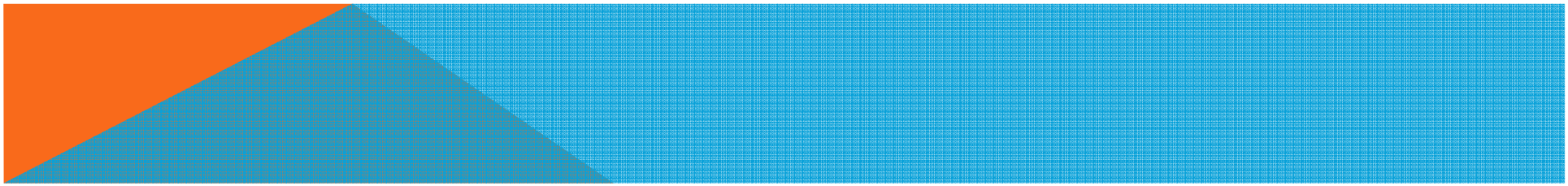
ENSURE EARNEST

- Deliver bad news gently. Take care that the programmer's efforts are respected
- Be fair-minded in wording and implications

Avoid:

- Attacking developers
- Criticizing the underlying error
- Attempting humor or using sarcasm

Confine bug reports to statements of fact



ACCURATE EXAMPLE # 1

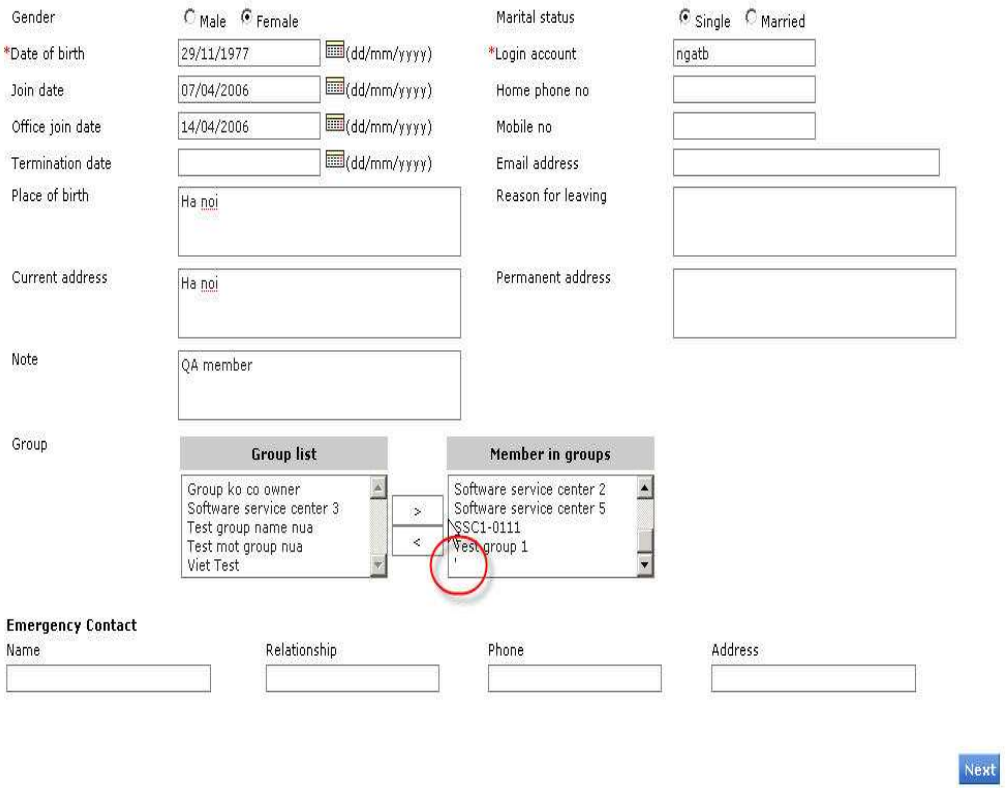
- Bug report: “Chưa thấy bắt trùng trường Event Name khi create một Project Event mới”

- How this is supposed to work: “Event name của project cho phép trùng nhau (vd: Weekly meeting, giống nhau trên tất cả nhưng thời gian thực hiện khác nhau). Project event có 4 trường làm khóa chính: Project Code, Project Event Name, Event Date, Start Time. Khi 4 trường này trùng nhau mới bắt”

ACCURATE EXAMPLE # 2

Bug report: “Xuất hiện dấu “’” không cần thiết.

