

Bug Reporting



A defect is nonconformance to requirements or functional specification.

A software error is something that does not correspond to valid Customer's expectations that are assumed but may be not described in product requirements.

A bug can be result of incorrect environment, configuration or data



Bug Report

It is a technical document written to describe the symptoms of a bug to

- communicate the impact of a quality problem,
- prioritize the bug for repair,
- help the programmer locate the underlying defect and fix it.

9/9


0800 Antam started
1000 " stopped - antam ✓

1300 (033) MP-MC ~~1.98214000~~ { 1.2700 9.037847025
2.130476415 } 9.037846925 correct
(033) PRO 2 2.130476415 4.615925059(-2)
correct 2.130676415

Relays 6-2 in 033 failed special speed test
in relay " 11.000 test.

(Relays changed)

1100 Started Cosine Tape (Sine check)
1525 Started Multi-Adder Test.

1545  Relay #70 Panel F
(moth) in relay.

First actual case of bug being found.

~~1630~~ antam started.
1700 closed down.

Relay 3145
Relay 3370

The main goal of the bug report is to have a bug fixed

Bug should provide enough information for

Tester

How to reproduce

Why this is a bug

Expected result

Developer

How to reproduce

Why this is a bug

What is expected result and why

Customer

How bad the bug is

Most important bug report's properties:

- Summary
- Description
- Severity
- Steps to Reproduce
- Attachment



Bug Tracking systems

EPAM PROJECT MANAGEMENT CENTER Logged in as **Maryna Kutsuk (Testing Team Lead)** | [Logout](#) | [Contact Help Desk](#)

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Project: **FRT-STF**

[Tasks](#) | [Documents](#) | [Requirements](#) | [Builds](#) | **Bugs** | [Issues](#) | [Risks](#) | [Test Cases](#) | [Reviews](#)

Folder: [FRT-STF / Phase 2 and ORG \(Merged\)](#) / [SF Phase 2 and ORG \(Merged\)](#)

[Data Export](#) | [Traceability](#) | [Workflow Info](#) | [Settings](#) | [Help](#)

[Add New Bug](#) | [Delete Selected](#)

Filter: [Open bugs](#) (Select batch action) | Group by: [none](#)

173 item(s) of 173 shown | [change](#) | [go to item](#) Page 1 of 1 | [go to](#)

