



Bugs Reporting

October 2017



AGENDA

- Bug Definition
- Bug Reporting Rules
- Bug Reporting Tips

BUG DEFINITION

What is bug or defect ?


BUG DEFINITION

Bug types

- Bugs in requirements
 - When requirement is incorrect, unambiguous, inconsistent or incomplete
 - When requirement contradict to business flow in case when it exists
- Functional bugs in application
 - Nonconformance to requirements
 - Something that does not correspond to valid Customer's expectations/common sense that are assumed but may be not described in product requirements.

DEFECT LOCATION EXAMPLE


B.com


€ 


List your property


New customer?

Sign in

 Accommodation

 Restaurants

 Rental cars

 Flights

Find deals


Travel guides

How was your stay?

Holiday rentals

Booking.com for Business

Booking.com for iPhone, iPad and Android



Find deals for any season

Discover boutique hotels, country homes, city flats and more


Destination, property name or address:

igakoauauotamateaturipukakapikimaungahoronukupokaiwhenuakitanatahu

Taumatawhakatangihangakoauauotamateapokaiwhenuakitanatahu, Poran...

powered by Google

29-night stay

Are you travelling for work? ☐ Yes ☐ No 

Rooms


1

Adults

2

Children

0

Barcelona 

Other travellers loved it here for:
architecture, sightseeing, culture

Taumatawhakatangihangakoauauotamateapokaiwhenuakitanatahu, Porangahau, Hawke's Bay, New Zealan

Still interested in your previous searches for Barcelona?

27 Jul - 25 Aug


1 room, 2 adults

View properties


<epam> | CONFIDENTIAL

5

DEFECT LOCATION EXAMPLE




€





List your property


New customer?

Sign in

 Accommodation

 Restaurants

 Rental cars

 Flights

Find deals

Travel guides

How was your stay?

Holiday rentals

Booking.com for Business

Booking.com for iPhone, iPad and Android

 Find deals for any season

Discover boutique hotels, country homes, city flats and more

Destination, property name or address:

igakoauauotamateaturipukakapikimaungahoronukupokaiwhenuakitanatahu

Taumatawhakatangihangakoauauotamateapokaiwhenuakitanatahu, Poran...

powered by Google

29-night stay

Are you travelling for work? ☐ Yes ☒ No 

Rooms

1

Adults

2

Children

0

Barcelona 

Other travellers loved it here for:
architecture, sightseeing, culture

Taumatawhakatangihangakoauauotamateapokaiwhenuakitanatahu, Porangahau, Hawke's Bay, New Zealan

Still interested in your previous searches for Barcelona?

27 Jul - 25 Aug

1 room, 2 adults

View properties

 | CONFIDENTIAL

6

DEFECT LOCATION EXAMPLE

 BATTLE RESULTS

 PERSONAL

 TEAM

 DETAILED

 AWARDS

STATISTICS

EFFICIENCY

CREDITS

	Premium	
Received	1 369 	2 053 
#battle_results:DetailsPage/CreditsExperiencePage/ContributionIn		0 
#battle_results:DetailsPage/CreditsExperiencePage/ContributionOut		0 
Auto-repair vehicle	-690 	-690 
Auto-resupply ammunition	-30 	-30 
Auto-resupply consumables	0 	0 
Total	649 	1 330 

DEFECT LOCATION EXAMPLE

BATTLE RESULTS

PERSONAL

TEAM

DETAILED

AWARDS

STATISTICS

EFFICIENCY

CREDITS

	Premium	
Received	1 369	2 053
#battle_results:DetailsPage/CreditsExperiencePage/ContributionIn		0
#battle_results:DetailsPage/CreditsExperiencePage/ContributionOut		0
Auto-repair vehicle	-690	-690
Auto-resupply ammunition	-30	-30
Auto-resupply consumables	0	0
Total	649	1 330

BUG REPORT

Defect report is a technical document written to describe the symptoms of a bug to

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



WHY DO WE NEED TO REPORT BUGS?