Developer comments: “Dấu “’” đó chính là tên của một group đã từng được nhập vào hệ thống”



ACCURATE EXAMPLE # 3

Bug report:

1- Vào MenuNetwork.com >> Restaurant Admin >> Add new Restaurant

2- Điền các thông tin bắt buộc

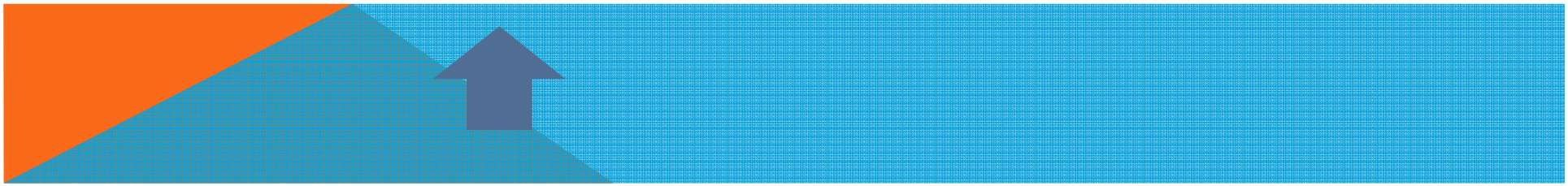
3- Nhấn Review

4- Để chừng 5 phút không làm gì

5- Nhấn Update --> hệ thống ra thông báo " Error! Your restaurant has been deleted from system. Please try again! ", trong khi user vẫn chưa bị timeout (vẫn có thể làm các thao tác khác dành cho Restaurant admin)

Developer feedback:

Day co le la do 2 nguoi cung login vao 1 nick. Vi nha hang moi dang de o trang thai review thi se bi xoa neu NSD truy cap vao 1 trong cac chuc nang Res Manager. Tat nhien la neu cung 1 nguoi tao ra nha hang do. Loi nay se ko xay ra neu chi co 1 nguoi login vao 1 acc trong cung thoi diem.



WORDING

- Summarized

A concise and descriptive Title that convey an accurate message

- Enough

No more no less information, and condensed

- Straightforward

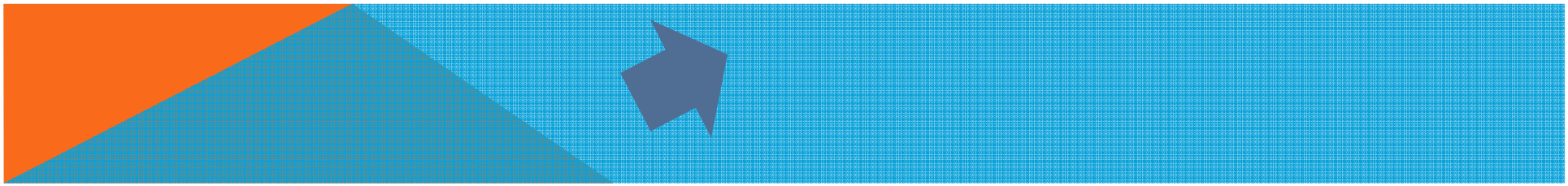
Simple, Straight, Easy to understand (with simple language, clear logic).

- Earnest

Just the facts, no mock, no humor

- Motivating

“Selling” you bug reports, make sure the readers of the defect have an accurate understanding of the probable impact on the customer.



