

BugDesk User's Guide

By
Bonnie Collier
Mike Chiang

🍏 APPLE COMPUTER, INC.

This manual and the software described within and the X-CMD used in it are CONFIDENTIAL with all rights reserved. © Apple Computer, Inc., 1988
20525 Mariani Avenue
Cupertino, CA 95014
(408) 996-1010

Thanks to Gary Bond for thehardcopy X-CMD. If you wish to use this, please contact him directly.

Apple, the Apple logo, LaserWriter, and Macintosh are registered trademarks of Apple Computer, Inc.

BugDesk User Guide.....	1
About This User Guide	1
Getting Started With BugDesk.....	1
How Does It Work?.....	1
Installation.....	3
What do you need?.....	3
Setting Up Your BugDesk.....	3
Using BugDesk.....	6
Navigating Within BugDesk.....	6
About Bug Sheets	7
Customizing the Template	9
Writing Bug Reports.....	9
Making a White Copy of Your Bug Sheet.....	10
Sending Bug Reports	11
Receiving Reports.....	11
Searching.....	11
Printing.....	12
Sorting.....	12
Generating Bug Summaries.....	12
Maintenance	14
Stack Compaction.....	14
Upgrading	14
Reference	14
Main Card.....	15
Summary.....	16
Retabulate.....	16
Basic Default Settings.....	17
Choice Field Settings.....	17
Help	18
Trouble-shooting	18
Network or file server is down.....	18
Crash in the middle of printing.....	18
New bugs are assigned incorrect work sheet numbers.....	18

BugDesk User Guide

About This User Guide

This user guide is for people who use **BugDesk**, a HyperCard™ stack in which bug reports can be created and stored.

Getting Started With BugDesk

How Does It Work?

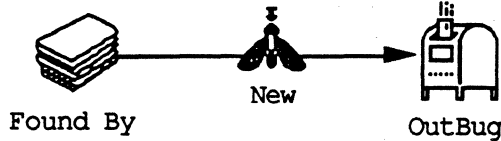
Your BugDesk is one component in a bug report routing system. All testers and engineers in your project have their own BugDesks. Bug reports are transmitted between these BugDesks through the AppleTalk network.

BugDesk provides quick access to bug reports and enhances communications among testers and engineers. It also reduces testers' work by eliminating the need to interact with the Bug Reporting Center (BRC). The interaction with BRC is done automatically by the Router that's run by the BugDesk administrator. The router also transfers worksheets from one BugDesk to another.

With your BugDesk you may browse through bug reports, perform searches and sorts, generate summary reports, print detailed bug descriptions, and even trace the history of a particular bug report. With "traveling worksheets," your BugDesk becomes part of a network database.

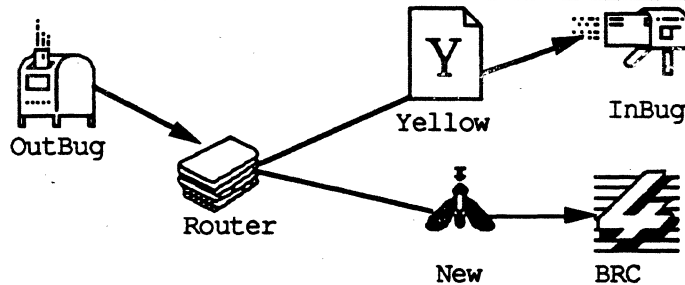
The Life and Travels of a Bug in BugDesk

Step 1



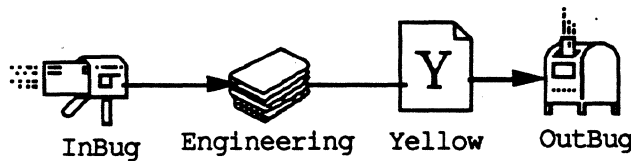
BugDesk user creates a New worksheet, assigns it to an engineer, and sends it to the OutBug stack in his mailbox.

Step 2



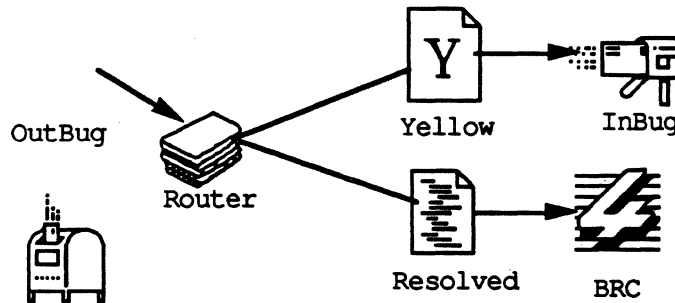
The Router brings the bug in from the OutBug stack, processes it, notifies the BRC, and sends the yellow to the InBug stack of the person listed in the field, "Assigned To".

Step 3



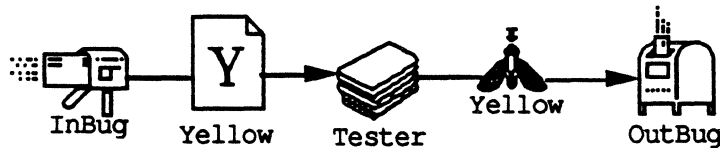
The engineer retrieves the Yellow and investigates the bug. When the bug is resolved, he updates the Yellow, assigns the bug to SQA, then sends it to his OutBug stack.