- 1 Do not forget to fix and retest all found issues
- 2 Measure product quality
- 3 Define risky areas/configurations/testing types/etc.

BUG REPORT PROVIDES INFORMATION TO

1

Tester

- How to reproduce?
- Why is it a bug?
- Expected result

2

Developer

- How to reproduce?
- Why is it a bug?
- What is expected result and why?

3

Customer

- How bad is the bug?
- Affected area

BUG REPORT OVERVIEW

- Bug report can contains sets of mandatory and optional fields
- What fields are mandatory and what are optional and filling rules are defined on each project
- Most bug tracking system allow to configure these fields and rules



BUG REPORT: MANDATORY FIELDS

Mandatory bug report fields:

- Summary
- Severity
- Priority
- Description
- Steps to Reproduce
- Actual and Expected Results
- Attachment

Summary* Special Location field doesn't become editable after Company Code selecting

Priority Very High

Assignee Voronetski, Maxim

Description "Special Location" field is only available for editing after selecting appropriate "Company Code" and clicking "Refresh Rates & Employee Data" button.

Steps to reproduce:

1. Open Workbook that is not in read-only status.
2. Create new resource.
3. Type in resource's name.
3. Select Resource Type = "Internal Resource".
4. Select Company Code = "0008 (SAP AMERICA, INC.)".

Expected result:

Special Location field becomes editable.

Actual result:

Special Location field remains disabled (see attachment-1) until "Refresh Rates & Employee Data" button is clicked (see attachment-2).

Attachment Drop files to attach, or [browse](#).

Update

Cancel

BUG REPORT: SUMMARY

Summary gives enough information to understand what the problem is and how you can reproduce it.

Good summary is built based on the following schema:

What - Where - When

EXAMPLE OF A BAD SUMMARY:

It's impossible to save Concept

EXAMPLE OF A GOOD SUMMARY:

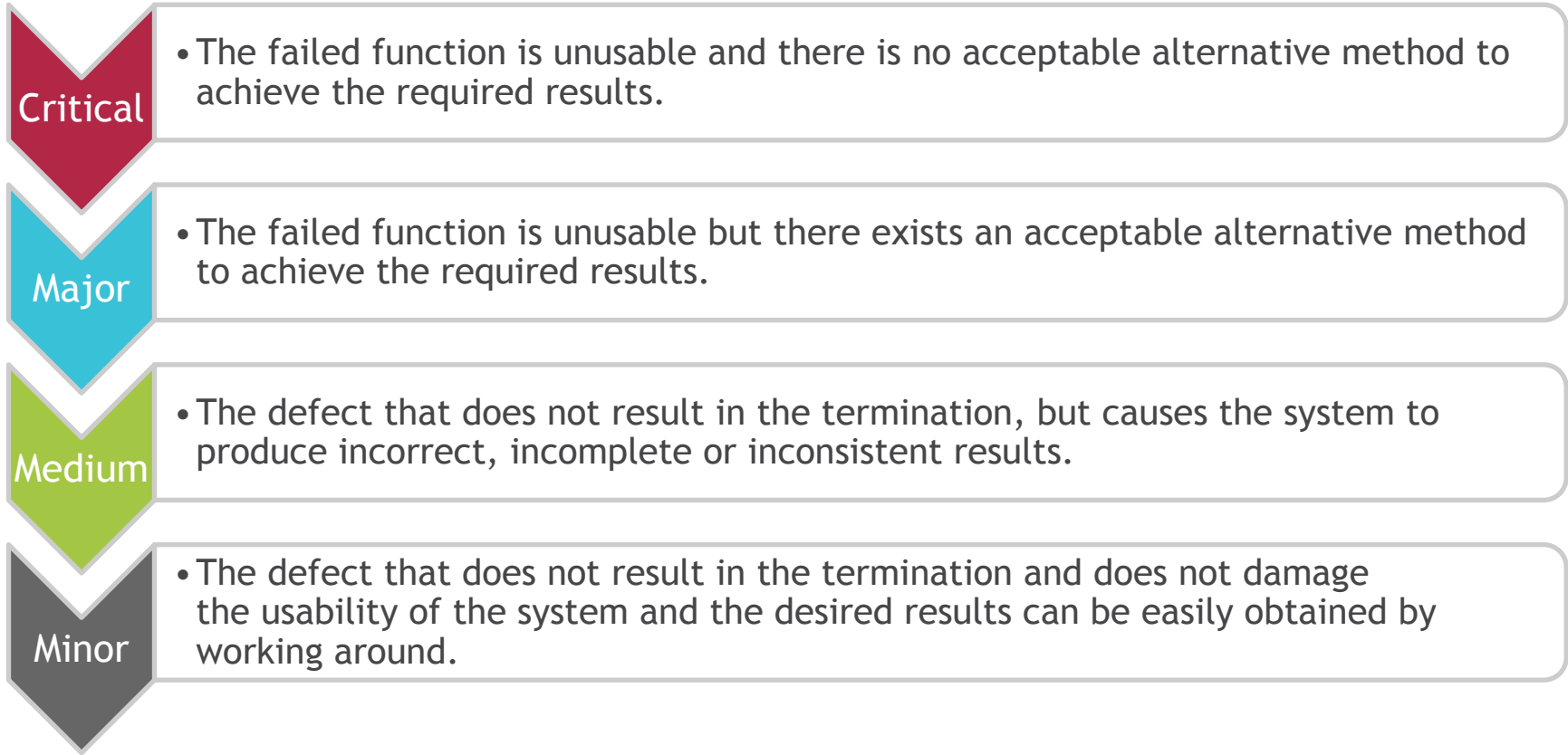
It's impossible to save **Concept** with long description created via HTML Editor

