

Error and Bug Resolution Mechanism

1. Any issue reported by a Friday will usually be documented by the following Monday in an “Issues and Resolutions” document.
2. Every attempt will be made to suggest a solution at the time that the error or bug is documented, or as soon as possible.
 - Until a solution is found, it is recommended that students and instructors use an alternative platform, browser, or protocol that is not affected by the issue.
3. The “Issues and Resolutions” document will include:
 - An overview of the issue (including which platforms, browsers, and protocols are affected by it)
 - The files affected by the issue
 - The date that the issue was reported
 - Solution(s) (if found)
 - The fix version
4. Upgrades to the code, including known solutions to the issues, will be implemented every three months.
 - The inclusion of any fix to the existing code will require comprehensive testing to ensure that no other issues arise due to the fix.
 - After all fixes have been successfully integrated and tested, a new version of the code will be uploaded and available for download.
 - The “Issues and Resolutions” document will be updated with the fix version for all corrected issues.