ID	Summary	Build f	Build F	Reported by	Severity	Status	Assigned to	Created	Priority
4000741400004736898	Modify Transaction: ERS_309 appears after user try to delete just added Agent from the TRXN with	2.0.20		Volha Taranda	Medium	Assigned	Aliaksandr Stsiap	2/28/08	Normal
4000741400004736690	Transactions_ORG Services tab: there should be display N/A in the Fee Status column for the se	2.0.20		Nadzeya Varaksa	Medium	Assigned	Maksim Khilkevich	2/28/08	Low
4000741400004736465	[Specs changes]MAIL Transactions: In the "Transaction is to be CLOSED" mail should be displaye	2.0.20		Nadzeya Varaksa	Medium	Assigned	Siarhei Akhramer	2/28/08	Normal
4000741400004735776	AMERS CMBS: Classes: It's impossible to create class when Class Type = Exchangeable Certifica	2.0.20	2.0.21	Maryna Kutsuk	Medium	Fixed	Artsiom Yemelyai	2/28/08	Normal
4000741400004735541	Spec Changes: Generate RAC: There is no <CITY from the Primary Analyst's Location> in the gene	2.0.20		Volha Taranda	Medium	Assigned	Siarhei Akhramer	2/28/08	Normal
4000741400004735039	Transactions Comments tab: Comment 18 shouldn't be created/updated with line about new marke	2.0.20		Nadzeya Varaksa	Medium	Assigned	Aliaksandr Stsiap	2/28/08	Normal
4000741400004734488	MAIL Transactions: In the text of the mail "Transaction is to be CLOSED" is displayed"\$data.MRKT	2.0.20		Nadzeya Varaksa	Medium	Assigned	Siarhei Akhramer	2/28/08	Normal
4000741400004732670	Spec Changes: Message ERS_279 was updated.	2.0.20	2.0.21	Natalia Yaronskaya	Minor	Fixed	Kanstantsin Sudz	2/27/08	Normal
4000741400004732232	ORG: Create Project: Application error occurs if logged in user has no BUs	2.0.20	2.0.21	Maryna Kutsuk	Major	Fixed	Aliaksandr Stsiap	2/27/08	High
4000741400004686919	Modify Transaction: HTML tag appears when open transaction in some cases	2.0.20	2.0.21	Maryna Kutsuk	Medium	Fixed	Pilip Yaromenka	2/27/08	High
4000741400004677816	Collateral Info page: Collateral Type is changing automatically after user selects any Run for collat	2.0.20	2.0.21	Liudmila Anisava	Medium	Fixed	Siarhei Akhramer	2/27/08	High
4000741400004677217	Modify Transaction: Parties to the Transaction grid: Agents with deleted contacts are missed	2.0.20	2.0.21	Maryna Kutsuk	Medium	Fixed	Aliaksandr Stsiap	2/27/08	Normal
4000741400004677121	ORG Ratings: Review Services tab: There is a mistake in ers_276 if user tries to Create New Serv	2.0.20	2.0.21	Nadzeya Varaksa	Minor	Fixed	Maksim Khilkevich	2/27/08	Low
4000741400004675130	ORG Review Modify Meeting: Default value of the Meeting Date should be Sysdate	2.0.20		Nadzeya Varaksa	Minor	Assigned	Maksim Khilkevich	2/27/08	Low
4000741400004672925	Create/Modify Transaction page: ERS_270 is isplayed and Business Development Notification - Fe	2.0.20	2.0.21	Liudmila Anisava	Medium	Fixed	Siarhei Akhramer	2/27/08	High
4000741400004668721	Manage Agent Contacts: Add New button is collapsed after vertical scrolling appears	2.0.20	2.0.21	Volha Taranda	Minor	Fixed	Aliaksandr Stsiap	2/27/08	Low
4000741400004666025	Transactions/ORG comments fields on different pages : no vertical scrolling is available when it's	2.0.20	2.0.21	Nadzeya Varaksa	Minor	Fixed	Aliaksandr Stsiap	2/27/08	Low
4000741400004664918	Find Transaction: All available Market Sectors should be checked after user choose BUGS	2.0.20		Volha Taranda	Medium	Assigned	Artsiom Yemelyai	2/27/08	Normal
4000741400004663727	Specs Changes: Service Configuration Popup for both ORG and TRXN departments: Default value f	2.0.20	2.0.21	Liudmila Anisava	Minor	Fixed	Siarhei Akhramer	2/27/08	