Step 4



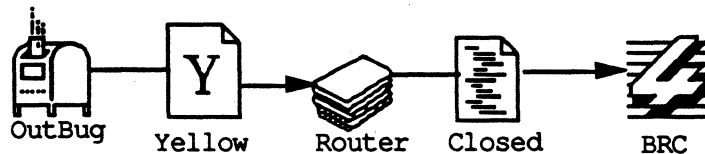
The Router brings the bug in from the OutBug stack, processes it, notifies the BRC, and sends it to the InBug stack of the assigned tester.

Step 5



The tester brings the Ycellow in from his InBug stack and regresses the bug. If fixed, he updates the worksheet, assigns it to the BRC, and sends the closed Yellow to his OutBug stack.

Step 6



The Router brings the Ycellow closed bug in from the OutBug stack, processes it, closes the Yellow, and notifies the BRC.

Installation

What do you need?



HyperCard 1.2



Home



BugDesk for John Doe

You need to have HyperCard™ version 1.2 or above. BugDesk will not run properly with any earlier version of HyperCard™. If you have never used HyperCard™, get a complete HyperCard™ package from the EtherKnot Server and go through the on-line introduction in the Help stack.

Your BugDesk administrator will give you a copy of the BugDesk stack. This is the stack in which you'll write your bug reports and maintain a database of these reports.

The BugDesk administrator will also set up two additional stacks (called InBug and OutBug) specifically for you on a file server to which you have access. The two stacks are temporary storage places for the bugs that are sent to you and the bugs you send.

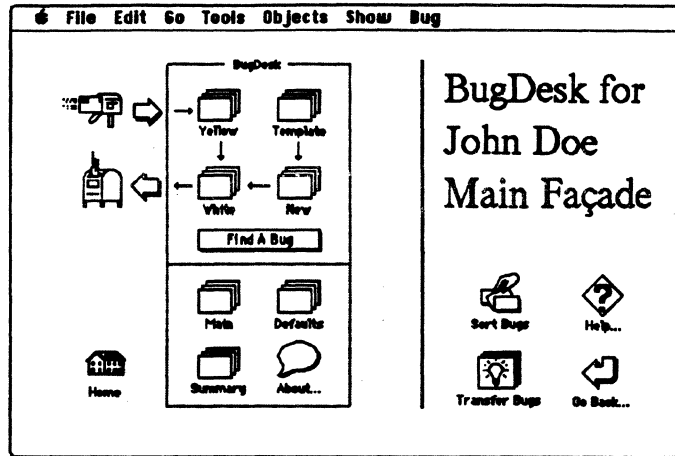
NOTE: Please do not move or rename your mailbox or your InBug and OutBug stacks.

Setting Up Your BugDesk

You need to customize your BugDesk stack the first time you use it. Follow the steps below:

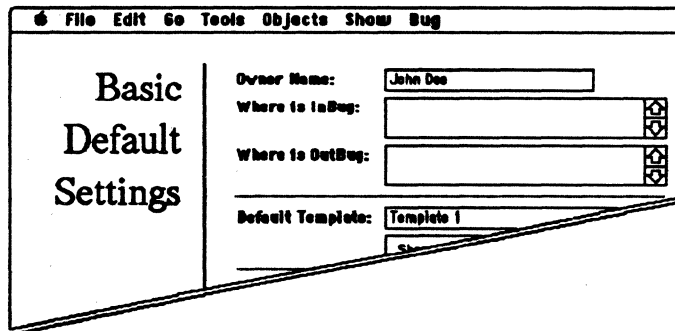
1. In Finder, you may personalize the BugDesk stack by renaming it (e.g. "BugDesk for John Doe"). The name of the stack does not affect its operation.
 2. Mount the file server volume on which your personal InBug and OutBug stacks reside.
- *Useful Hint: Since you need that server volume each time you send or receive a bug, it would be more convenient if you set that volume to be mounted automatically at startup time.*

3. Open the BugDesk stack. You're presented with a screen titled "<name of your BugDesk>/Main Façade," which is a map of the BugDesk stack.



Main Façade

4. Click once at the icon named "Defaults." You are now in the screen for default settings. You need to enter your name, and the complete path names for your InBug and OutBug stack.




