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Systems III

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Writing a Good Bug Report

Writing a good bug report can be a difficult task if you’re not sure what you’re doing. Following a couple simple steps though, writing a bug report can be done very quickly and easily. A bug report just needs

The title to a bug report is very important. The title to the report needs to contain something about the bug itself. As short description of what the bug is. The title to the report should also contain the ID for the bug, so that it’s easy to locate. For example, a bad title for a bug report would be something like, “crashing”. This gives no context for what’s going on in the system when this happens. It doesn’t give any indication on where the bug was found, what happens, anything. A good bug report could have a title something along the lines of this: “B532 – Link to ‘About Us’ page isn’t working when on the ‘Home’ page”.

The description of the bug is a comprehensive explanation of what’s going on with the bug. The description should provide all of the information known to the tester about it. The more information they can pack into the bug description, the better. There’s a couple different key things to include in the description of the bug. The first thing to include is a summary of the bug. Plain English, describe what happens, where in the application, following what action. The next thing to include is what happened. What were you doing when the bug appeared? Include any error messages thrown – if any – from when the bug occurred. Include any other information you also might have about it.

One of the most important things to include if possible, is the steps to reproduce the bug. Being able to reproduce the bug allows the developer to fill in any missing information from the bug description doesn’t include. They can go and see the bug first hand if it’s a recurring thing. The issue with steps to reproduce is that it can be difficult sometimes to figure out exactly what you did to cause it, and then figuring out what you can do differently to cause it.

Finally, it’s important to be clear about what you were expecting to happen when the bug occurred. Tell the developer what the actual and expected results were when this bug was produced. This can help them find other ways to produce it or narrow down the issue.