

Bug report coding criteria

Definitions

Observed Behavior (OB): it is the current software (mis)behavior, which is generally deemed to be incorrect or unexpected

Expected Behavior (EB): it is the normal or correct software behavior as opposed to the Observed Behavior.

Steps to Reproduce (S2R): it is the list of actions that can be followed to replicate the Observed Behavior

General criteria

Only natural language content written by the reporters is allowed for coding. Code snippets, stack traces, or logs must not be coded.

A sentence or paragraph should explicitly describe any of the types of information to be considered (and coded) as OB, EB, or SR – more details below.

A whole paragraph (one having more than one sentence) may describe OB, EB, or SR. In this case, only the paragraph must be marked.

A paragraph describing Steps to Reproduce may have internal sentences that corresponds to OB or EB. In this case, the paragraph and the (inner) sentences should be marked as the corresponding type of information. Any combination of OB, EB, and SR is possible between the paragraph and their sentences.

Even though documentation issues are not bugs per se, they are some type of a problem. These are allowed for coding.

Failing tests, crash reports and failures in general are considered bug reports.

OB coding criteria

In the case of the OB, uninformative sentences like "the system does not work" are not considered as OB unless they provide more details.

Logs and stack traces are not considered OB. For these cases, there must be sentences in natural language (written by the reporters) referring to the traces or logs. These should be coded instead.

Code explanations and root causes are not considered OB.

Visual problems with the systems can be considered as OB.

The following sentences exemplify what is considered OB:

- The icon did not change to an hourglass
- Over the past years Apache has crashed several times every hour.
- If I go to the special url about: logo the browser returns the following error: << The image jar:
- The items in the drop down menus are truncated.
- when pasting multiple lines into IOConsole, they get double spaced.
- Behavior: Service attempts to stop Apache2 but times out (un-able to stop service), then dumps within 2 min
- Running the same code with LibreOffice 3.3 works flawlessly.
- Reference manager Mendeley was working fine in LO 5.1.2, but after updating to 5.1.3.2 there seems to work only partially:
- The following two files attached shows an abnormal and breakage of table rendering under LO 3.4 rc2

The following paragraphs are also considered OB:

"Actual:
The editor is highlighted on a strange position."

"paper cut: when loading a link that is clicked, the previous page remains onscreen awhile before the screen is blanked out for the destination page. During this time, you can sometimes click links on previous page and change directions, but not always."

"The error.log only contains this: [Fri May 09 12:15:04 2008] ..."

EB coding criteria

Solutions to the bugs are not considered EB. This includes suggestions or recommendations to solve the bug (i.e., these are not considered EB either).

Imperative sentences that do not describe SR can be considered as EB. For example, this one may be considered as EB: "Make Targets not automatically filled in for new Autotools project". However, it is often that imperative sentences describe tasks that should be completed by people, instead of describing the expected behavior of the system – it depends on the bug context.

Examples of EB sentences:

- We should use the core project reference mechanism if possible
- Expected Results: displayed it s logo as usual
- I expected that mod_proxy_balancer would match its path argument
- Make Targets not automatically filled in for new Autotools project
- It would be nice if I would have to enter all my installed JREs only once.
- I can't understand why the outgoing changes didn't appear in the first place since the files were decorated properly in the navigator.
- Why doesn't the query cache update the objects returned in step 2?

Examples of EB paragraphs:

"Expected, in both cases: Undo is available. Ctrl-Z undoes the action."

"Expected behavior:

There should be a list of documents that I opened already with LibO 3.4. Or at least it should add the file to the list if I'm opening it at least one time with LibreOffice 3.5."

S2R coding criteria

In the case of SR, one or more sentences can describe steps to reproduce. The sentences may form a complete paragraph (then, the paragraph must be coded) or be part of a paragraph (then, the sentences must be coded).

Some bugs may have the steps to reproduce labeled with a phrase like “to reproduce” or “steps to reproduce”. The label per se can’t be considered SR. The label should be followed by at least 1 sentence (in natural language) describing SR, for example:

“Steps to reproduce:

- Use 5.0 workspace settings
- Create new project using wizard
- Press next once
- Configure some settings (sorry for the vague description)
- Press back once”

Code and attachments are not considered SR. But the natural language text referring to them may be SR.

Conditional sentences may be considered SR (e.g., “When I open the file...”), but some conditional sentences are not SR because they do not give details about how to reproduce the bug.

For example, this one can be considered SR:

- When I share a URL in my Facebook wall page, Facebook cannot retrieve the page info but just leaves a URL there.

But, this one is not considered SR:

- When I use the wall, facebook will not retrieve...

This latter case lacks details on how to reproduce the bug.

Once again, a paragraph may encapsulate SR and contain sentences that correspond to OB/EB. In this case, both the paragraph and the sentences must be marked with the corresponding label (OB, EB, and/or SR).

Examples of SR sentences:

- The snippet below opens a shell that goes across multiple monitors when there are multiple monitors installed.
- Here is a small test case that illustrates the problem I'm seeing with the AspectJ in CVS HEAD (it also affects 1.5.0 M2):
- In the CVS Repository Exploring perspective, if you select "Compare With" on a branch or version, it eventually opens a "Structured Compare" window showing all the changes.
- When I share a URL in my Facebook wall page_ I input a URL like http://support.microsoft.com/ph/14019/ko_ Facebook cannot retrieve the page info but just leaves a URL there.
- I try to use mod_cache to cache pages generated by Tomcat and delivered via Apache / mod_jk
- We host the Fan Box widget in an iframe and use the facebook connect method to render it.
- Go to Windows -> Preference -> Plugin Developement -> Compiler.

Example of SR paragraphs:

"1. Edit an existing post
2. Tap in the content area, then the camera icon, then 'Create gallery'
3. Select some images for the gallery and insert in into the post.
4. Publish the post."

"Add an item to the library outline.
Choose the edit menu.
Actual: Undo is not available. Ctrl-Z does not undo the action."

"If i run:
sudo docker run alexl/test /usr/sbin/httpd -D FOREGROUND
and then press ctrl-c, then the docker daemon dies with:
2013/09/24 14:28:38 Received signal 'terminated', exiting"

"While merging changes from my stream into HEAD, I had to merge a couple of conflicts. When I was prompted to save, it took >15 seconds to perform the save. The icon did not change to an hourglass and for a second I thought that Eclipse was dying a slow death. "

"The setup:
@Entity
@Table(name = "batch")
@SequenceGenerator(name = "BatchGen", sequenceName = "seq_batch",
allocationSize = 1)
public class Batch implements Serializable {
..."