# teczo.com
## Online Business Solutions

**Bug Tracker**

# User Guide
V3.0

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# 1.0. Module Overview

Bugs are software defects caused by errors in a program. When bugs occur, software functionality suffers, and this negatively affects the flow of operations of the company using the software for organizational purposes. Hence, it is important for users to notify the system operator of any bugs experienced while using particular software, so that fixes can be applied to correct them. In Teczo.com Online Business Solutions, this can easily be done using the Bug Tracker module, which is a platform where users can provide detailed reports about bugs they encounter.

The Teczo Bug Tracker feature keeps the users and the maintenance team aware of and updated on problematic areas requiring immediate repair or fixes. This module empowers and gives your organization the ability to have an efficient and convenient tool for organizing and keeping track of past and current bug reports, as well as an avenue for submitting inquiries and update requests on certain bug cases.

This section contains the descriptions of the unique features and user interfaces of the Bug Tracker module, as well as its corresponding terminologies.

# 2.0. Using the Module

## 2.1. Bug Tracker Summary Page

Upon clicking the Bug Tracker link in the Teczo home page, the user will be directed to the Bug Tracker Summary Page, which mainly contains the Bug Tracker Filter and Summary Table.



**Figure 1:**  *Bug Tracker Summary Page*

### 2.1.1. Bug Tracker Filter and Search

The table contains the definition of terms used in the Bug Tracker Filter:

| TERM | DEFINITION |
|---|---|
| BT | Bug Tracker ID<br>A unique bug report number |
| Quick Search | Allows the user to enter and search for keywords of any character string, except date-type keywords |
| State | Indicates the state of the bug report<br>Values: *(Default Value: All)*<br>• All<br>• Archived<br>• Closed<br>• On-Hold<br>• Open |
| Priority | Indicates the priority level of the bug report<br>Values: *(Default Value: All)*<br>• All<br>• High<br>• Medium<br>• Low |

| TERM | DEFINITION |
|---|---|
| Bug Status | Indicates the status of the bug report<br><br>Values: *(Default Value: All)*<br><br>• All<br>• As Designed<br>• Duplicate<br>• Fixed<br>• In Progress<br>• Non-Reproducible<br>• Not Fixed<br>• Pending |
| Product Line | Indicates the product line where the bug was found<br><br>Values: *(Default Value: All)*<br><br>• All (product lines)<br>• List of product lines |
| Status | Indicates the current status of the bug report<br><br>Values: *(Default Values: All checked)*<br><br>• Read<br>• Unread<br>• Flag |
| Date | Allows users to search for bug reports within a specific date range<br><br>Values: *(Default Value: All)*<br><br>• All (instances)<br>• Submitted On<br>• Updated On<br>• Closed On<br>• All (days)<br>• Today<br>• Last 7 days<br>• Last 30 days<br>• Last 90 days<br>• Last 360 days |
| Person | Allows user to search for bug reports involving specific persons<br><br>Values: *(Default Value: All)*<br><br>• All (roles)<br>• Initiated By<br>• Assigned To<br>• Immediate Respondent<br>• BT Member<br>• Updated By<br>• Closed By<br>• Submitted By<br>• All (persons)<br>• List of users |

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**Table 1:** *Definition of Terms Used in the Bug Tracker Filter: Advanced Search Mode*

## 2.1.2.    Bug Tracker Summary Table

The Bug Tracker Summary Table displays all the bug reports where users have access rights.



