



BETA BREAKERS
SOFTWARE QUALITY ASSURANCE LABS

BUG REPORTING 

**IMPROVING COMMUNICATION
BETWEEN TESTERS AND DEVELOPERS**

BUG REPORTING

Bug reporting is often the primary avenue of communication between a tester and the developer.

It provides a medium through which the tester can carefully and precisely explain what he or she saw and why they considered it a bug. It is also a place where the tester can provide all the information the developer needs in order to understand the bug, see the bug (with screenshots or video), reproduce the bug, and even have a dialog about the bug (through comments).

Imagine if a tester only provided a short one-line description of a bug to the developer. For example, say the tester only wrote the summary from the bug below in an email to the developer. All the developer has to go on is the phrase: "User is unable to back out of a presentation." This is only going to give the developer a vague clue as to where the bug is located or exactly what is happening.

The other information in the bug report, especially the information included in "Steps to Recreate," is vital in helping the developer diagnose and fix the problem.



BUG #6



User is Unable to Back Out of a Presentation

Details

Summary:

Bug#: 6

Product: Circle App

Component:

Status: NEW

Resolution:

Hardware:

OS:

Version: v0.95

Priority:

Severity:

URL:

System's ID/Name:

Manufacture:

Processor:

Memory:

Video:

Sound:

Optical Drive:

Depends on:

Blocks:

[Show dependency tree](#) - [Show dependency graph](#)

Description From Bugs 2017-01-31 09:54:01 (-) [reply]

Actual Result:

When the user plays a presentation or opens a catalog presentation, they're not able to get back to the app's main menu. They are forced to force close the app and reopen.

Expected Result:

The app would provide obvious navigation to allow the user to return to the main menu.

Steps to Recreate:

1. Open the Slide Sorter App
2. Tap on any of the presentations in the Presentation Catalog tab
3. Note that you are unable to back out

BUG #7



When Adding a Group of Slides into an Already Existing Presentation, Slide Order is Not Preserved

Details

Summary: When adding a group of slides into an already existing presentation, slide order

Bug#: 7
Product: Circle App
Component: iOS app
Status: NEW
Resolution:

Hardware: Mobile
OS: iOS 9
Version: v0.95
Priority: P2
Severity: major

URL:

System's ID/Name: 11401 - iPad 4.1

Manufacture: Apple iPad (Gen4)

Processor: 1400 MHz Apple A6X Dual-Core

Memory: 1024 MB

Video: PowerVR SGX554MP4

Sound:

Optical Drive:

Depends on:

Blocks:

Show dependency tree - Show dependency graph

Description From Bugs 2017-01-31 11:06:00 (-) [reply]

Actual Result:

Selecting a group of slides in order and adding them to an existing group of slides will cause the two sets to get mixed up and fall out of order.

Expected Result:

When selecting a group of slides in a specific order and adding them to another set of slides, the order of the original group of slides would be preserved.

Steps to Recreate:

1. Download and open "Slide Sorter"
2. Activate the "Index Card" icon
3. Select the tab for "Presentations Catalog"
4. Open the "xxx" slideshow
5. Take note that all the tiles are organized by number (slides 1-31)
6. Tap "Select"
7. Select every tile in order from 1 to 31
8. Tap "Add to"
9. Tap "New Presentation"
10. Select "yyy"
11. Confirm with "Create & Add"
12. Tap "Back"
13. Navigate to "My Presentations"
14. Open the presentation you just created and observe the numbers of the slides are out of order

BUG #8



Search Bar in Slide Navigation Fails to Return Matching Slides

Details

Summary: Search bar in slide navigation fails to return matching slides

Bug#: 8

Product: Circle App

Component: iOS app

Status: NEW

Resolution:

Hardware: Mobile

OS: iOS 9

Version: v0.95

Priority: P2

Severity: major

URL:

System's ID/Name: 11404 - iPad 4.4

Manufacture: Apple iPad (Gen4)

Processor: 1400 MHz Apple A6X Dual-Core

Memory: 1024 MB

Video: PowerVR SGX554MP4

Sound:

Optical Drive:

Depends on:

Blocks:

[Show dependency tree](#) - [Show dependency graph](#)

Description From Bugs 2017-01-31 16:17:33 (-) [reply]

Actual Result:

When the user enters the slide number or the slide title in the search bar it either has no effect or shows no results.

Expected Result:

The search bar can be used to find specific slides based on slide number or slide title as specified in the functional specification document.

Steps to Recreate:

1. Tap the xxx app.
2. Tap any presentation.
3. Press and hold on the screen until slide navigation is displayed.
4. Tap the search bar at the top right of the slide navigation.
5. Enter a slide title or number.
6. Observe there is no slide displayed or no effect.

BUG #9



Unclear Error Dialog When Attempting to Move Locked Slides

Details

Summary:

Bug#: 9 **Hardware:**

Product: Circle App **OS:**

Component: **Version:** v0.95

Status: NEW **Priority:**

Resolution: **Severity:**

URL:

System's ID/Name:

Manufacture:

Processor:

Memory:

Video:

Sound:

Optical Drive:

Depends on:

Blocks:

[Show dependency tree](#) - [Show dependency graph](#)

Description From Bugs 2017-02-15 09:18:21 (-) [reply]

Actual Result:

When the user attempts to move slides that are locked, a vague error message appears with incorrect apostrophes. It reads:

```
"Can't move slide  
Doesn't allow to move Intro or Outro slides of locked groups."
```

Expected Result:

The error message should use correct punctuation, and clearly explain to the user why the slides they have selected cannot be moved.

Steps to Recreate:

1. Download, install, and access the "Slide Sorter" application
2. On the main screen, select the "My Presentations" tab.
3. Select the plus button from the left menu.
4. Select the plus button on the "Choose Presentation Name" text field.
5. Select a presentation, such as "xxxx" and select "Create"
6. In the upper right, press the "Select" option.
7. Select slides that are locked, and attempt to move them.
8. Note the error message that appears.

As portrayed in the above examples, a bugbase provides a repository for all the bugs in a project, and having all the bugs located in one bugbase greatly simplifies the management of the test cycle. 

- Developers have only one place they need to look to see the bugs that have been discovered.
 - Testers have only one place they need to look for communication from the developers – such as asking for clarification about a bug, or requesting that a fix be tested.
 - Project managers have only one place they need to look to report on project metrics such as total number of bugs, number of bugs fixed, number of high priority bugs, etc.
- Imagine trying to do all that efficiently when the bugs have been reported through email, phone calls or just casual conversation!
- A bugbase can also be used to facilitate a department's quality assurance initiatives. Information about, for example, the type of bugs that are being found or the types of modules in which the most serious bugs are being found can provide clues about where the development process is falling short. Determining the root cause of the bugs that are being reported can lead to remedial measures that help to prevent the bugs in the first place, resulting in a more productive and efficient development process.



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