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- There are three parts to every bug report
  1. Steps to reproduce
  2. What you expected to see
  3. What you saw instead
- When running across a bug, it is essential to note how you can reproduce it
- Person who fixes the bug will not know what you are talking about if they cannot reproduce it
- There may be many reproduce steps to reproduce a bug
- Bad bug reports will basically say nothing about reproducing the bug
- Sometimes, it will be difficult to get the exact steps to reproduce a bug
- When writing a bug report, if you don't specify what you expected to see, person fixing the bug may not understand why it is a bug
- For 3, if you don't specify what you saw, person fixing the bug won't know what the bug is
- There are ten tips for bug tracking (it is important to realize who knows how to use the bug data base)
  1. Good tester will always try to reduce repro steps
  2. The person who opened the bug will be the one who closes it because they determine the quality of bug report
  3. There are many ways to resolve a bug
  4. Not repro means nobody can reproduce the bug
  5. Keep track of versions
  6. If you're a programmer, don't just accept bug reports from testers
  7. If you're a tester, don't tell programmers about bugs in every case
  8. If you're a programmer, only assign the people who know how to use a bug data base bugs
  9. If you're a manager, start assigning new features to people using bugs
  10. Avoid the need to add new fields to bug data base