CyberLogitec
VIETNAM

Software Error (Bug) 🐞

Quality Control Training Programs

CyberLogitec Vietnam Co., Ltd.
SCETPA Building, 19A Cong Hoa Street, Ward 12,
Tan Binh District, Ho Chi Minh City, Vietnam
Tel +84 28 3813 2967
www.cyberlogitec.com.vn

eusu:

Outline

What is a Software Error (Bug) ?

- A bug is an error, flaw, failure, or fault in a computer program or system that causes it to produce an incorrect or unexpected result, or to behave in unintended ways.

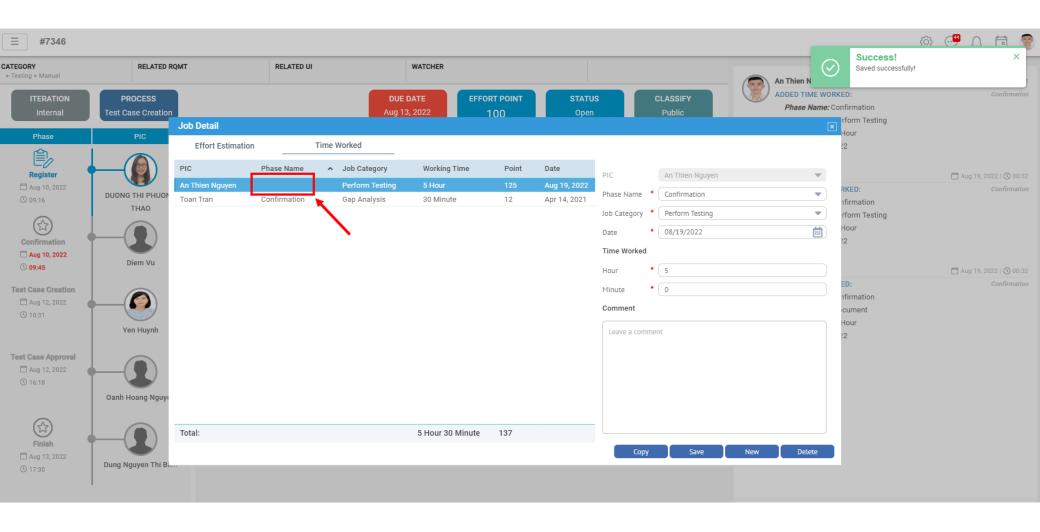- A bug is present when the program does not do what its user reasonably expects it to do.

The existence of software errors reflects an impediment on the quality of the product but does not necessarily imply that the developers are incompetent.
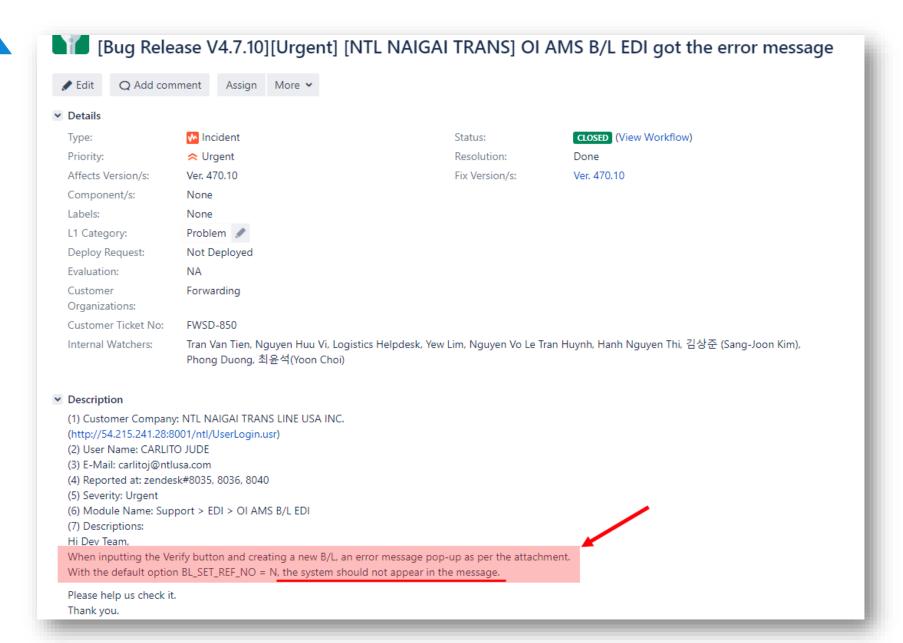
What is a Software Error (Bug) ?