Top portion of the Default Card

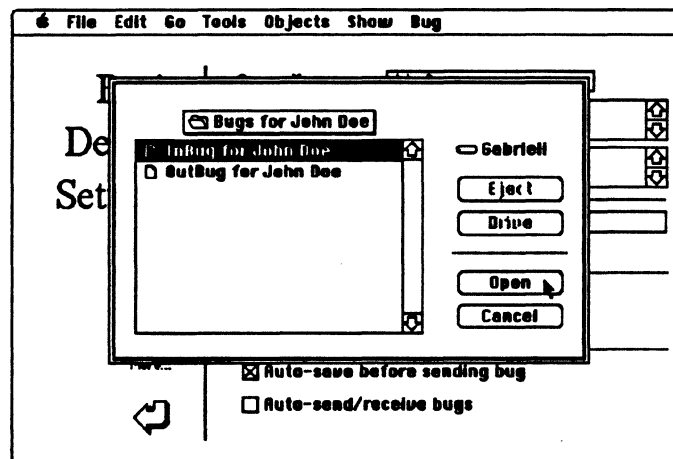
5. For the **owner name**, click and hold the mouse on the label "Owner Name". A pop-up menu will appear. Select your name among the choices. If your name is not in the pop-up menu, select the bottom item "?" in the pop-up menu and enter your full name in the following dialog box. Your name should end up in the field that's next to the label "Owner Name."

Owner Name:  John Doe

The Owner Name Field

6. To specify the complete path name for your **InBug** stack, click on the label: **Where is InBug:** 

- A standard file dialog appears. Find your InBug file on the file server volume and click "Open." The path name is automatically entered for you in the corresponding field.



Finding the InBug stack

7. Repeat the above step for the **OutBug** stack.

You are now ready to use your BugDesk.

Using BugDesk

Navigating Within BugDesk

Since there are quite a few cards in the BugDesk stack, you should know how the stack is organized so you won't get lost.

Here is the order in which cards are positioned in the stack:

1. Main Façade
2. Summary
3. Basic Default Setting
4. Default for Choice Fields
5. Template
6. A collection of Bug Sheet cards, one for each bug report

The Main Façade card contains icons that link to different parts of the stack. For instance, clicking on the "Template" icon in the Main Façade card takes you to the Template card.

If you are not currently at the Main Façade card, use the bottom 4 menu commands in the "Show" menu instead. They are "Main," "Summary," "Default," and "Template." The "Default" commands takes you to the first of two default cards.

The "Show" menu is displayed only in BugDesk. So if you cannot find that menu in the menu bar, you are probably not in BugDesk. If this happens, use the "Open Stack..." command under the "File" menu to reopen your BugDesk Stack.

NOTE: Menus do not show up in some low memory conditions.



The Return Arrow icon will take you to the previous screen.

The collection of Bug Sheet cards are in the order they were created. you may rearrange these cards using the "Sort" icon in the Main Façade. After each sort, this collection of bug sheets is grouped in three clusters: White, Yellow, and New bug sheets, in that order. See the section, "Sorting" below for more details.

The icons "White," "Yellow," and "New" take you to the first bug sheet of the requested type. So in order to view all bug sheets of a particular type, Yellow, for example, go to the Main Façade, click the "Sort" icon, then click the "Yellow" icon, then page through the Bug sheets.

- *Useful Hint: If you are ever lost in the BugDesk stack, select "Main" under the "Show" menu. You will be taken back to the Main Façade card.*

About Bug Sheets

Each bug report is contained on a card in BugDesk; we call this card a Bug Sheet. Each bug sheet has two pages: Page 1 contains bug summary, detailed description, and other primary information; Page 2 contains hardware/software configuration and other secondary information.

Pages 1 and 2 of a bug sheet

When you are on Page 1 of a bug sheet, you can switch to Page 2 by clicking the button "Show Page 2" in the lower-right-hand corner of the screen. An alternative is to select the "Page 2" command under "Show" menu; this command has a keyboard equivalent, Command-]. The process is similar to switch from Page 2 to Page 1.

Each bug sheet is one of five types: Template, White, Yellow, New, and Red. The bug sheet type is shown at the upper-right-hand corner.

- A **Template** is a template card from which new bug sheets are generated. It should be customized with your personal settings.
- A **New** bug sheet is one that's created by you and has not been sent out since its creation. You can create a New bug sheet by selecting "New" under the "Bug" menu or the "New" button on any Bug sheet.
- A **Yellow** bug sheet is an active bug sheet. This bug sheet has been assigned to you and you are responsible for dealing with the bug according to the instructions in the "Action" and "Resolution" fields. You then update the bug report, assign it to the appropriate person, and send it out again.
- A **White** bug sheet is your personal copy of a New or Yellow bug sheet. When you create a New or receive a Yellow, you may want to keep a personal copy before sending out the original. The BugDesk can be set to make or not make a white copy or copies for you everytime you send bugs.

NOTE: DO NOT use the Hypercard™ menu command, "Copy Card" on a Yellow sheet. (I hear it will really mess them up.)

Remember that a White bug sheet is only your local copy; it may not contain the latest information on that bug. Information that is edited on this sheet will **NOT** be updated on the Yellow copy or on the BRC.

- A **Red** bug sheet is one that is kept by the bug administrator in the BugDesk Library, a centrally located reference stack which contains a copy of all bugs in your project.
- **NOTE:** *Changes made to a White bug sheet will not be reflected in the Yellow or be updated to the BRC. You should not update a bug report on a White bug sheet; make updates on Yellow bug sheets ONLY.*

Customizing the Template

New bug sheets are generated from the template. Templates are useful for storing information that generally doesn't change from bug to bug. Things like your name and hardware configuration.

