Bug Reporting Best Practices

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Topics

- Importance of bug reports
- Life of a bug report
- Easy template
- Best Practices/Tips

Importance of bug reports

"A software 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."

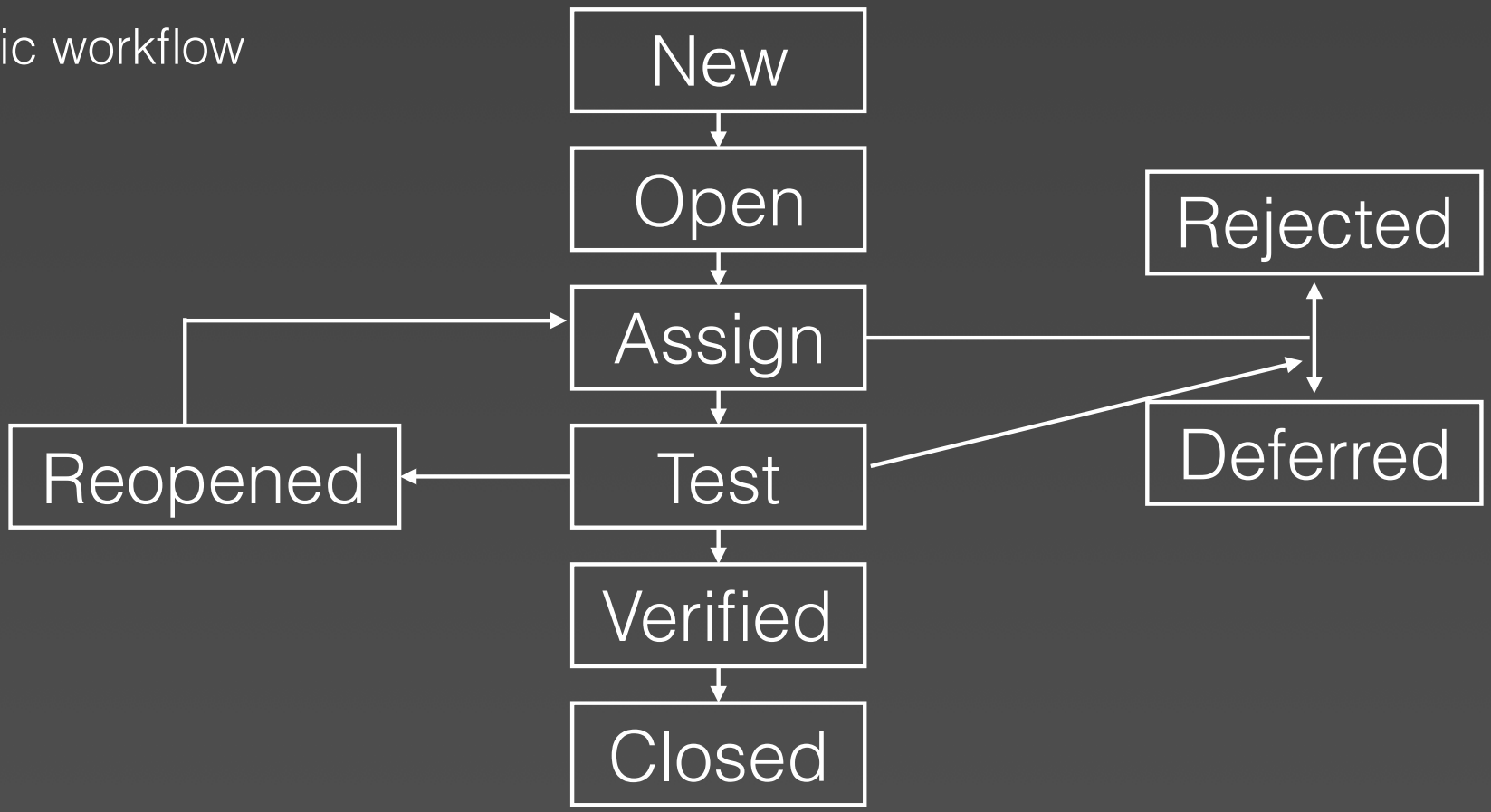
– *wikipedia.org*

Why so important?

- Direct line of support
- Applies to Work, Closed Source, and Open Source
- Do it all the time

Life of a bug

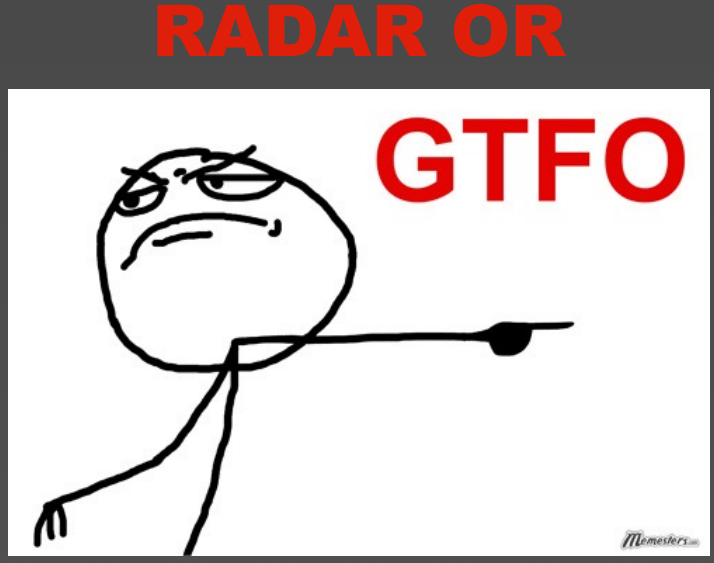
Basic workflow



Source: http://www.softwaretestingvideos.com/

Apple "gotcha"

- Lots of bugs
- Duplicate bugs
- Lots of subgroups
- Closed doors



Easy template

Basics

1. Steps to reproduce the issue
2. Expected result
3. Actual result

Outlook Example

REPRO STEPS:

1. Install Outlook for Mac 15.23.160611

2. Launch Outlook and activate using a O365 Subscription

3. Click on an email link (mailto:jim@example.com) from another email or through a browser

4. Note that your signature is not applied to this new message. New email messages and reply to messages do apply the signature properly.