What is a Software Error (Bug) ?

What is a Software Error (Bug) ?

[Bug Release V4.7.10][Urgent] [NTL NAIGAI TRANS] OI AMS B/L EDI got the error message

✏ Edit   🔍 Add comment   Assign   More ▾

▾ Details

Type:	〽 Incident	Status:	**CLOSED** (View Workflow)
Priority:	⌃ Urgent	Resolution:	Done
Affects Version/s:	Ver. 470.10	Fix Version/s:	Ver. 470.10
Component/s:	None		
Labels:	None		
L1 Category:	Problem ✏		
Deploy Request:	Not Deployed		
Evaluation:	NA		
Customer Organizations:	Forwarding		
Customer Ticket No:	FWSD-850		
Internal Watchers:	Tran Van Tien, Nguyen Huu Vi, Logistics Helpdesk, Yew Lim, Nguyen Vo Le Tran Huynh, Hanh Nguyen Thi, 김상준 (Sang-Joon Kim), Phong Duong, 최윤석(Yoon Choi)		

▾ Description

(1) Customer Company: NTL NAIGAI TRANS LINE USA INC.
(http://54.215.241.28:8001/ntl/UserLogin.usr)
(2) User Name: CARLITO JUDE
(3) E-Mail: carlitoj@ntlusa.com
(4) Reported at: zendesk#8035, 8036, 8040
(5) Severity: Urgent
(6) Module Name: Support > EDI > OI AMS B/L EDI
(7) Descriptions:
Hi Dev Team,
When inputting the Verify button and creating a new B/L, an error message pop-up as per the attachment.
With the default option BL_SET_REF_NO = N, the system should not appear in the message.

Please help us check it.
Thank you.

Outline

Common Sources of Bugs?

You will report all of these types of problems.

But it is important to keep straight in your mind, and on the bug report, which type you are reporting.

- Coding Error

- Design Issue

- Requirements Issue

- Documentation/ Code mismatch

- Specification/ Code mismatch

- Framework issue

- Server issue

- Data issue (Database)

- Environment Issue (Browser version, Third-party...)

What is a Software Error (Bug) ?

EXAMPLE

[BINEX] OPUS AWS is very slow

Edit | Add comment | Assign | More ▾

Details

Type:	Incident	Status:	CLOSED (View Workflow)
Priority:	High	Resolution:	Done
Affects Version/s:	None	Fix Version/s:	None
Component/s:	None		
Labels:	None		
Deploy Request:	Not Deployed		
Customer Organizations:	Forwarding		
Customer Ticket No:	FWSD-79		
Internal Watchers:	Logistics Helpdesk, Hanh Nguyen Thi, 김상준 (Sang-Joon Kim), 최윤석(Yoon Choi)		

Description

(1) Customer Company: BINEX LINE CORP. TORONTO
http://18.224.90.220:8001/fms/UserLogin.usr#
(2) User Name & Email: Leanne Lim (leannelim@binexline.com)
(3) Reported: Zendesk#5633
(4) Severity: High
(5) Program Category: Incident
(6) Module Name: Ocean Export > Master B/L > OEM B/L List; Accounting> AR/AP> AR/AP List
(7) Descriptions:
OPUS AWS server is very slow. (OEM B/L List, AR/AP List)
The problem occurred to all operators in the Korea branch and Import team at LA.
Kindly check it and find the reason.

What is a Software Error (Bug) ?