BUG REPORT: SEVERITY & PRIORITY

Severity defines the impact that a given defect has on the system, so how bad the defect is.

Priority is defined as the order in which a defect should be fixed in accordance to business value or other project/customer needs

BUG REPORT: SEVERITY LEVELS



BUG REPORT: PRIORITY LEVELS

Critical

- should be resolved immediately

High

- should be resolved as soon as possible in the normal course of development activity, before the software is released

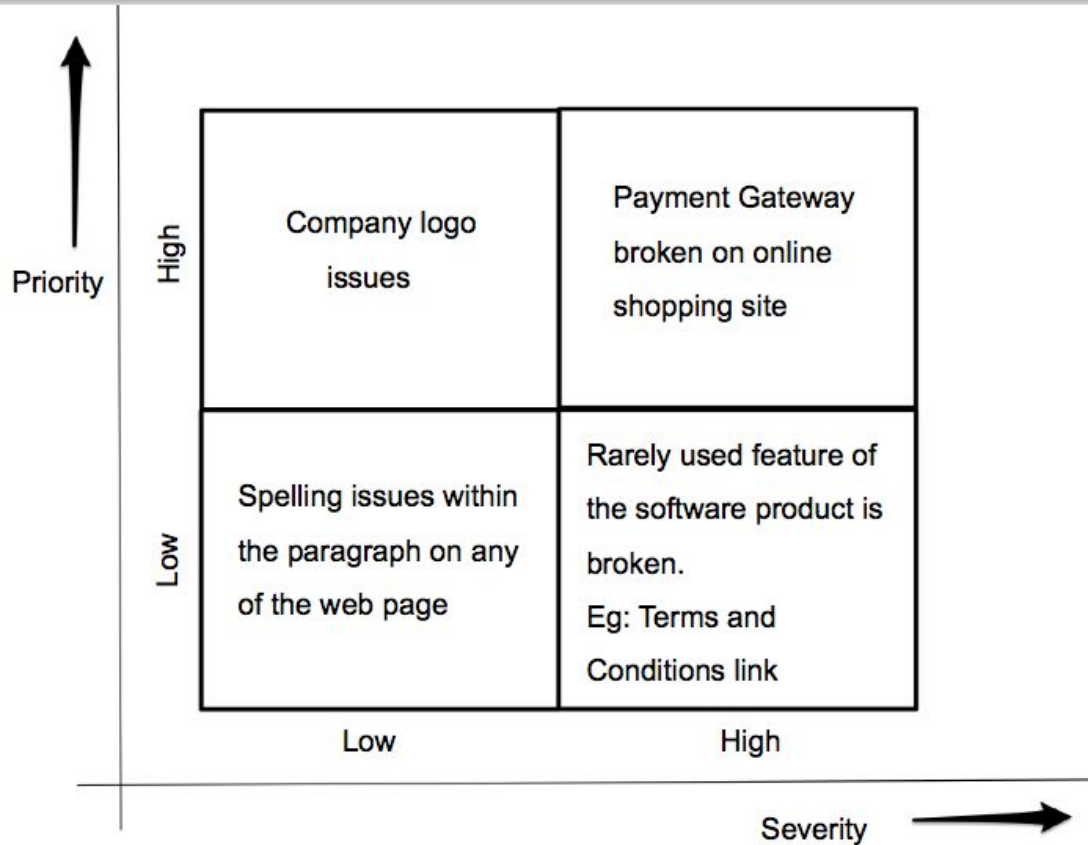
Medium

- should be repaired after serious bugs have been fixed

Low

- can be resolved in a future major system revision or not be resolved at all

BUG REPORT: SEVERITY & PRIORITY EXAMPLES



BUG REPORT: DESCRIPTION

Description gives detailed and clear interpretation of a problem, explains why it is a bug, includes the following information:

- Description of application behavior (e.g. interpretation of test failures)
- Justifications of why this is a bug
- Any relevant links
- Interpretation of the specification
- Examples from other areas

Not copy of summary!

BUG REPORT: STEPS TO REPRODUCE

General recommendations:

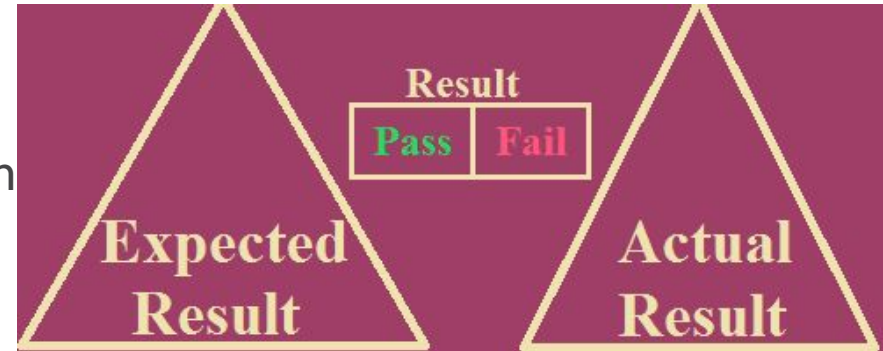
- Show the scenario how to recreate the bug on any system
- Check that steps provide clear instructions, so that others can consistently reproduce it
- Use the rule: new action = new step
- Include test data on which is reproduced
- Test your own instructions

BUG REPORT: ACTUAL & EXPECTED RESULTS

The test results, including Expected Result and Actual Result, will show what's wrong.

Actual Result describes what actually happened, what currently happens when the bug is present.

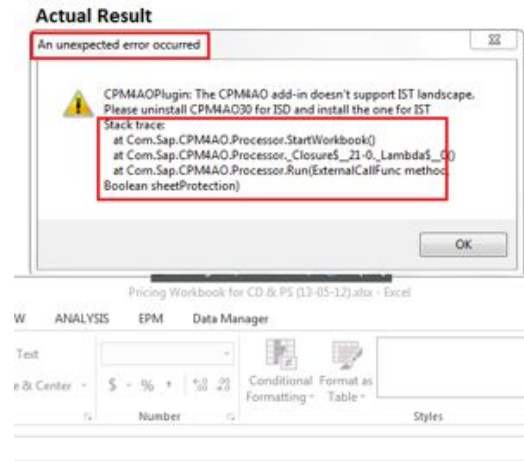
Expected Result describes what should happen if the bug was fixed.