4000741400004662940	ORG: Transactions Service Info: ERS_300 shouldn't appear in cause of submit attempt if service in	2.0.20	2.0.21	Nadzeya Varaksa	Medium	Fixed	Andrei Iziumets,M	2/27/08	High
4000741400004659816	AMERS - RMBS (Migrated Transactions): Application Error appears after user click on Export Tran	2.0.20	2.0.21	Volha Taranda	Major	Fixed	Artsiom Yemelyai	2/27/08	High
4000741400004652618	Specs Changes: Messages ERS_274 and ERS_280 were updated.	2.0.20	2.0.21	Natalia Yaronskaya	Minor	Fixed	Kanstantsin Sudz	2/27/08	Normal
4000741400004647862	ORG: Rating/Review Services Info: Product Name with brackets is displayed incorrectly in Produc	2.0.20		Natalia Yaronskaya	Minor	Assigned	Maksim Khilkevich	2/26/08	Low
4000741400004639928	AMERS CMBS: Transaction General: There is Application error on 'Export Transaction Details' link	2.0.20	2.0.21	Natalia Yaronskaya	Major	Fixed	Artsiom Yemelyai	2/26/08	High
4000741400004638525	Transactions: Application error appears if try to submit service with Ratings for class entered and	2.0.20		Nadzeya Varaksa	Major	Deferred	Andrei Iziumets	2/26/08	High
4000741400004636625	Generate RAC: Application Error appears if user try to generate RAC for Service Type, for which	2.0.20	2.0.21	Volha Taranda	Major	Fixed	Siarhei Akhramer	2/26/08	High
4000741400004630776	Manage Lookup Items: Service Type: Display Rules: There is wrong list of values in RAC Template	2.0.20	2.0.21	Volha Taranda	Minor	Fixed	Siarhei Akhramer	2/26/08	High
4000741400004630117	Find Run, Find Attendee, Find Issuing Entity popups: buttons are shifted to the right popup border.	2.0.20	2.0.21	Volha Taranda	Minor	Fixed	Pilip Yaromenka	2/26/08	Low
4000741400004629924	Service Info page: If user choose on Class Detail Rating = PFI/WD - Rating Action for this Ratings:	2.0.20	2.0.21	Volha Taranda	Medium	Fixed	Artsiom Yemelyai	2/26/08	Normal
4000741400004627420	Transactions_ORG Reports: Main Page: Unexpected behaviour after clicking links to generate repo	2.0.20		Nadzeya Varaksa	Major	Deferred	Artsiom Yemelyai	2/26/08	High
4000741400004624137	[Specs changes] Class Details: Calculation differs for Class Size field is changed	2.0.20	2.0.21	Volha Taranda	Medium	Fixed	Artsiom Yemelyai	2/26/08	High
4000741400004623978	Manage Users and Work Items: Links "Transaction(s)", "Rating(s)", "Review(s)", "Project(s)" shou	2.0.20	2.0.21	Maryna Kutsuk	Medium	Fixed	Kanstantsin Sudz	2/26/08	Normal
4000741400004620649	Service: Rating Analyst, Analyst and Surveillance Analyst can create service in the Transaction/R	2.0.20		Maryna Kutsuk	Medium	Assigned	Andrei Iziumets	2/26/08	Normal
4000741400004620628	General: Users from ORG Department may create Services in Transactions, in which they are Prin	2.0.20	2.0.21	Volha Taranda	Medium	Fixed	Maksim Khilkevich	2/26/08	Normal
4000741400004619888	DM: ORG: Rating/Review: Links 'Create or Update Master Document' and 'Open DMS' are displaye	2.0.20	2.0.21	Natalia Yaronskaya	Minor	Fixed	Kanstantsin Sudz	2/26/08	Normal
4000741400004619556	ORG: Rating/Review: There isn't message ERS_060 if user deleted Employee and am going to go t	2.0.20	2.0.21	Natalia Yaronskaya	Minor	Fixed	Pilip Yaromenka	2/26/08	Normal
4000741400004619419	ORG: Add Market Sector: Application Error appears if user change MS when there is any Fee exis	2.0.20	2.0.21	Volha Taranda	Major	Fixed	Pilip Yaromenka	2/26/08	High