BUG REPORT TEMPLATE(1)

Reporter: Your name and email address.

Product: In which product you found this bug.

Version: The product version if any.

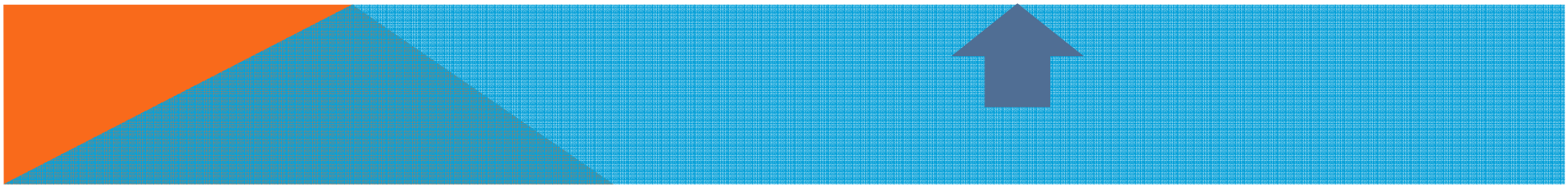
Component: These are the major sub modules of the product.

Platform: Mention the hardware platform where you found this bug. The various platforms like 'PC', 'MAC', 'HP', 'Sun' etc.

Operating system: Mention all operating systems where you found the bug. Operating systems like Windows, Linux, Unix, SunOS, Mac OS. Mention the different OS versions also if applicable like Windows NT, Windows 2000, Windows XP etc.

Priority:

When bug should be fixed? Priority is generally set from P1 to P5. P1 as "fix the bug with highest priority" and P5 as " Fix when time permits".



BUG REPORT TEMPLATE(CONT)

Severity: This describes the impact of the bug.Types of Severity:

Blocker: No further testing work can be done.

Critical: Application crash, Loss of data.

Major: Major loss of function.

Minor: minor loss of function.

Status:

When you are logging the bug in any bug tracking system then by default the bug status is 'New'.
Later on bug goes through various stages like Fixed, Verified, Reopen, Won't Fix etc.

Assign To:

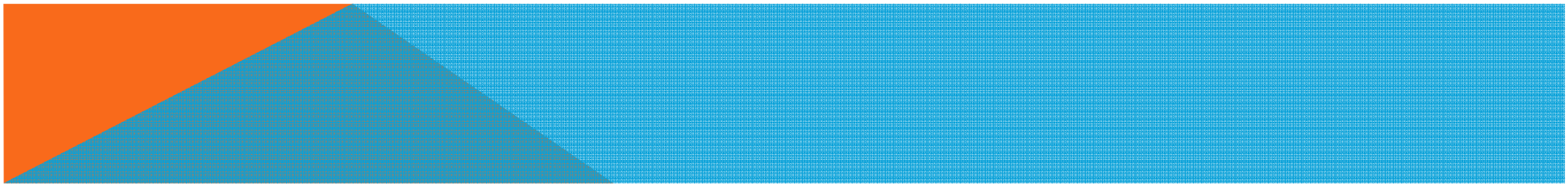
Choose Dev Name on the list

URL:

The page url on which bug occurred.

Summary:

A brief summary of the bug mostly in 60 or below words. Make sure your summary is reflecting what the problem is and where it is.



BUG REPORT TEMPLATE(CONT)

Description:

A detailed description of bug. Use following fields for description field:

Reproduce steps: Clearly mention the steps to reproduce the bug.

Expected result: How application should behave on above mentioned steps.

Actual result: What is the actual result on running above steps i.e. the bug behavior.

BUG REPORT SAMPLE

Bug Name: Application crash on clicking the SAVE button while creating a new user.