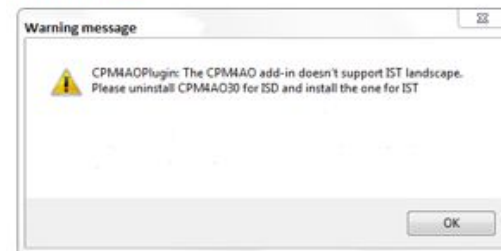
BUG REPORT: ATTACHEMENT

Attachment can be like:

- Pictures (screenshots)
- Files (any kind of logs)
- DB query (to get test data);
- Documents
- Video (just in case of hard reproducible bug)



Expected result



OPTIONAL BUG REPORT FIELDS

List of the most common and useful optional fields:

- Issue Type:
 - Regression issues/New Feature/Configuration/Integration/etc.
- Component:
 - Functional components/areas in application, e.g. payments, user login
- Environments:
 - QA, DEV, UAT, PROD
- Found Version
- Fix Version
- Labels
- ...

BUG REPORT: A GOOD DEFFECT EXAMPLE

Summary	Special Location field doesn't become editable after selecting Company Code
Severity	Major
Priority	High
Steps to reproduce	<p>"Special Location" field is only available for editing after selecting appropriate "Company Code" and clicking "Refresh Rates & Employee Data" button</p> <ol style="list-style-type: none">1. Open Workbook that is not in read-only status2. Create new resource3. Type in resource's name4. Select one of Resource Type, for example "Internal Resource"5. Select appropriate Company Code, "0008" for our example
Expected Results	Special Location field becomes editable
Actual Results	Special Location field remains disable (see attachment-1) until "Refresh Rates & Employee Data" button is clicked (see attachment-2)

BUG REPORT: A GOOD DEFFECT EXAMPLE



IT M-827

Special Location field doesn't become editable after Company Code selecting

[Edit](#) [Comment](#) [Assign](#) [More ▾](#) [Reopen](#) [Blocked](#) [Workflow ▾](#)

Details

Type:	Bug	Status:	DONE (View Workflow)
Priority:	Very High	Resolution:	Done
Component/s:	IT_Commercial Project	Version / Delivery:	RD2017.02
Labels:	AO.Plugin VB.Net		
Environment:	IST, ISD		
Epic Link:	Test Findings		
Sprint:	Sprint27 (CW5-7)		
Rank:	0 5csrb:		

Description

"Special Location" field is only available for editing after selecting appropriate "Company Code" and clicking "Refresh Rates & Employee Data" button.

Steps to reproduce:

1. Open Workbook that is not in read-only status.
2. Create new resource.
3. Type in resource's name.
3. Select Resource Type = "Internal Resource".
4. Select Company Code = "0008 (SAP AMERICA, INC.)".

Expected result:

Special Location field becomes editable.

Actual result:







Special Location field remains disabled (see attachment-1) until "Refresh Rates & Employee Data" button is clicked (see attachment-2).

BUG REPORT: HINTS AND TIPS



WHAT IS A BAD BUG REPORT?

Bad bug report is a bug report that duplicates already existing bugs

T	P	Key	Summary
		QP-3108	[Quality\Checksheet] Error on opening "Failure Mode" picker
		QP-1602	Checksheets: 'Failure Mode Picker List' picker opening causing the exception
		CR-1827	Checksheets - Failure Mode Picker Error

WHAT IS A BAD BUG REPORT?

Bad bug report is a bug report that contains just opinions or complaints

Examples:

- It doesn't work!
- My computer crashed!
- ...

WHAT IS A BAD BUG REPORT?