Status

Folder: TRR-ODC / SSR

Bug: "[SSR3.1] Impossible to view Catalog Onboarding status column without Sales_catalog role."

Back to list | Item ID: #4000741400003504042

Bookmark Workflow Info Help

Save Changes

Cancel

Summary

Status: ASSIGNED

Select Workflow Action...

Apply

Details

Workflow items (0)

Links (0)

Attachments (0)

Comments (0)

Subscriptions

History Log

Summary

Summary

[SSR3.1] Impossible to view Catalog Onboarding status column without Sales_catalog role.

Location

TRR-ODC / SSR

Ref #

WBS Branch

Review

Severity

Review Work Product

General Info

Severity

Medium

Priority

High

Reproducible

Always

Test Method

Manual func. test

Symptom

Variance from specs

Description

Builds Info

Build Found

49.0

Build to Fix

(none)

Build Fixed

(none)

Deferred to Build

Verified in Build

Reopen Count

0

Steps

Steps to Reproduce

Description

Collapse

Viewing of Catalog Onboarding status column should be possible without any special role on both pages - Registration approval and Nomination tracking for any user. Sales_catalog role in addition to Sales_Admin role allows to edit Catalog Onboarding status on Registration approval page.

Report details

Reported by

Nadzeya Akotchyk

How Found

Test case

Where Issued

(none)

Cause

(none)

Actual Reported Effort

0

Additional Information

Expand

Custom Fields

TRIPS

None

Localization added

DevStationStatus

not checked

Created by Nadzeya Akotchyk on 10/16/07 11:21:11 AM

Last updated by Valentine Palazkov on 10/19/07 2:03:04 PM

Save Changes

Cancel

Add New Bug

Copy

Delete

Assignments

Hide Completed

[Add New Assignment](#)

Valentine Palazkov, Assign Bug Fixing

Work complete: 0%, Not Started

Units, %: 100

Effort, h: 3

Actual Reported Effort: 0

Actual duration: From To

Planned duration:

From 10/19/07 To 10/19/07

[Edit Assignment](#) [Delete Assignment](#) [ID](#)