EXPECTED:

Signature should be applied to this new email message.

ACTUAL:

Signature is not applied when click on an email link.

Details

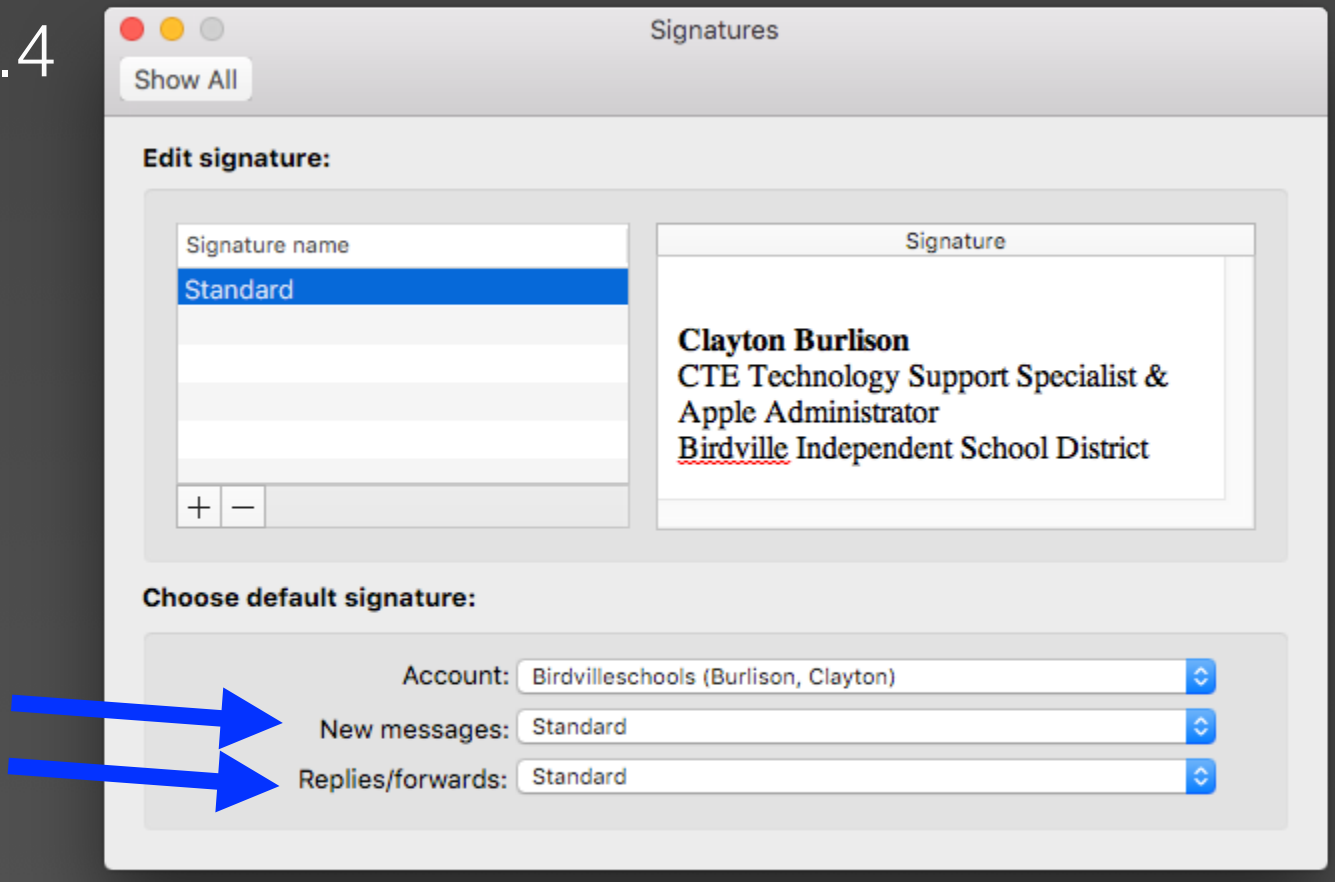
1. ~~Steps to reproduce the issue~~
2. ~~Expected result~~
3. ~~Actual result~~
4. Versions (software, OS, etc.)
5. Attachments (screenshots, videos, scripts, logs, etc.)
6. Configuration (your environment is a snowflake)

Outlook Example

VERSIONS:

1. Outlook for Mac 15.23.160611
2. Mac OS X 10.11.4

SCREENSHOT:



Bless bug within Imagr

https://github.com/grahamgilbert/imagr/issues/122

Best Practices/Tips

- Calm
- Concisely
- Avoid speculation

- Try to location the minimum reproducible use case
- More info is aways better...except for when it's not
- Handling "large" issues

Basics

1. Steps to reproduce the issue
2. Expected result
3. Actual result

- "I need more information"

- When the issue is resolved. Record it!

Q/A

References

- http://sqa.stackexchange.com/questions/1920/best-guidelines-for-bug-reporting
- https://developer.apple.com/bug-reporting/
- http://www.imore.com/importance-of-bug-reporting
- http://pebblecode.com/blog/the-importance-of-a-good-bug-report/
- https://github.com/grahamgilbert/imagr/issues/122#issuecomment-223826263