Bad bug report is a bug report that doesn't clearly specify the problem

Heat map view highlighting is not correct

Description

1. log in
2. switch to Heat Map
3. hover over a customer (or different customers)

Actual result: highlighting is not correct

Expected result: highlighting must be correct

no any information about problem source anywhere

WHAT IS A BAD BUG REPORT?

Bad bug report is a bug report that contains grammar or spelling mistakes, or written using not appropriate language

Add Exception function not work	
Environment:	<u>El 11; Chrom, FireFox</u>
Description	
Add Exception function does not work.	
Preconditions:	
<ul style="list-style-type: none">▪ Loading Exceptions Use setting should be checked.▪ Error Type field should be filtered by 'Customer Part not Setup' or 'Customer Part/Rev not Setup' values.▪ <u>Search result appear</u>	
Steps:	
<ol style="list-style-type: none">1. Mark any record from search results table2. Click Add Exception button3. In pop-up window type any text in Note field4. Click OK button	
Expected result: Pop-up window is closed. Exception added.	
Actual result: Pop-up window is not closed. <u>Error message appear</u> .	

WHAT IS A BAD BUG REPORT?

Bad bug report is a bug report that contains several issues

Exception! Many UI issues on 1 page - can be reported in one bug report

Inventory column incorrect behavior.

Description

Issue 1

Incorrect coloring when Inventory Display setting = 1

Act res: picture 1

Exp res: picture 2

Issue 2

Incorrect column value in case when

Inventory Display setting = 1

and

Units of Measure Select Display setting = FALSE

Act res: picture 3

Exp res: picture 4

Issue 3

Text coloring should depend on Produced Display setting in case when Inventory Display setting >1.

If Produced Display setting = FALSE:

Act res: picture 5

Exp res: picture 6

BUG REPORT: PRACTICE

Results found

Comment

Agile Board

More

Details

Type:

Status:

OPEN

Priority:

Major

Resolution:

Unresolved

Affects Version/s:

None

Fix Version/s:

None

Component/s:

None

Labels:

None

Test steps:

1. log in
2. find some result

Expected result:

auto-proposed result is displayed in the appeared list with results, no proposition to search in Google button available

Test Status:

Test run:

Folder:

Test requirement:

Attachments



Drop files to attach, or [browse](#).

BUG REPORT: A BAD DEFECT EXAMPLE

Results found - Unclear Summary

Comment

Agile Board

More

Details

Type:

Priority: Major

Affects Version/s: None

Component/s: None

Labels: None

Test steps:

1. log in - no system name/address to log in

2. find some result

Expected result:

auto-proposed result is displayed in the appeared list with results, no proposition to search in Google button available - rush expected result

Test Status:

Test run:

Folder:

Test requirement:

No actual result

Status: OPEN

Resolution: Unresolved

Fix Version/s: None

Attachments

Drop files to attach, or [browse](#).

No any attached examples

BUG REPORT: PRACTICE

Reaction to a space searching

Comment

Agile Board

More ▾

Details

Type:

Status:

OPEN

Priority:

🔴 Major

Resolution:

Unresolved

Affects Version/s:

None

Fix Version/s:

None

Component/s:

None

Labels:

None

Test steps:

- ▼
1. log in
 2. press a space button on the keyboard (no searching starts)
 3. press Enter
- case b)
1. press a space button on the keyboard (no searching starts)
 2. enter any correct name
- case c)
1. press a space button on the keyboard (no searching starts)
 2. enter any incorrect name

Expected result:

- ▼
- system doesnt start searching on spaces for case a and b
- case c - no results found, no 'Try search in Google' button available, cursor is in the field

BUG REPORT: A BAD DEFECT EXAMPLE

Reaction to a space searching - Unclear Summary

Comment

Agile Board

More ▾

Details

Type:

Status:

OPEN

Priority:

Major

Resolution:

Unresolved

Affects Version/s:

None

Fix Version/s:

None

Component/s:

None

Labels:

None

Test steps:

- 1. log in
- 2. press a space button on the keyboard (no searching starts)
- 3. press Enter

- is this Case A?