Aliaksandr Yezutau, Assign Bug Fixing

Work complete: 0%, Not Started

Units, %: 100

Effort, h: 3

Actual Reported Effort: 0

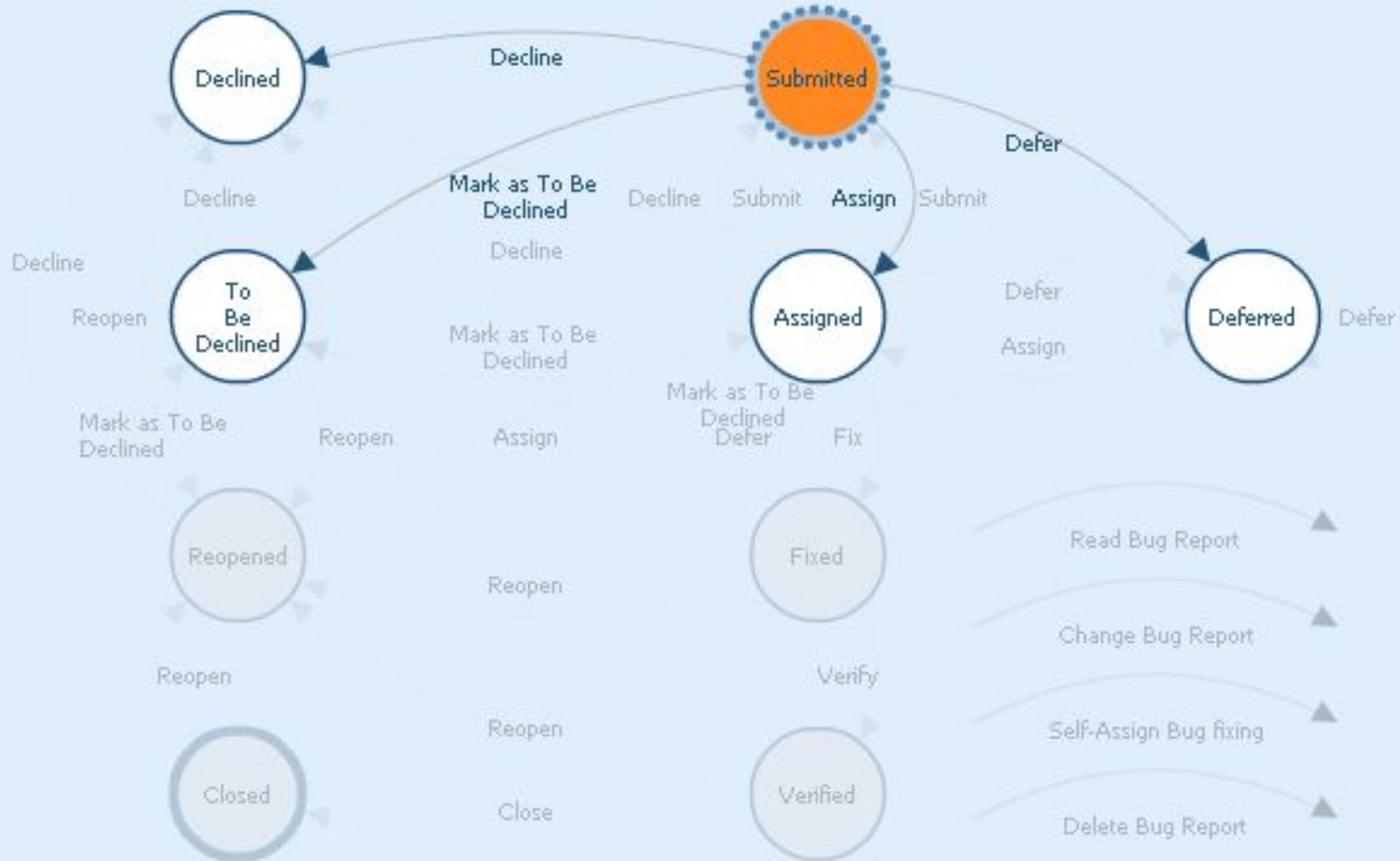
Actual duration: From To

Planned duration:

From 10/19/07 To 10/19/07

[Edit Assignment](#) [Delete Assignment](#) [ID](#)

Bug Lifecycle



Bug Report: Summary

The ideal summary gives the reader **enough information to understand what the problem is.**

This is a short description of the problem. Summary is important part of the bug's report. It should include a brief description that is specific enough in order the reader could visualize the failure. It can include a brief indication of limits or dependencies of the bug.

Example

Bad subject: *It's impossible to save Concept.*

Good subject: *It's impossible to save Concept with long description created via HTML Editor*

Bug Report: Description

Give **detailed** and **clear** description of a problem.

Try to explain why you consider a program behavior as a bug. Give clear information about what you expected to see (expected result).

If there are any special circumstances, define them and provide them here.

Bug Report: Steps to reproduce

'Steps to reproduce' is **VERY IMPORTANT** information in a bug report. It allows developer to reproduce a problem quickly.

Recommendations:

- Start from a known place and then describe each step until you hit the bug
- Find exact way to reproduce a bug. Try to find the shortest way.
- Go through the defined steps a few times.
- Describe each action you do in a separate step.