**Figure 2:** *Default Summary Table*

### A.    Terminology

The table contains the definition of terms used in the Bug Tracker Summary Table:

| TERM | DEFINITION |
|---|---|
| **Default Fields** | |
| Updated On | Indicates the date when the bug report was last updated |
| Updated By | Indicates the name of the last user who updated the bug report |
| BT ID | Bug Report ID<br>A unique bug report number |
| Bug Title | Title of bug report |
| Prod (Product Line) | Indicates the product line code of the product line where the bug was found |
| P (Priority) | Indicates the priority code of the bug report<br>Values:<br>• H<br>• M<br>• L |
| Reported By | Indicates the name of the user who encountered and reported the bug |

| TERM | DEFINITION |
|---|---|
| Assigned To | Indicates the name of the representative to whom the repair and fixing of the bug is assigned |
| Latest Deadline | Indicates the date when the completion of the bug repair or fix is due |

**Table 2:** *Definition of Terms Used in the Bug Tracker Summary Table*

### B. Summary Table

A user is only allowed to view all the bug reports where he or she has access rights. By default, the user can view the summary table with the following fields:

- Updated On
- Updated By
- BT ID (Bug Report ID)
- Bug Title
- Prod (Product Line)
- P (Priority)
- Reported By
- Assigned To
- Latest Deadline

**Note:** Other general features of the summary page are documented in Section 3.0 of the Essential Features User's Guide.

## 2.2. Bug Tracker Details

The table contains the definition of terms used in the Details portion of each bug report:

| TERMS | DESCRIPTION |
|---|---|
| BT ID | Indicates the BT ID and its corresponding Bug Title |
| Immediate Respondents | Indicates the names of the users who are asked to respond immediately to the bug report |
| Priority | Indicates the priority level of the bug report<br><br>Values:<br><br>• High<br>• Medium<br>• Low |
| Revised Deadline | Indicates the most recent deadline set for the completion of the bug repair or fix |
| Initial Deadline | Indicates the original deadline set for the completion of the bug repair or fix |

| TERMS | DESCRIPTION |
|---|---|
| Description | Contains the description of the bug report |
| Product Line | Indicates the product line where the bug was found<br>Values:<br>• List of product lines |
| Submitted By | Indicates the name of the user who submitted the bug report |
| Submitted On | Indicates the date when the bug report was submitted |
| Reported By | Indicates the name of the user who encountered and reported the bug |
| Updated By | Indicates the name of the last user who updated the bug report |
| Updated On | Indicates the date when the bug report was last updated |
| Closed By | Indicates the name of the user who closed the bug report |
| Closed On | Indicates the date when the bug report was closed |
| State | Indicates the state of the bug report<br>Values:<br>• Open<br>• On-Hold<br>• Closed<br>• Archived |
| Keywords | Contains keywords relevant to the bug report |
| Assigned To | Indicates the name of the representative to whom the repair and fixing of the bug is assigned |
| Introduced In | Identifies the development stage where the bug was encountered<br>Values:<br>• Design<br>• Implementation/Coding<br>• Marketing Requirement<br>• Specification<br>• Testing |

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| TERMS | DESCRIPTION |
|---|---|
| Severity | Indicates the extent of the damage caused by the bug<br><br>Values:<br><br>• Aesthetic<br>• Catastrophic<br>• Change Request<br>• Moderate<br>• Severe/Major |
| Bug Status | Indicates the current status of the bug report<br><br>Values:<br><br>• As Designed<br>• Duplicate<br>• Fixed<br>• In Progress<br>• Non-Reproducible<br>• Not Fixed<br>• Pending |
| Update History List | Link to view the update history list of all the changes made in the bug report details |
| Attachments | Displays the file names of files uploaded as attachments to the bug report |
| Comments | Comments added by the users who have access rights to the bug report |
| Quote | Quoted statements taken from a user's particular comment |
| Access Rights | Indicates the list of users who are allowed to access the bug report |

**Table 3:** *Definition of Terms Used in the Bug Tracker Details*

**Note:** Other general features of the details portion of a bug report are documented in Section 4.0 of the Essential Features User's Guide.

## 2.3.  Add/Edit Bug Report and Comments

Module Administrator, Reporter, Creator and Assignee can edit all the fields indicated in the Edit details page of a technical issue.

The full features of the Add/Edit Bug Report and Comments sections are documented in the Essential Features User's Guide, parts A and B of Section 5.0, respectively.

**Figure 3:** *Report Bug Page*