

How to Report a bug

Very Important: Do not list multiple bugs in one Story. Each Story should handle only and only one Bug Report!

What is and is not a bug?

A software bug is an error, flaw or fault in computer software that causes it to produce an incorrect or unexpected result, or to behave in unintended ways. The process of finding and correcting bugs is termed "debugging" and often uses formal techniques or tools to pinpoint bugs.

Immediate Priority Bugs

- When something is not working and it prevents user progressing to next steps
- When a calculation is not working correctly

High Priority Bugs

- When something is not working but user can work with the application

Medium Priority Bugs

- If something is not working but is not used much by the user

low Priority Feature

- If something works but there is a feedback on how it can work better

For more information please read [bug prioritization policy](#).

Writing Bug Subject

It is very important to write a semantic Bug Subject. Here are examples of correct & wrong bug subjects:

Video does not play when clicking on play button

Video player does not work

Play button does not work

As user I want to be able to play video

To report a bug effectively, follow these steps:

1. **Reproduce the bug:** Make sure you can consistently replicate the issue. This helps in understanding the problem and finding a solution.
2. **Gather information:** Collect as much relevant information as possible about the bug. Include details such as the software version, operating system, device, and any error messages received. Note the steps you took before encountering the bug.
3. **Check for duplicates:** Before reporting the bug, search the bug tracking system or forum to see if someone has already reported it. If it's already reported, you can add additional information or vote for its priority.
4. **Create a clear bug report:** Write a detailed bug report that provides all the necessary information. A good bug report typically includes:
 - **Summary:** A concise title that clearly describes the issue.
 - **Description:** A thorough explanation of the bug, including what you expected to happen and what actually occurred.
 - **Steps to reproduce:** Detailed step-by-step instructions for reproducing the bug.
 - **Expected behavior:** Clearly state what you expected to see or happen.
 - **Actual behavior:** Describe what actually occurred and how it deviates from the expected behavior.
 - **Attachments:** Screenshots, error logs, or any other relevant files that support the bug report.
 - **Impact:** Explain the impact of the bug on the software's functionality or user experience.
5. **Classify bug severity and priority:** Assess the impact of the bug and its priority level based on your understanding of the bug prioritization policy or guidelines provided by the project. Classify the bug as critical, high, medium, or low priority.
6. **Submit the bug report:** Depending on the project, submit the bug report through the appropriate channel. This may be an online bug tracking system, a dedicated email address, or a forum designated for bug reports. Provide the necessary information as requested by the project.
7. **Follow up:** Keep track of the bug report and any updates provided by the project team. Be ready to provide additional information or clarification if needed. You can also check the bug tracking system or forum periodically for updates on the bug's status.

Remember, the goal of reporting a bug is to provide the development team with all the necessary information to reproduce and fix the issue. By following these steps, you can contribute to improving the software's quality and user experience.