Painless Bug Tracking

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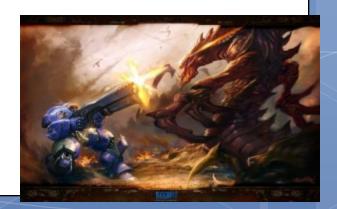# Reference

- http://www.joelonsoftware.com/articles/fog0000 000029.html

Painless Bug Tracking

- "At any given time, I can only remember two bugs."

- "Keeping a database of bugs is one of the hallmarks of a good software team."

- "… without an organized database listing all known bugs in the code, you are simply going to ship low quality code. "

Every good bug report needs exactly three things

- Steps to reproduce,
- What you expected to see, and
- What you saw instead.

ID	1203
Project	Bee Flogger 2.0
Area	FTP Client
Title	**Uploading file causes FTP server to dump core**
Assigned To	CLOSED
Status	CLOSED (RESOLVED - FIXED)
Priority	2 - Must Fix
Fix For	2.0 Alpha
Version	Build 2019
Computer	Jill's iMac, Mac OS 9.0, 128M RAM, 1024x768 millions of colors

A Bug gets assigned to one person. ("hot potato")

Description

11/1/2000 Opened by <u>Jill the Very, Very Good Tester</u> * Start Bee Flogger
* Create an unnamed document simply containing the letter "a"
* Click on the FTP button on the toolbar
* Try to ftp to your server

BUG: Observe; the ftp server is no longer responding. Indeed ps -augx shows that it is not even running and there is a core dump in /.

EXPECTED: No crash
11/1/2000 Assigned to Willie the Lead Developer by <u>Jill the Very, Very Good Tester</u>
11/2/2000 (Yesterday) RESOLVED - WON'T FIX by <u>Willie the Lead Developer</u>
Not our code, Jill, that's just proftpd which comes with Linux.

11/2/2000 (Yesterday) Reactivated (assigned to Willie the Lead Developer) by <u>Jill the Very, Very Good Tester</u>
That doesn't sound right. I've never been able to crash proftpd when I connect with a normal ftp client. Our code crashes it every single time. Ftp servers don't just "crash".

When it gets "resolved", it will get assigned to the original opener

11/3/2000 (Today) Assigned to Mikey the Programmer by [Willie the Lead Developer](#)
Mikey, can you look at this? Maybe your client code is doing something wrong.

11/3/2000 (Today) RESOLVED - FIXED by [Mikey the Programmer](#)
I think I was passing the user name instead of the password or something...

11/3/2000 (Today) Reactivated (assigned to Mikey the Programmer) by [Jill the Very, Very Good Tester](#)
Still happens in Build 2021.

11/3/2000 (Today) Edited by [Mikey the Programmer](#)
Whoa. That's strange. Lemme debug this.

11/3/2000 (Today) Edited by [Mikey the Programmer](#)
I'm thinking it might be MikeyStrCpy()...

11/3/2000 (Today) RESOLVED - FIXED by [Mikey the Programmer](#)
Ahhh!
FIXED!

11/3/2000 (Today) Closed by [Jill the Very, Very Good Tester](#)
Appears fixed in build 2022, so I'll go ahead and close this.

Ten tips

- Reduce the repro steps to the *minimal steps*
- **The only person who can *close* a bug is the person who opened it** in the first place. Anyone can *resolve* it, but only the person who saw the bug can really be sure that what they saw is fixed.
- There are many ways to resolve a bug. For example: *fixed*, *won't fix*, *postponed*, *not repro*, *duplicate*, or *by design*.
- ***Not Repro* means that nobody could ever reproduce the bug**. Programmers often use this when the bug report is missing the repro steps.
- You'll want to keep careful track of versions.

Ten tips

- **If you're a programmer**, and you're having trouble getting testers to use the bug database, just *don't accept bug reports by any other method*. If your testers are used to sending you email with bug reports, just bounce the emails back to them with a brief message: "please put this in the bug database. I can't keep track of emails."

- **If you're a tester**, and you're having trouble getting programmers to use the bug database, just *don't tell them about bugs* - put them in the database and let the database email them.

- **If you're a programmer**, and only some of your colleagues use the bug database, just start assigning them bugs in the database. Eventually they'll get the hint.

Ten tips

- **If you're a manager**, and nobody seems to be using the bug database that you installed at great expense, start assigning new features to people using bugs. A bug database is also a great "unimplemented feature" database, too.

- **Avoid the temptation to add new fields to the bug database**. For the bug database to work, everybody needs to use it, and if entering bugs "formally" is too much work, people will go *around* the bug database.