Page 1 of a Template.

When you enter information in the different fields on the template card, that information will come up every time you create a new bug sheet.

1. Select the template by clicking on "Template "from the Main Façade card, by pressing Command-G, or by selecting "Template" from the "Show" menu.
2. Click on the "WS#" field and enter the Work Sheet Number of your next new bug. It is suggested that you enter your initials and a number. When you create a new work sheet it will be given this number. Subsequent new work sheets will be numbered sequentially.
3. Proceed to update the information in each field that usually doesn't change from bug to bug, such as your name and your hardware and software configuration. You can always change this information later, if necessary. Be sure to update both pages of the template.

You are now ready to write a bug report.

FYI: The BugDesk updates the work sheet number in the template each time you create a New Bug.

Writing Bug Reports

This section includes instructions on the bug sheet writing process only. For instructions on what to put in each field, see Appendix I.

1. There are three ways to create a new bug sheet. If you are currently in a bug sheet, you can click the "New" button located in the lower-right-hand corner. You can also select the "New" command under "Bug" menu or press

Command-J; these commands are always available while you're in BugDesk.

2. The new bug sheet that is created should have a unique work sheet number. It is ready to be filled in. Click on each field to enter the information about your bug. Information is entered in three ways..
 - Some fields, such as "Action", have **Pop-up menus**. Click anywhere on these fields and hold the mouse down to see the pop-up menu. Drag the pointer to the item you wish and release the mouse. If the information you wish is not in the list of choices, select "other" and fill in the information you want. Fields with pop-up menus have a small pop-up icon beside them.
 - Many fields have **editable text areas**. Many of these have scroll bars beside them. Click inside the box below the field title to activate the field, then enter the information. The scroll bars indicate that you can enter more information than can be seen on one page. You can use the scroll bar to view more information if necessary. Neither of the version fields have scroll bars. Simply click to the right of these to enter text.
 - *NOTE: The "Summary" and "Description" fields have length limitations that have been set by the BRC. See Appendix I for more information about limitations on these and other fields.*
 - The "BRC #" and "Bug Sheet History" fields will be **automatically filled in** by the BugDesk as the bug is processed.
3. Remember that the bug sheet is shown in two screens; so click on the "Show Page 2" button to go to the second screen.

Making a White Copy of Your Bug Sheet

You may want to make a White copy of your bug sheet as a record of the bugs you have written.

To create a White copy of a New or Yellow bug sheet that is currently shown on the screen, select "Save As White" under the Bug menu.

You can also have your BugDesk automatically make a White copy of every bug sheet when it is sent. Click the Defaults icon from the Main Façade or select "Defaults" from the "Show" menu. When the "Defaults" screen appears, turn on the option, "Auto-save before sending bug", by putting an "X" in the box to its left.

NOTE: DO NOT use the Hypercard™ menu command, "Copy Card" on a Yellow sheet. (I hear it will really mess them up.)

Sending Bug Reports

Send Bug



Once you have written one or more bugs, you are ready to send the bug sheets to the people who are responsible for the bugs. Bug sheets sent by you are placed in your Outbox stack in your mailbox on a file server and will be picked up by the Router and sent to the designated people.

- **NOTE:** Before sending each bug sheet, you have to specify to whom the bug is assigned in the "Assigned To" field on that bug sheet. You should also make sure that the location of your OutBug stack is specified on the first of the two Default cards and that the Volume containing the OutBug stack is mounted.
- To send the bug sheet that is currently on the screen, click on the "Send Bug" box on page one
- To send several bugs all at once, go to the Main Façade and click on the left arrow which points to the Maildrop icon. A confirmation box will appear and when you click on "OK" the BugDesk will send all New and Yellow bug sheets whose "Assigned To" field does not match the name shown in the owner field in your BugDesk.

Receiving Reports



When another person assigns a Yellow bug sheet to you, the router will send it to your InBug after it is processed. You can bring the bug sheet into your BugDesk by clicking on the Right Arrow which comes from the Mailbox icon. A confirmation box will appear and when you click on "OK" the BugDesk will bring in all Yellow bug sheets whose "Assigned To" field matches the name shown in the owner field on the defaults card. You are now responsible for these active Yellow bug sheets.

Searching

Find



Find A Bug

There are two ways to search for a bug sheet in your BugDesk. If you know the work sheet or BRC number you can click on the "Find a Bug" icon from the Main Façade or the "Find" button on any bug sheet. Enter the work sheet number or BRC number you are looking for in the confirmation box that appears and click on "OK".

Printing

A rectangular button with a black border and the text "Print One" centered inside.

You can print one or multiple bugs from any bug sheet. If you only want to print the bug sheet that you are on, select the "Print One" button from the work sheet or from the Bug Menu.

You can print multiple bug sheets by selecting "Print Multiple" from the Bug menu. When the confirmation box appears, enter the number of bug sheets you want to print and click on "OK". The BugDesk will print the number of bugs you entered starting with the bug sheet which is currently displayed.