EXAMPLE

[JAPAN TRUST] Non-Taxable Amount shows incorectly on the Invoice List

✏ Edit   🔍 Add comment   Assign   More ▾

Details

Type:	▥ Incident	Status:	**CLOSED** (View Workflow)
Priority:	═ Medium	Resolution:	Done
Affects Version/s:	None	Fix Version/s:	None
Component/s:	None		
Labels:	None		
Deploy Request:	Not Deployed		
Customer Organizations:	Forwarding		
Customer Ticket No:	FWSD-117		
Internal Watchers:	Logistics Helpdesk, Missing record with ID: 2019136, Hanh Nguyen Thi, Huynh Minh Thuong, Missing record with ID: ducnguyen		

Description

(1) Customer Company: JAPAN TRUST CO. LTD.
(http://104.215.7.94:8001/opusfwd/)
(2) User Name: Syo Ryu
(3) E-Mail: sryu@jpntrust.co.jp
(4) Reported at email [JTC] // REQUEST// can you add total amount on STATEMENT report
(6) Module Name: Accounting> Operation> Invoice List
(7) Descriptions:

On the Invoice List screen, Non-Taxable Amount of Invoice #I-36103 is 1000 although it shows 34000 on report and A/R Invoice Entry

Please help us check it.

Activity

All   **Comments**   Work Log   History   Activity

▾ ◯ Duc Nguyen (Inactive) added a comment - 2021-06-23 13:35 - 🔒 INTERNAL

Dear Logistics Helpdesk

The Non-Taxable Amount show incorrect cause the freight code data is wrong.

I fixed it by updating the data.

```
--BACKUP DATA
SELECT * INTO TB_FRT_CD_20210623 FROM TB_FRT_CD WHERE FRT_CLSS_CD IS NULL
--UPDATE FRT_CLSS_CD
UPDATE TB_FRT_CD SET FRT_CLSS_CD = ''  WHERE FRT_CLSS_CD IS NULL
```

Invoice List

What is a Software Error (Bug) ?

EXAMPLE

[Gtrans] OEM B/L Can't save

Edit   Add comment   Assign   More ▾

Details

Type:	Incident	Status:	CLOSED (View Workflow)
Priority:	Blocker	Resolution:	Done
Affects Version/s:	Ver. 470.09	Fix Version/s:	None
Component/s:	None		
Labels:	None		
L1 Category:	Problem		
L2 Category:	Unknown		
L3 Category:	;		
Deploy Request:	Not Deployed		
Evaluation:	NA		
Customer Organizations:	Forwarding		
Customer Ticket No:	FWSD-484		
Internal Watchers:	Tran Van Tien, Yew Lim, Hanh Nguyen Thi, 김상준 (Sang-Joon Kim), 최윤석(Yoon Choi)		

Description

Hello Mr. Tien,

The customer reported that the "Add" button on Freight Tab is missing from all OEM B/L Entry Screen. I found that we can't save OEM B/L for the customer with an error message (image below). Please check and advise asap. Thanks.

Activity

All   **Comments**   Work Log   History   Activity   ↓

　 Tran Van Tien added a comment - 2022-01-13 13:25 - 🔒 INTERNAL

Dear Mr. Yew,

This is a deployment issue.

We have deployed ticket OFVFOUR-7725 on AWS3 yesterday and it got stuck with source code of ticket OFVFOUR-7707(not yet deployed). So, AWS has occurred errors.

I removed the source code of ticket OFVFOUR-7707 from AWS3.

Thank you!
Reply

Outline

Common Types of Bugs?