Area Path: USERS menu > New Users

Severity: HIGH (High/Medium/Low) or 1

Priority: HIGH (High/Medium/Low) or 1

Assigned to: Developer-X

Reason: Defect

Status: New/Open/Active (Depends on the Tool you are using)

Environment: Windows 2003/SQL Server 2005

Description: Application crash on clicking the SAVE button while creating a new user, hence unable to create a new user in the application.

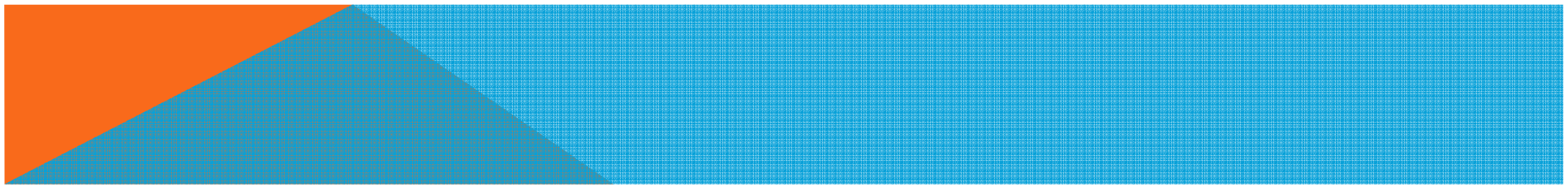
BUG REPORT SAMPLE(CONT)

Steps To Reproduce:

1) Logon into the application
2) Navigate to the Users Menu > New User
3) Filled all the user information fields
4) Clicked on 'Save' button
5) Seen an error page "ORA1090 Exception: Insert values Error..."

Expected result: On clicking SAVE button, should be prompted to a success message "New User has been created successfully".

Save the defect/bug in the BUG TRACKING TOOL. You will get a bug id, which you can use for further bug reference.
Default 'Active bug' mail will go to respective developer and the default module owner (Team leader or manager) for further action



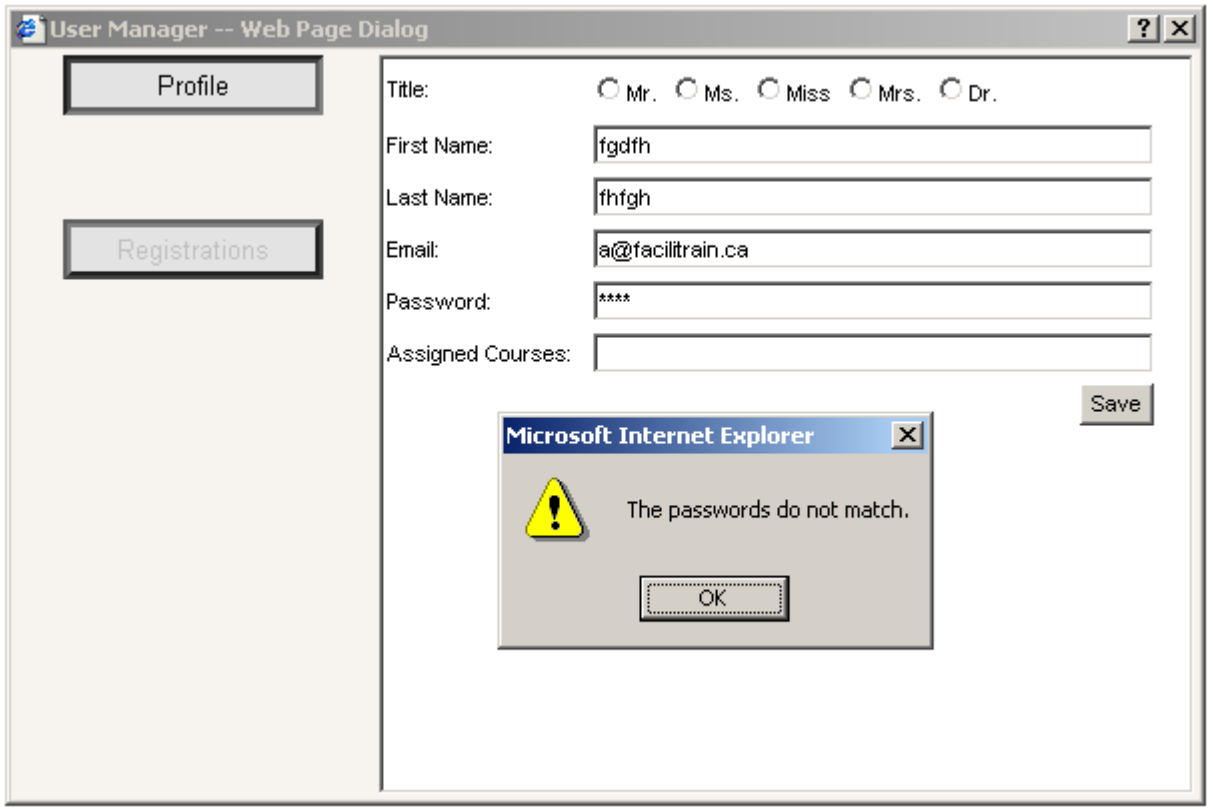
SAMPLE OF BUG REPORT(CONT)