Sorting



Sort Bugs

The **Sort** button's primary sort is always by "Type". Bug sheets follow the Template with all Whites, then Yellows, then all News. A secondary sort, by work sheet number or by BRC number, is also possible. To sort the bugs in your BugDesk, click on the "Sort Bugs" icon from the Main Façade. When the dialog box appears, click on the type of sort you want.

Generating Bug Summaries





Summary


You can get to the Summary card by clicking on the "Summary" icon from the Main Façade or selecting "Summary" from the "Show" Menu. When the Summary card appears, the BugDesk will automatically count and tabulate all bugs in your stack (If you have a large number of bugs this may take a while.).

⌘ File Edit Go Tools Objects Show Bug

Summary

Retabulate  This Card Summary Bug Details

Print 



Bug Counts	Time of last bug count	
7 bug sheet(s) in all	Thursday, October 13, 1988	
6 match(es) found	9:06:47 PM	

Select a project:

Assignment

03...Engineer A	0
01...Engineer B	0
02...Tester C	0

Fix Priority

3	<input checked="" type="checkbox"/> Priority 1
2	<input checked="" type="checkbox"/> Priority 2
1	<input checked="" type="checkbox"/> Others

Effect

3	<input checked="" type="checkbox"/> Effect 1
1	<input checked="" type="checkbox"/> Effect 2
2	<input checked="" type="checkbox"/> Others

Match only the checked items:

Bug Status	Bug Sheet
5	<input checked="" type="checkbox"/> Validated
0	<input checked="" type="checkbox"/> Unvalidated
1	<input checked="" type="checkbox"/> Resolved
0	<input type="checkbox"/> Closed
0	<input type="checkbox"/> Dormant
0	<input type="checkbox"/> Archived
0	<input type="checkbox"/> Others
2	<input checked="" type="checkbox"/> New
4	<input checked="" type="checkbox"/> Yellow
0	<input type="checkbox"/> White
0	<input type="checkbox"/> Template
0	<input type="checkbox"/> Others

Summary card

Information at the top of the card indicates the time and date of the last bug count and a tabulation subtotal. The statistics displayed below are for the project listed. The assignment box indicates the number of bugs assigned to each person.

- **NOTE:** The BugDesk counts the Template as a bug sheet.
- **NOTE:** If you use the arrow keys to get to the summary card it will NOT recount the bugs.

Bugs for each project are tabulated separately. To tabulate bugs from another project you must first click on the pop-up menu in the Project field to select the new project. Next, click on the "Retabulate" icon in the upper left corner of the screen.

Bugs can also be filtered by four other fields: Bug Status, Fix Priority, Bug Sheet type, and Effect. To activate a filter, click in the small box to the left of each heading to select, or deselect, each item.

Summaries can be very useful in providing statistics on the bugs in your BugDesk you have written. For instance, the procedure for tabulating the priority and effect of all open bugs for the Bongo project in your BugDesk is as follows:

1. Using the pop-up menu, select the Bongo project.
2. In the "Bug Status" field select (put an "x" by) "Validated", "Unvalidated", "Dormant", and "Resolved", leaving the box to the left of "Closed", "Archived", and "Others" blank.
3. In the "Bug Sheet" filter select "New" and "Yellow", leaving the boxes next to "New", "Template", "Red", and "Others" blank. (If you have

already made white copies of your new bugs, then leave "White" blank also.)

4. Select all areas in the "Fix Priority" and "Effect" fields, then select "Retabulate"

When retabulation is complete, deactivate the "Bug Status" and "Bug Sheet" filters to view the statistics.



Retabulate

Bugs for each project are tabulated separately. To tabulate bugs from another project you must first click on the pop-up menu in the Project field to select the new project. Next, click on the "Retabulate" icon in the upper left corner of the screen.



Print

Three types of bug summaries can be printed. To print the displayed bug statistics, select "This Card". To print a summary of all bugs in the subtotal, select "Summary". Summary printouts begin with a header followed by a short summary of each bug in the count. The "Bug Details" feature prints a full sheet for each bug (This may take a while.).

NOTE: HyperCard™ can only print a limited number of characters at a time. A large summary printout will be printed entirely, but will be numbered in sets of approximately six pages each with a header on every first page.

Maintenance

Stack Compaction

Your BugDesk will get larger with each bug you write. You may wish to compact the stack to conserve space. You can do this at any time by selecting "Compact Stack" from the "File" menu.

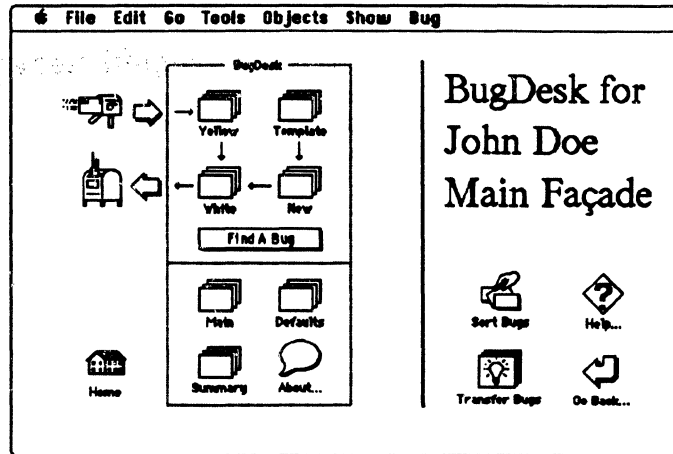
Upgrading

The BugDesk Administrator can give you an Updater stack that will allow you to convert bugs written with previous versions of BugDesk. Simply open the Updater stack and indicate the location of the old BugDesk. The Updater stack will bring in all old bugs and convert them to the current version.