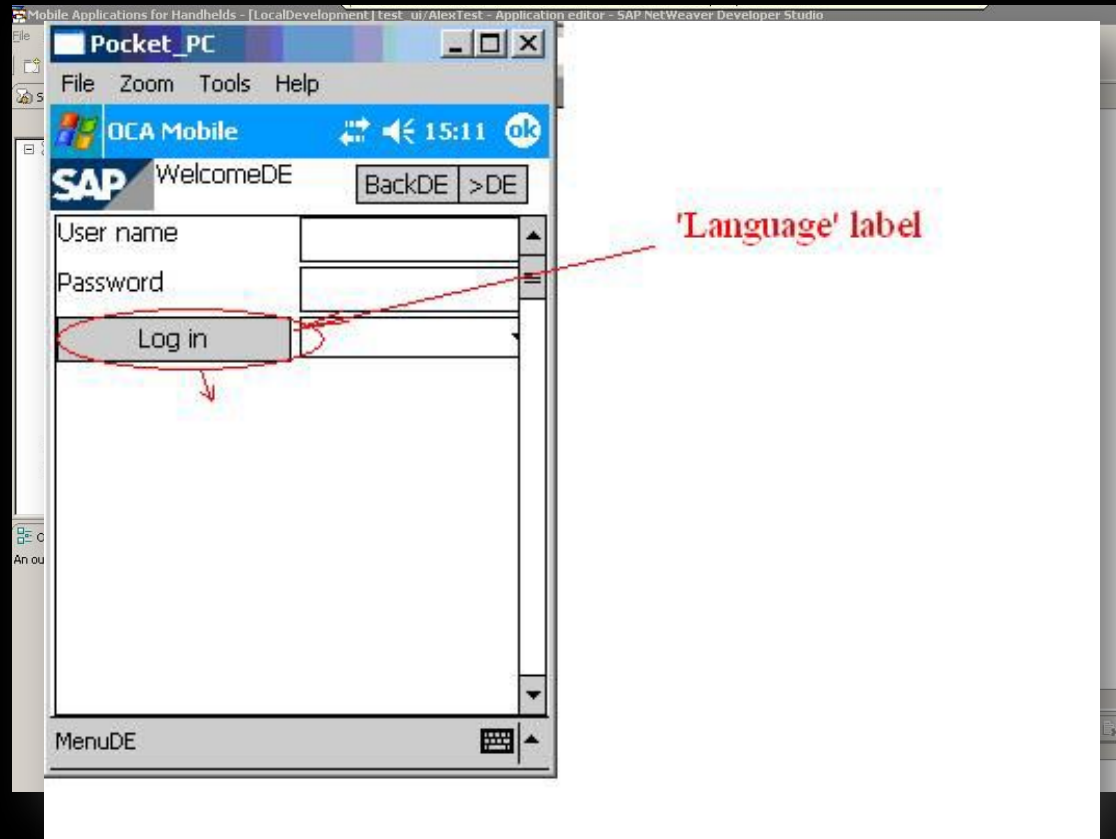
This field is most valuable for developer, because using steps to reproduce is the quicker way to reproduce the problem.

Bug Report: Attachments

It is very helpful to augment a bug report with a **screenshot** or some other type of data. It can help in understanding of the problem. If you need to attach a screenshot, don't make it any larger than necessary.

Attachment can be like:

- Pictures (screenshots)
- Files (any kind of logs)
- Documents



Bug Report attributes: Severity

Severity tells us how bad the defect is. It defines the seriousness of the bug or its consequence. It's assigned by tester.

- **Critical.** This should be reserved for the most catastrophic problems only, e.g. a component, module or area crashes or not accessible. A bug causes the restart of the Web Server or Application Server to continue the work. A user needs to reload entered data. Data loss affects the DB in a serious way.
- **Major.** This should be used for only serious problems, effecting many sites. Data loss, crash of the major functionality, crash of a browser client forcing a user to re-login, a problem with highly involved workaround.
- **Medium.** This is a problem that effects a more isolated piece of functionality, problems with a simple workaround.
- **Minor.** These problems do not impact use of the product in any substantive way, it's a cosmetic problem, such as a misspelled word or misaligned text, minor errors in layout/formatting.

Hints and Tips



What is a poorly defect?

- A report that says **nothing**: “It doesn't work!”, “My computer crashed”. We are sorry for your loss, can you give us more information?
- A report that gives wrong or incorrect information
- A report including grammar or spelling mistakes, or written using not appropriate language. “It’s kinda “sucky”.” This one violates all sorts of rules. What’s kind of “sucky”. For that matter, define “sucky”. Better yet, don’t use the work “sucky” it’s not in the dictionary and most certainly not in good taste.

Example of bad bug-report

New Bug [?] [X]

[Save] [Cancel] [Save and Add]

[Subscription](#) | [Attachments](#) | [Workflow Info](#)

+ It is impossible to save cosnet

Location For_Staging /

Build found	0.01 build	Estimated time to fix, h	
Build to fix	(none)	Planned completion date	
Build fixed		Elapsed time	

Symptom	Incorrect operation	Severity	Minor
How found	Test case	Priority	(none)
Where issued		Reproducible	Always
Cause		Reopen count	

Description Error displays if you try to save Concept with long description

Steps to reproduce

Example of good bug-report

Bug: "Http 500 appears after clicking Back button in any Topic."

