

# Submitting a Bug Report

Version: 1.0

Please report any issue experienced with the computers in the computational lab to the network administrator. To aid in fixing the issue please take a few minutes to gather some additional information that will aid in the debugging process. Please include as much information as possible.

**1. Confirm if the issue is on one machine or multiple.**

If multiple machines are experiencing the same problem, please include the names of at least two machines in the bug report.

**2. Confirm if the issue is user specific.**

Ask a second user to attempt the same task, and see if it fails for them as well.

**3. Try and run the affected program from the command console.**

When running a program from the command console there is often text that will get printed to the console that is quite helpful when debugging the program or computer. Once the problem event has occurred, take a screenshot of the console, and include it in the bug report.

## **Taking a screenshot in kubuntu**

- Press “Print Screen”
- Under “Area” select “Rectangular Region”
- Click “Take a New Screenshot”
- Draw rectangle over relevant information
- Press “Enter”
- Save

**4. Information to include in bug report**

- Brief description of the bug.
- Name(s) of computers where the issue was noticed.
- Date, time, and username of user experiencing the bug.
- Is this issue user specific (yes/no).
- Screenshot of command console output.
- Urgency of getting bug fixed.
- Any other information that might help.

**5. Email your completed bug report to [phas.edulabs@ucalgary.ca](mailto:phas.edulabs@ucalgary.ca)**