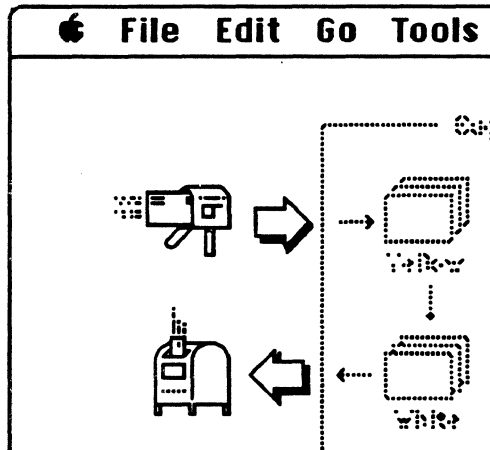
Reference

Main Card

This is the first card you'll see when you open the BugDesk stack. The card contains navigational icons that take you to different parts of the stack and function icons that allow you to receive, send, sort, and find bugs.

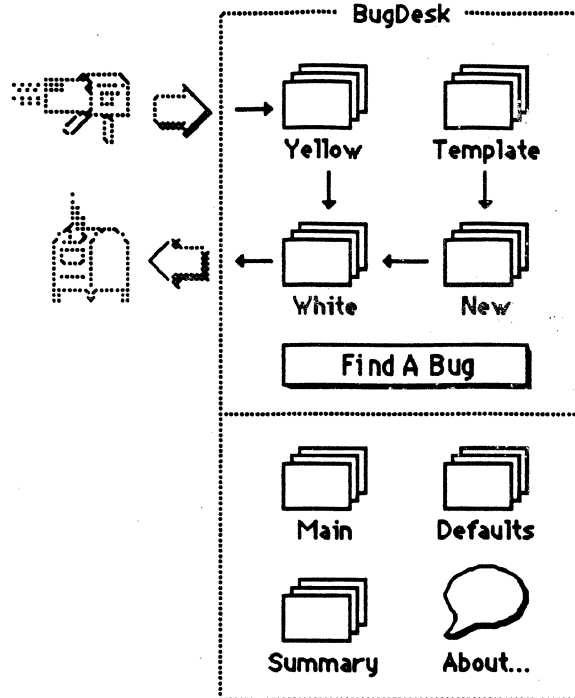


Main Façade



Receiving and Sending Bug Reports

The icons at the upper-left-hand corner are for sending and receiving bug reports. When you click on either the **mailbox icon** or the **right arrow icon**, all bug reports in your "InBug" stack (which resides on an AppleShare volume) are transferred to your BugDesk for viewing. All incoming bug reports go to the end of your stack.



Navigation Icons

The mail-drop icon and the left arrow icon complete similar functions: clicking on them sends out all New or Yellow bug reports that are either closed or are assigned to any person other than you. (Note: The name you entered in the Owner Name" field of the Default Setting card is used here for comparison.) All bug reports fit the above description is transferred to your "OutBug" stack, and will be picked up by your bug administrator later.

Summary



The Summary card automatically counts and tabulates all bugs in your stack. It provides quick access to bug statistics for your stack which can be sorted by Project name, Status, Bug Sheet Type, Priority, and Effect.

Retabulate



The More icon initiates retabulation of the current bug count under the sort conditions displayed on the Summary card.

Basic Default Settings

Auto-save before sending bug

When activated, this feature makes a quite copy of each "New" and "Yellow" bug sheet before it is sent to the OutBox.

Auto-send/receive bugs

The "Auto-Send/Receive bugs" feature has not yet been implemented



More...

The More icon takes you to the second Defaults card, the Choice Field Settings card..

Choice Field Settings

The Choice Field Settings are located on the second page of the Defaults section. They contain the information contained in the pop-up menus. Your BugDesk administrator should have updated this card to reflect your project's needs. If you need to change the information in a pop-up menu, click on the heading to open the section containing the choices. Enter the information you need to add or delete. Follow the directions listed on the card. Refer to the Data Dictionary in Appendix 1 before changing any fields.

Help



Help...

The Help icon on the Main Façade takes you to an online help section. Use the scroll bar to locate the section you need. Click on the bar at the top of the Help box to return to the Main Façade.

Trouble-shooting

Network or file server is down

If the file server for your project is not mounted, you will not be able to send or receive bugs. If this happens, mount the volume and select Send or Receive again.

Crash in the middle of printing

If a break occurs during printing the bug sheet may appear to have an unusual font. This can be corrected by typing Command-M to get the message box, then type the following: UseStandardFormat.

New bugs are assigned incorrect work sheet numbers.