case b)

- 1. press a space button on the keyboard (no searching starts)
- 2. enter any correct name

case c)

- 1. press a space button on the keyboard (no searching starts)
- 2. enter any incorrect name

Expected result:

- system doesn't start searching on spaces for case a and b
- case c - no results found, no 'Try search in Google' button available, cursor is in the field

- both expected and actual results are in Expected result section

BUG REPORT: A GOOD DEFECT EXAMPLE



test / TEST-1

Incomplete tooltip data is displayed on b.com page if tooltip contains more then 122 symbols

Edit Comment Assign To Do In Progress Done Admin

Details

Type: Bug Status: TO DO (View workflow)
Priority: Low Resolution: Unresolved
Labels: None
Environment: IE11, Chrome, FF

Description

B.com tooltip contains 'Location name, Location' data. Tooltip for the longest official placename in the world is displayed incompletely.

STR:

1. Open <https://www.b.com> page
2. Set 'Destination, property name of address' = 'Taumatawhakatangihangakoauauotamateaturipukakapikimaungahoronukupokaiwhenuakitanatahu' field data
3. Put mouse pointer over the proposed in ddl value
4. Observe tooltip data

Actual result: 'Taumatawhakatangihangakoauauotamateaturipukakapikimaungahoronukupokaiwhenuakitanatahu, Porangahau, Hawke's Bay, New Zealand' is displayed

Expected result: 'Taumatawhakatangihangakoauauotamateaturipukakapikimaungahoronukupokaiwhenuakitanatahu, Porangahau, Hawke's Bay, New Zealand' tooltip data should be displayed



Find deals for any season

Discover boutique hotels, country homes, city flats and more

Destination, property name or address:

igakoauauotamateaturipukakapikimaungahoronukupokaiwhenuakitanatahu

Taumatawhakatangihangakoauauotamateapokaiwhenuakitanatahu, Poran...

powered by Google

Barcelona

Other travellers loved it here for:
architecture, sightseeing, culture

Taumatawhakatangihangakoauauotamateapokaiwhenuakitanatahu, Porangahau, Hawke's Bay, New Zealand

BUG REPORT: A GOOD DEFECT EXAMPLE



test / TEST-2

Bullet marked 'powered by Google' value is displayed if 'Destination' field data is from Google Places API Web Service

Edit

Comment

Assign

To Do

In Progress

Done

Admin

Details

Type:	Bug	Status:	TO DO (View workflow)
Priority:	↓ Low	Resolution:	Unresolved
Labels:	None		
Environment:	IE11, Chrome, FF		

Description

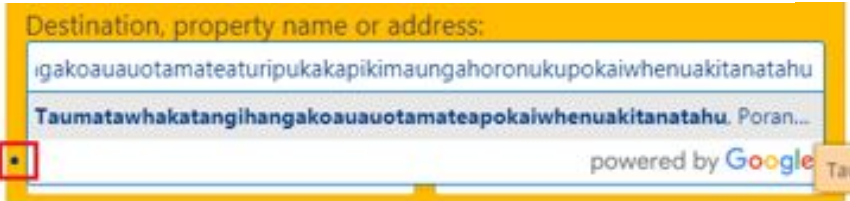
B.com uses Google Places API Web Service. And if the service returns data then 'powered by Google' value is always marked by bullet.

STR:

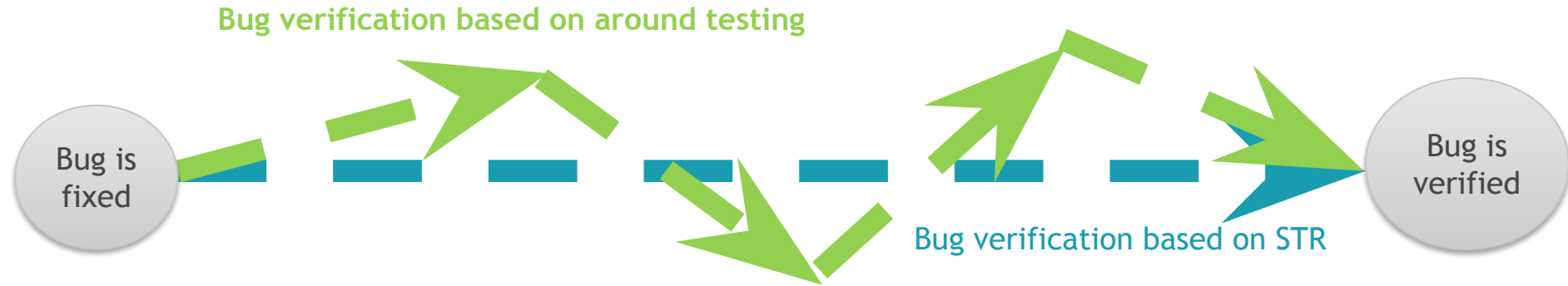
1. Open <https://www.b.com> page
2. Set 'Destination, property name of address' = 'Taumatawhakatangihangakoauuotamateaturipukakapikimaungahoronukupokaiwhenuakitanatahu' field data
3. Observe drop-down list data

Actual result: Bullet mark is displayed for 'powered by Google' value (please see 'Bullet.png' for more details)

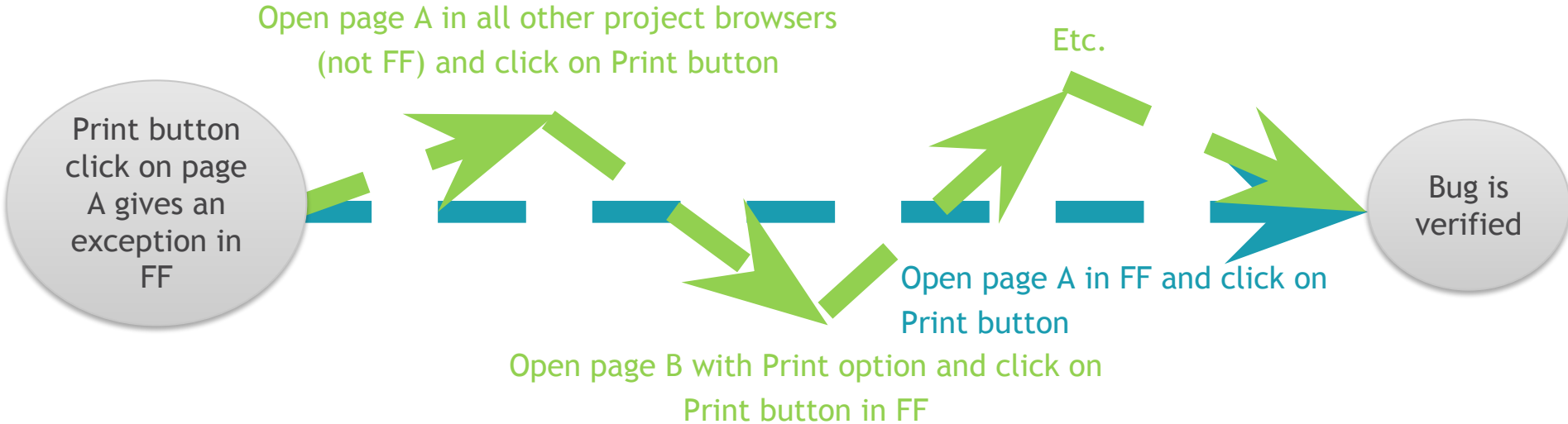
Expected result: no any marks/signs are displayed



BUG VERIFICATION



BUG VERIFICATION EXAMPLE



BUG VERIFICATION: GENERAL RECOMMENDATIONS

The following steps could assist you with bug verification:

- Verify that you test appropriate build with bug fix
- Insure that the bug is not reproduced on each environments that specified in bug report
- Set a comment about data that was used for bug verification
- Make screenshot that shows that bug is fixed
- Set bug to appropriate status