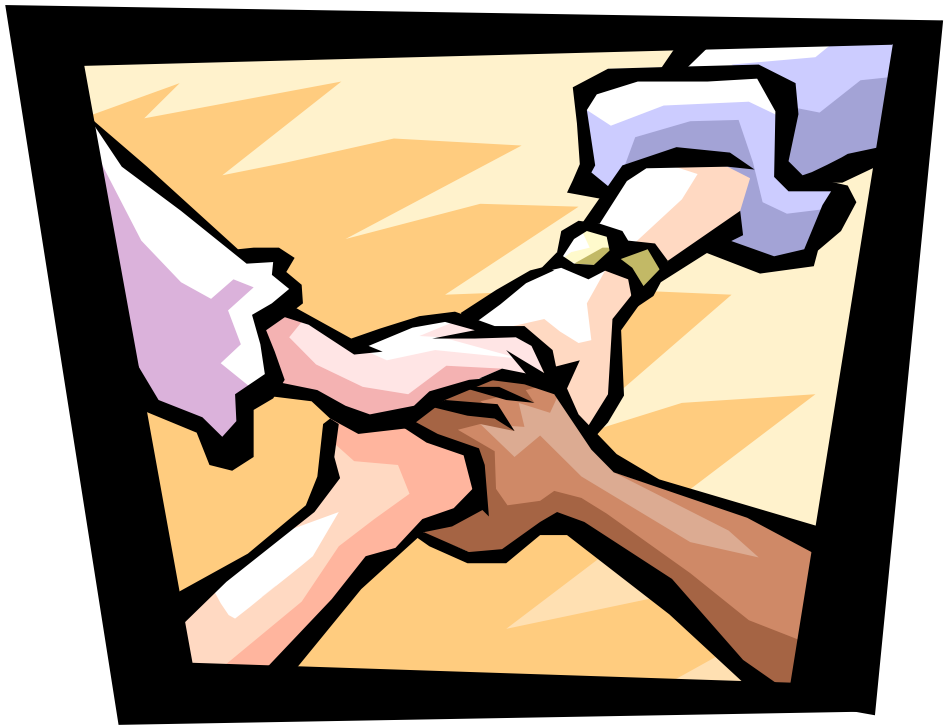
Environment: IE8 - 64bit
Error: Can input data when a error message is displaying
Steps:
1. Click on Agency
2. Click on **New** button
3. Leave all fileds blank
4. **Click on "Delete" button**
5. Click on "Save" or "Save & Close" button
6. Try to input valid data into require fields

Actual result:
User can input data while the error message is displaying

Expected result:
User cannot input data while the error message is displaying

EXAMPLE: HOW TO DESCRIPTION THIS ERROR?



Q&A

THANK YOU!