

# Bug Reporting

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# Software entomology

Bugs and new features have something in common: both are requirements from users. How does one keep track of them?

Many projects use a *bug tracking system* for both bug reports and new feature requests.

Open source tools include

- ▶ Bugzilla
- ▶ Gnats
- ▶ Trac
- ▶ RT (used by our support).

These provide extensive support for receiving, tracking, notifying, monitoring, etc.

# Reporting: Trac I

Ticket	Summary	Component	Version	Milestone	Type	Owner	Status	Created
#3292	OOS on rejoin with new pathfinder	Core engine		Alpha 19	defect		new	Jun 13, 2015
#3471	Units not detecting invalid path.	Core engine		Alpha 19	defect		new	Sep 30, 2015
#3505	Pathfinder - Units in formation stuck frequently	Core engine		Alpha 19	defect		new	Oct 8, 2015
#3551	[PATCH] Prohibit developer overlay cheats in rated games	UI & Simulation		Alpha 19	defect		new	Oct 26, 2015
#3549	Secure authentication - prevent joins as a different player	Core engine		Alpha 20	defect		new	Oct 24, 2015
#3255	[PATCH] Prevent replay overwrites by using date and sequential ID	Core engine		Alpha 19	defect	elexis	new	May 20, 2015
#3271	OOS on rejoin - different mirage order	Core engine		Alpha 19	defect		new	May 27, 2015
#3526	Build a tower in enemy territory	UI & Simulation		Alpha 19	defect		new	Oct 14, 2015
#3545	[PATCH] Crash the game using cheats	UI & Simulation		Alpha 19	defect	stanislas69	assigned	Oct 23, 2015
#3241	[PATCH] Kick / ban players from a match	UI & Simulation		Alpha 19	enhancement	elexis	new	May 10, 2015
#1791	Units command queue is reset when they enter new formation	UI & Simulation		Alpha 20	defect		new	Dec 19, 2012
#2001	Melee units with big maximum range can attack through walls	UI & Simulation		Alpha 20	defect		new	Jun 24, 2013
#2303	Update tutorials and increase their visibility	UI & Simulation		Alpha 20	defect		new	Dec 8, 2013
#2427	[PATCH] AtlasUI does not open on on commandline Mavericks 10.9	Atlas editor		Alpha 20	defect	trompetin17	new	Feb 8, 2014

# Reporting: Trac II

#3471 **new defect**

Opened 5 weeks ago

Last modified 2 days ago

## Units not detecting invalid path.

Reported by: [stanislas69](#)

Owned by:

Priority: [Release Blocker](#)

Milestone: [Alpha 19](#)

Component: [Core engine](#)

Keywords: [pathfinding](#)

Cc: [Itms](#)

Description (last modified by [elexis](#)) [Δ](#)

We played a match today with elexis and ffm, and we noticed that units would often try to go from a point 'a' to a point 'b' without realising they wouldn't be able to reach it. So they just walk into the void.



The only we could workaround it, is by cancelling orders, and removing formations (setting it to none)

FFM stated formation should be disabled whereas I think it should be set to none by default.

► **Attachments** (6)

## What can users do?

It's next year, you're doing your Operating Systems practical.

You've done a bit of work earlier in the day, and think you're in good shape for the deadline tomorrow.

In the evening, you start up the system . . . and it doesn't work.

You know that if you report the problem to the course forum there's a good chance that the lecturer will reply that evening.

What do you say in your post?

# What do you think?

The single most important thing to do is:

1. keep the bug report concise - no more than 30 lines of 80 characters
2. include tediously detailed information about what exactly you did that didn't work
3. make an intelligent attempt at diagnosing the problem
4. include full information about what operating system etc. you're using
5. They are all important

## How to deal with bugs as a user

and make programmers love you.

When something goes wrong, **STOP!** Don't do anything until you've engaged your brain.

Compose your bug report. This should:

- ▶ enable the developer to reproduce the bug. That means they need to know *exactly* what you did, what your system is, etc.
- ▶ failing that, tell them exactly what went wrong. Describe everything: what you typed/clicked, what messages appeared. Don't edit according to what you think relevant – you're probably wrong in what you think.
- ▶ If you can, try to diagnose the problem – but keep *your* diagnosis completely separate from the report of what happened.

# Reading

**Required Reading:** How to Report Bugs Effectively, at <http://www.chiark.greenend.org.uk/~sgtatham/bugs.html>

You will often *be* the developer, and you have to deal with bugs in other people's software. Some of this may be open source. You may have to ask for help on stackoverflow or mailing lists. If so ...

**Strongly Suggested Reading:**

<http://www.catb.org/~esr/faqs/smart-questions.html>

Practice similar skills when phrasing questions on course discussion forums.