[← Back to list](#) | Item ID: #4000741400006642275

Save Changes		Cancel	Convert to	Status:	
Details	Workflow items (0)	Links (0)	Attachments (1)	Comments (0)	Sub
Summary					
Summary ^	<input type="text" value="Http 500 appears after clicking Back button in any Topic."/>				
Location	<input type="text" value="EPM-FARM / ATS"/>				...
Ref #	<input type="text"/>				
WBS Branch	<input type="text"/>				... X
Review	<input type="text"/>	... X	Review Work Product	<input type="text"/>	
General Info			Builds Info		
Severity ^	<input type="text" value="Medium"/>		Build Found ^	<input type="text" value="1.01.10"/>	
Priority	<input type="text" value="(none)"/>		Build to Fix	<input type="text" value="1.01.11"/>	
Reproducible ^	<input type="text" value="Always"/>		Build Fixed	<input type="text" value="1.01.11"/>	
Test Method	<input type="text" value="(none)"/>		Deferred to Build	<input type="text"/>	
Symptom ^	<input type="text" value="Incorrect operation"/>		Verified in Build	<input type="text"/>	
Reopen Count	<input type="text" value="0"/>				
Description			Steps to Reproduce		
Collapse			Collapse		
<p>When user enters in any Topic and than clicks Back -> Http 500 appears. Bug occurs when user have Test Management rights or Question Management rights.</p> <p>See attach 11001.htm</p>			<ol style="list-style-type: none">1. Login under user that has Test Management rights or Question Management rights.2. Click List of Topics.3. Click any Topic.4. Click Back button. -> Http 500 appears		

To create **effective defect report** you should:

- Explain how to reproduce the problem. Providing much information as possible about how to reproduce the problem is most effective way to meet the main goal of the bug report – to have the bug fixed.
- Describe everything in detail. State what you saw, and also state what you expected to see. Include all the steps and do not miss anything. Give reference to a requirement or part of a functional specification describing how the system should work in this particular case. Provide results you have expected to see.
- Make the report easy to understand. Write clearly. Say what you mean, and make sure it can't be misinterpreted. Use simple language: a report has to be easy to understand, there must be exact and clear description of the problem.

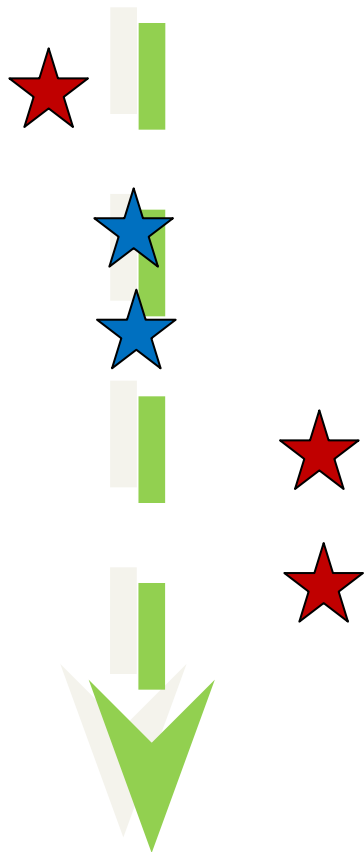
- Provide additional or any specific information that could help to understand a problem quickly.
- Define exact environment under which the problem was found.
- Keep the report simple: one bug per one report. If you see two failures, write two bug reports.
- **Do the basic root cause analysis** to pinpoint what exactly caused the failure, and describe it in the bug report. This kind of analysis would reduce the costs of fixing the bug.
- Read carefully what you have written in the bug report and make sure that you understand everything perfectly. If you have added steps to reproduce, follow them to make sure you have not missed any step



Remember, that to verify the problem can only the person who found it. Only in this case she can be sure that the bug she saw – fixed.

Bugs verification types

Verification



Pass steps, but look around