If the worksheet number that is assigned to New bug sheets is incorrect go to the Template and check the number listed there. It should be your initials followed by the next new bug sheet number.

... ..
... ..
... ..



Appendix 1: The BRC Data Dictionary

... ..
... ..

... ..
... ..

... ..

... ..
... ..

... ..
... ..
... ..
... ..
... ..
... ..
... ..
... ..
... ..
... ..
... ..



Data Dictionary

1) **Date Reported:**

Date the bug was found.

2) **World:**

Choose **Macintosh** if reporting Macintosh and peripherals, software, etc.

Choose **Apple II** if reporting Apple II and peripherals, software, etc.

3) **Worksheet #:**

This is your individual identification number for your tracking purposes.

Example: Use your initials and a sequential number.

4) **Product:**

The published name of the software in which the problem is believed to be occurring.

5) **Developer:**

The manufacturer of the product.

6) **Reported By:**

Your name, extension and mail stop.

7) **Version:**

The version of the software you are using (version # or creation date) in which the problem is believed to be occurring.

8) **ROM Level:**

The version of the ROM's in the computer you were using.

9) **Reproducible:**

Yes = Enter a percentage. 100% means the bug can always be reproduced.

No = If unable to reproduce

10) **Summary:**

In 25 words or less, briefly describe the problem.

11) **Problem Area:**

Type in the term where you believe the problem needs to be corrected. Different project teams have specific terms already established for this field. Please check with your project leader for a current list of terms. What follows in not inclusive but are merely an example of choices.

Apple Application

ROM

System Software

Hardware

Documentation

Third Party Application

12) **Keyword:**

A more specific definition of the 'Problem Area' field. Again, you should check with your project leader for the current list of terms for for your specific project.

Example: If the Problem Area is: Tree, the Keyword field would describe the type of tree, such as: Evergreen.

13) **Hardware Information:** ALL hardware that was in use when the problem occurred.

NOTE: All fields contained in this screen are put into one field in the BRC's main database.

CPU's
Disks
Printers
Monitors
Communications

Click on the following three fields to cycle through their choices.

Speed
Columns
Black & White or Color

14) **Memory Upgrades:** If you have additional RAM memory in your system, put that information here.

15) **Software Information:** ALL software and their versions (include inits) that were being used when the problem occurred. Control Panel and/or Firmware Settings are also entered in this field.

NOTE: All fields contained in this screen are put into one field in the BRC's main database.

System Version
Finder Version
ImageWriter Version
LaserWriter Version
RAM Disk/Cache size
Applications and Versions

16) **Supporting Docs:** Disks, printouts, screen shots, software, or hardware you want to send to Engineering or the developer to help them investigate the bug. Type your worksheet number inside any document or screen shot you supply so it can be attached to the right bug.

17) **Slot Information:** List for each slot the particular interface card and peripheral you were using when the problem occurred.

18) **Detail Description:** A step by step explanation which duplicates the problem (bug). What you were doing when the problem occurred. Should be phrased professionally enough to go directly to the developers without any editing.

Note: Only 18 lines will show at any given time. You can scroll if you are writing a lengthy description. Bug Reporter can accommodate 1999 characters in this field.

Work-around: If you happen to know a solution, or a way to get around the problem to help you continue working, please describe. (This information should be typed into the detail

description field.)

19) **Status:**

Unvalidated

A bug has been reported by someone outside of the project team, and has not yet been reproduced by an authorized member of that particular project team. (Open)

Validated

A bug that has been proven to be reproducible by an authorized member of the specific project team. (Open)

Resolved

The responsible engineer has examined the bug report, taken appropriate action and has written his/her conclusion into the Resolution field. (Open)

Closed

A bug whose fix has been verified OR whose resolution has been accepted by an authorized member of the project team and a conclusion is entered into the resolution field. (Closed)

Archived

A closed bug which will not show up in weekly published reports. (Closed)

Dormant

A closed bug which is non-reproducible. (Closed)

20) **Fix Priority:**

1-Must Fix

Critical bug, must be fixed.

2-Should Fix

A serious bug, should be investigated.

3-May Fix

Minor bug.

4-N/A (Non-applicable)

Used for positive results, enhancements, recommendations, suggestions.

21) **Effect Level:**

1-System Failure

Major loss of system functionality (e.g., user cannot type text, pointer is frozen, or program enters endless loop).

2-Feature Failure -- Cannot Circumvent

Loss of functionality for which there is no easy work-around

3-Feature Failure -- Can Circumvent

Loss of functionality for which there is a simple work-around.

4-Enhancement Request

Recommendation for improvement of current product or its future revisions.

5-Positive Result-Compatibility

Indicates that only positive results were found when product was tested for compatibility.

22) Related Bug Numbers:

Used to cross-reference to other bug reports in the database that are similar to this bug.

23) Validated By:

Name, extension and mail stop of the Test Engineer who has proved that the bug exists. Name may be the same as reported by.

24) Version Validated:

The version of the software in which the test engineer has proved the bug exists.

25) Date Validated:

Date the Test Engineer verified the bug.