- User Interface

- Error Handling

- Boundary – Related

- Calculation

- Initial and Later State

- Control Flow

- Handling or Interpreting Data

- Race Conditions

- Load Conditions

- Hardware/ Environment Compatibility

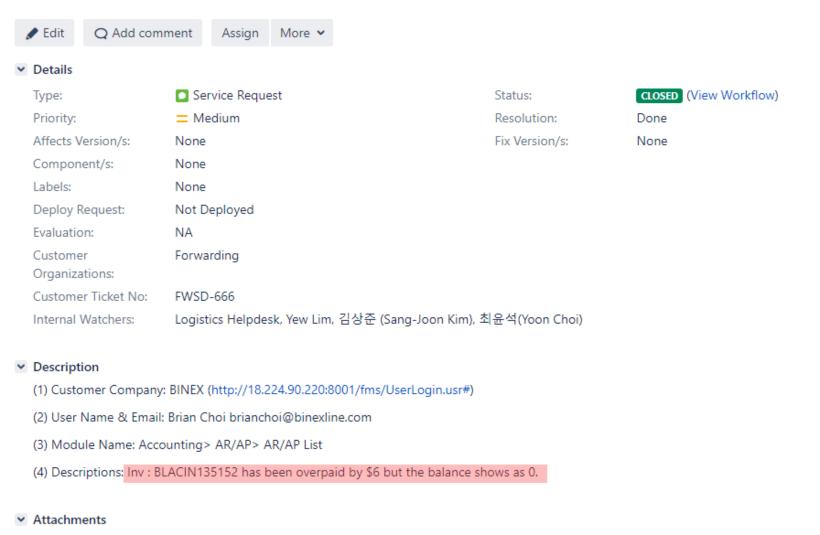- Source, Version, ID Control

- Testing

- Documentation

Common Types of Bugs

Common Types of Bugs

Common Types of Bugs

[BINEX] MISMATCH BETWEEN AMOUNT DUE AND TOTAL AMOUNT IN A/R ENTRY

Edit   Add comment   Assign   More ▾

Details

Type:	Service Request	Status:	CLOSED (View Workflow)
Priority:	Medium	Resolution:	Done
Affects Version/s:	None	Fix Version/s:	None
Component/s:	None		
Labels:	None		
Deploy Request:	Not Deployed		
Evaluation:	NA		
Customer Organizations:	Forwarding		
Customer Ticket No:	FWSD-666		
Internal Watchers:	Logistics Helpdesk, Yew Lim, 김상준 (Sang-Joon Kim), 최윤석(Yoon Choi)		

Description

(1) Customer Company: BINEX (http://18.224.90.220:8001/fms/UserLogin.usr#)

(2) User Name & Email: Brian Choi brianchoi@binexline.com

(3) Module Name: Accounting> AR/AP> AR/AP List

(4) Descriptions: Inv : BLACIN135152 has been overpaid by $6 but the balance shows as 0.

Attachments

Outline

What to do in a bug finding process

1/ Reproduce bug

2/ Analyze bug, find rootcause

3/ Report bug / Log bug / Register bug

Reproducing a Bug

-   Some bugs are always reproducible, but some are just sometimes or even rarely.

-   When we find a bug, we are looking at a failure,
    which is a set of symptoms of an underlying error.

-   We hypothesize the cause, then we try to re-create the conditions that make the error visible.

-   Bugs do not just miraculously happen and then go away. If a bug happens intermittently, it might be under some certain conditions.

-   If the bug is non-reporucible, you should always report it, but describe your steps and observations precisely. Programmer will often figure them out.

- Memory dependent

- Memory corruption

- Configuration dependent

- Timing Related

- Initialization

- Data flow dependent

- Control flow dependent

- Error condition dependent

- Multi-threading dependent

- Special cases

Making an Error Reproducible

- Write down everything you remember about what you did the first time.

- Note which things you are sure of and which are good guesses

- Note what else you did before starting on the series of steps that led to this bug.

- Review similar problem reports you've come across before

- Use tools such as capture/replay program, debugger, debug-logger, videopate, or monitoring utilities that can help you identify things that you did before running into the bug.

- Talk to the Dev read the code

Analyzing a reproducible bug

Why analyze a Reproducible Bug?

