



Bug Tracker

User Guide

V3.0

Table of Contents

1.0.	Module Overview	3
2.0.	Using the Module.....	4
2.1.	Bug Tracker Summary Page	4
2.1.1.	Bug Tracker Filter and Search	4
2.1.2.	Bug Tracker Summary Table	6
2.2.	Bug Tracker Details	7
2.3.	Add/Edit Bug Report and Comments	9

Figures

Figure 1:	Bug Tracker Summary Page	4
Figure 2:	Default Summary Table	6
Figure 3:	Report Bug Page	10

Tables

Table 1:	Definition of Terms Used in the Bug Tracker Filter: Advanced Search Mode	6
Table 2:	Definition of Terms Used in the Bug Tracker Summary Table	7
Table 3:	Definition of Terms Used in the Bug Tracker Details	9

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 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 Values: <i>(Default Value: All)</i> <ul style="list-style-type: none"> All Archived Closed On-Hold Open
Priority	Indicates the priority level of the bug report Values: <i>(Default Value: All)</i> <ul style="list-style-type: none"> All High Medium Low

TERM	DEFINITION
Bug Status	<p>Indicates the status of the bug report</p> <p>Values: <i>(Default Value: All)</i></p> <ul style="list-style-type: none"> • All • As Designed • Duplicate • Fixed • In Progress • Non-Reproducible • Not Fixed • Pending
Product Line	<p>Indicates the product line where the bug was found</p> <p>Values: <i>(Default Value: All)</i></p> <ul style="list-style-type: none"> • All (product lines) • List of product lines
Status	<p>Indicates the current status of the bug report</p> <p>Values: <i>(Default Values: All checked)</i></p> <ul style="list-style-type: none"> • Read • Unread • Flag
Date	<p>Allows users to search for bug reports within a specific date range</p> <p>Values: <i>(Default Value: All)</i></p> <ul style="list-style-type: none"> • All (instances) • Submitted On • Updated On • Closed On • All (days) • Today • Last 7 days • Last 30 days • Last 90 days • Last 360 days
Person	<p>Allows user to search for bug reports involving specific persons</p> <p>Values: <i>(Default Value: All)</i></p> <ul style="list-style-type: none"> • All (roles) • Initiated By • Assigned To • Immediate Respondent • BT Member • Updated By • Closed By • Submitted By • All (persons) • List of users

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.

All (9) Open (7) On-Hold (1) Closed (1) Archived (0) Action More Actions Report Bug									
Updated On	Updated By	BT ID	Bug Title	Prod	P	Reported By	Assigned To	Latest Deadline	
Open									
07Dec2009	Aditya Poojary	BT000007	USB Thumb drive dies during writing to it	TDR	M	Aditya Poojary	Arpita Kapoor	19Dec2009	
06Dec2009	Arpita Kapoor	BT000009	Thumb Drive - crash with other thumb drives	TDR	H	Arpita Kapoor	Narayan Bisht		
04Dec2009	Parvati Shah	BT000008	Golden Eagle cannot be detected by the computer	MP3	H	Parvati Shah	Parvati Shah		
04Dec2009	Hriday Guha	BT000006	USB Thumb Drive not recognized on the new PLQT O/S	TDR	H	Arpita Kapoor	Narayan Bisht		
03Dec2009	Jowar Verma	BT000003	Black screen	MP3	M	Parvati Shah	Parvati Shah		
03Dec2009	Hriday Guha	BT000001	Inaccurate battery display	MP3	L	Hriday Guha	Karan Basha	18Dec2009	
02Dec2009	Parvati Shah	BT000004	LED not working	MP3	M	Parvati Shah	Parvati Shah		
On-Hold									
03Dec2009	Parvati Shah	BT000005	Favorite screen	MP3	M	Karan Basha	Parvati Shah	18Dec2009	
Closed									
04Dec2009	Aditya Poojary	BT000002	Wireless network connection problem	MP3	M	Aditya Poojary	Parvati Shah	04Dec2009	

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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 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 Values: <ul style="list-style-type: none"> • H • M • 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 Values: <ul style="list-style-type: none"> • High • Medium • 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 Values: <ul style="list-style-type: none"> 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 Values: <ul style="list-style-type: none"> Open On-Hold Closed 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 Values: <ul style="list-style-type: none"> Design Implementation/Coding Marketing Requirement Specification Testing

TERMS	DESCRIPTION
Severity	Indicates the extent of the damage caused by the bug Values: <ul style="list-style-type: none"> • Aesthetic • Catastrophic • Change Request • Moderate • Severe/Major
Bug Status	Indicates the current status of the bug report Values: <ul style="list-style-type: none"> • As Designed • Duplicate • Fixed • In Progress • Non-Reproducible • Not Fixed • 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.

Report Bug

Bug Title

Description

State **Priority**

Product Line **Assigned To**

Severity **Bug Status**

Introduced In **Deadline**

Revised Deadline

Immediate Respondents

Keywords

Reported By
This field cannot be modified once you save this record.

Access Rights

- USA - San Francisco
 - Management
 - Daniel Brown
 - Joseph Johnson
 - Mary Williams
 - Michael Smith
- USA - Washington DC
 - External
 - Richard Taylor
- GERMANY - Munich
 - Product Marketing
 - Nancy Hobbs
- INDIA - Bangalore
 - Information Technology
 - Suresh Singh
 - Research and Development
 - Aditya Poojary
 - Arpita Kapoor
 - Hriday Guha
 - Jowar Verma
 - Karan Basha
 - Narayan Bisht
 - Parvati Shah
- MEXICO - Mexico City
 - Customer Service
 - Fernando Martinez

Figure 3: Report Bug Page