26) Location:

This field will show **'where'** (what dept.) the bug is currently located. This field contains a pull-down menu with the following choices listed for selection:

SW Eng.
HW Eng.
SQA
DTS
Documentation

27) Project Name:

The group within SQA currently working on this project. Check the Valid Project Name list located on Bug Jungle for correct spelling, etc...

28) Project Test Leader:

Name and extension of the supervisor for this project.

29) Assigned To:

The person designated to receive this report in order for the problem to be resolved or fixed.
The person who the bug is currently assigned to.

30) Assigned Date:

The Date that this report was assigned.

31) Action to be Taken:

The direction that the Assigned To person should follow.

32) Resolution:

When you choose a closed status term, the determining factors should be noted into this field.

Note:

When using Bug Reporter, certain fields interrelate. It is suggested that the following fields are filled in with the correct information.

- 1) Status
- 2) Effect Level
- 3) Fix Priority
- 4) Problem Area
- 5) Keyword
- 6) Product
- 7) Developer
- 8) Project
- 9) Resolution
- 10) Location

Appendix 2: Sample Summary Report

Sherman & Peabody All Bugs

Bug Counts

86 bug sheet(s) in all
85 match(es) found

Time of last bug count

Thursday, October 13, 1988
4:45:11 PM

Select a project:

Match only the checked items:

Project

Sherman & Peabody

Bug Status

14 Validated
0 Unvalidated
2 Resolved
66 Closed
0 Dormant
0 Archived
3 Others

Bug Sheet

0 New
0 Yellow
0 White
0 Template
85 Others

Assignment

32 ...Bonnie Collier
07 ...Greg Seitz
03 ...Scott Kuechle
12 ...Carol Kiparsky
01 ...Rex Wolfe
19 ...Jim DeWhitt
07 ...Robert Parker
04 ...Bill Goldberg



Fix Priority

42 Priority 1
29 Priority 2
14 Others

Effect

35 Effect 1
14 Effect 2
36 Others

Mike's S&P Testing

Thursday, October 13, 1988, 4:45:57 PM
Number of Bugs: 185

BRC #	W/S	Status	Summary	Resolution	Assigned To	P	E
24291	BLC-007	Closed	New or deleted users on the foreground Binky Admin program are not updated to the user list on Sherman and Peabody.	Closed in 1.0b2	Bonnie Collier	1	1
24292	BLC-008	Closed	When you logon to a Binky at an Apple IIX workstation through the network (with or without a workstation disk) as a guest or as a user without a designated startup app, the program crashes.		Bonnie Collier	1	1
25028	BLC-009	Closed	In using Peabody with a Binky Server, a Teacher who is without "make changes" privileges "appears" (to the teacher) to be able to make changes and save them, but they are not updated to the Binky folders. Needs a warning message.		Bonnie Collier	1	1
24293	BLC-014	Closed	From a Binky server, the Aristotle Menu Manager program crashed when opening a class without proper privileges to the ESP folders.	Fixed in Version 1.0b4. Gives message "An error occurred setting the startup prefix/xxx/xx and so on	Bonnie Collier	1	1
24294	BLC-015	Closed	After installing the new Aristotle v. 1.0b2, the menu display program crashed when looking for the file Sherman.0, which had been renamed Display.0. on the S&P disk.	Fixed in 1.0b4. New name is Display.0.	Bonnie Collier	1	1
24295	BLC-016	Closed	My ram card is somehow being renamed which causes Aristotle (1.0b2) to create a new ESP folder everytime the menu.manager is launched.	Fixed in 1.0b3 Prompts user when cannot find prodos ramcard. BLC 4/13/88	Bonnie Collier	1	1
24296	BLC-017	Closed	Aristotle adds a folder to the Menu.M folder that gives full privileges to the owner only. This causes changes made by teachers to be visible, but not useable. (SEE BLC-016)	Resolution:FIXED IN 1.0B7 OR BEFORE. NO LONGER ALLOWS MANAGEMENT TO RUN WITHOUT CORRECTLY NAMED RAM CARD , UNABLE TO VERIFY FIX, 2/18/88 BLC	Bonnie Collier	1	1
24340	BLC-018	Closed	Once a class has been deleted from a teacher's classlist on the menu.manager, the teacher still appears as a choice on the Menu.Display. Selecting that teacher results in the error message "No classes were found. That teacher has been deleted from your list.	Resolution:	Bonnie Collier	2	3
24341	BLC-019	Closed	Aristotle creates folders, XXA - , on the Server volume and leaves it when students sign select the menu manager from the menu display program. After the tenth file has been created, next user and all others that log on is displayed as <Any User>.	Resolution:Fixed in version 1.0b4 or 1.0b6.	Bonnie Collier	1	1
24316	BLC-020	Closed	In some cases escaping out of the display	Fixed in 1.0b14 when	Bonnie Collier	3	1

SECRET
CONFIDENTIAL

CONFIDENTIAL

CONFIDENTIAL

CONFIDENTIAL

CONFIDENTIAL

CONFIDENTIAL

CONFIDENTIAL

CONFIDENTIAL