- Analyze bugs in order to:

    - Make your communication effective

    - Avoid wasting the time of the programming and management staff

    - Find more bugs

Outline

Bug Life Cycle

Outline

Bug Reports are your primary work product

Bug Report Content

- **Summary**

- **Description**

- **Steps to reproduce**

- **Actual / Observed behaviour**

- **Expected behaviour**

- Reproducible

- Severity

- Priority

- Frequency

- Keyword

- Resolution

Common Types of Bugs

Screenshot of Excel file "BKG_SHP_0003_339_Test Report - Excel" showing an issues table:

ISSUES

No.	Description	Steps	Actual	Expected
1	The B/L, D/C column are not saved successfully.	**Precondition:** Open Shipment Detail from Shipment List **Steps:** 1. Select on Freight tab 2. Click on B/L, D/C cell to change value 3. Perform saving	The B/L, D/C column are not saved successfully.	The B/L, D/C column should be saved successfully.
2	The error message is displayed although users do not change any data	**Precondition:** Open Shipment Detail from Shipment List **Steps:** 1. Select on Freight tab 2. Change the data at Rate Currency 3. Rollbacked the old value 4. Click on Save button	The error message is displayed	The error message is not displayed
3	The error message is not displayed when users save Shipment Detail without filling some mandatory fields	**Precondition:** Open Shipment Detail (AE) from Shipment List **Steps:** 1. Select on Freight tab 2. Perform adding new record into the grids 3. Click on Save button without filling some mandatory fields	- The error message is not displayed. - The data can not be saved successfully	The warning message should be displayed

Common Types of Bugs

[PQC][Purchase Order Entry] The system shows 'Error' when saving data

Edit | Add comment | Assign | More ▾ | Review | Closed   Export ▾

Details

Type:	Int_Bug
Priority:	High
Affects Version/s:	None
Component/s:	None
Labels:	None
Deploy Request:	Not Deployed
Evaluation:	NA
Internal Watchers:	오지건 (Ji-Gun OH), Tran Van Dung, 김민정 (Min-Jung KIM), 이혜경 (Hae-Kyoung LEE)

Status:	NEW (View Workflow)
Resolution:	Unresolved
Fix Version/s:	None

Description

Tester Server:

- http://172.20.123.193:8001/opusfwd/

Environment:

- Version 100.0.4896.75 (Official Build) (64-bit)

Pre-Condition:

- Exist PO = PO-NIE0407-02

Steps:

1. Open menu path: Sales > Order > Purchase Order Entry
2. Enter data at Customer PO No. = PO-NIE0407-02
3. Clicking the Search button
4. Move to the Item tab
5. Clicking the Add button
6. Clicking the Lookup icon at the Customer Item column and selected data NIE-10
7. Selected Unit = STANDARD 20 X 48
8. Enter data at Package Order = 14, Inner Qty = 5
9. Clicking the Save button to show the warning 'Do you want to Save?'
10. Clicking the OK button
11. Observer the system

Error: The system shows 'Error' when saving data
Expected: The system does not show 'Error' and save data successfully

Attachments

··· Drop files to attach, or browse.

BUG481.mp4	BUG481.png	FB BUG481.mp4	image-2022-04-12-10-43-15	image-2022-04-12-10-44-19
2022-04-08 18:08 3.17 MB	2022-04-08 18:08 89 kB	2022-04-13 16:09 4.18 MB	2022-04-12 12:43 35 kB	2022-04-12 12:44 44 kB

People

Assignee:	Tran Van Tien
	Assign to me
Reporter:	Huynh Kim Niem
Original Requester:	Huynh Kim Niem
PIC(PQC):	Huynh Kim Niem

Dates

Created:	2022-04-08 18:08
Updated:	2022-04-14 11:19

Agile

View on Board

Slack

In order to see discussions, first confirm access to your Slack account(s) in the following workspace(s): MTOS, CyberLogitec EMS, IBIS Plus, Next Logistics, QIT_Cyberlogitec, TOS Maintenance

Git Integration

Branches
Create branch

Merge requests
Create merge request

Bug Description Syntax

Symptom + **Action** + **operation condition**

Users cannot login BluePrint successfully with valid account.

Users cannot Check in successfully with the "Punch In/Out" button.

Thank You

CyberLogitec

VIETNAM

SCETPA Building, 19A Cong Hoa Street, Ward 12,
Tan Binh District, Ho Chi Minh City, Vietnam
Tel +84 28 3813 2967
www.cyberlogitec.com.vn