Problem

It doesn't work
(let's check it out)

Working out to fix it

It works well

Make sure your software is up to date. Sometimes, the bug you experience was solved some time ago. Give the programmer some credit for basic intelligence. if the program really wouldn't work at all, **they would probably have noticed,** and if they didn't, they need to start working on it as soon as possible. Anyway they need information, and providing this information is the purpose of a bug report. **The more information we have, the better.**

Find the bug

Show the programmer the path to find the problem, including screenshots or a full video capture of the whole process.

Give them all the input you can think of. Say what kind of computer it is, what software is running on it, etc.

Tell them exactly what you saw, and if you saw error messages tell the programmer, carefully and precisely. They are important!

At this stage, the programmer is not trying to fix the problem, they're just trying to find it. The aim of the exercise is to **enable them to reproduce the problem.** When they can see the problem happening in front of their eyes, then they can deal with it. So tell them exactly what you did. Tell them why you think what you saw is wrong; better still, **tell them exactly what you expected to see.**

PANDORAFMS
ENTERPRISE

Bug reporter computer   Programmer computer

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Error!   Works for me so, what
goes wrong?
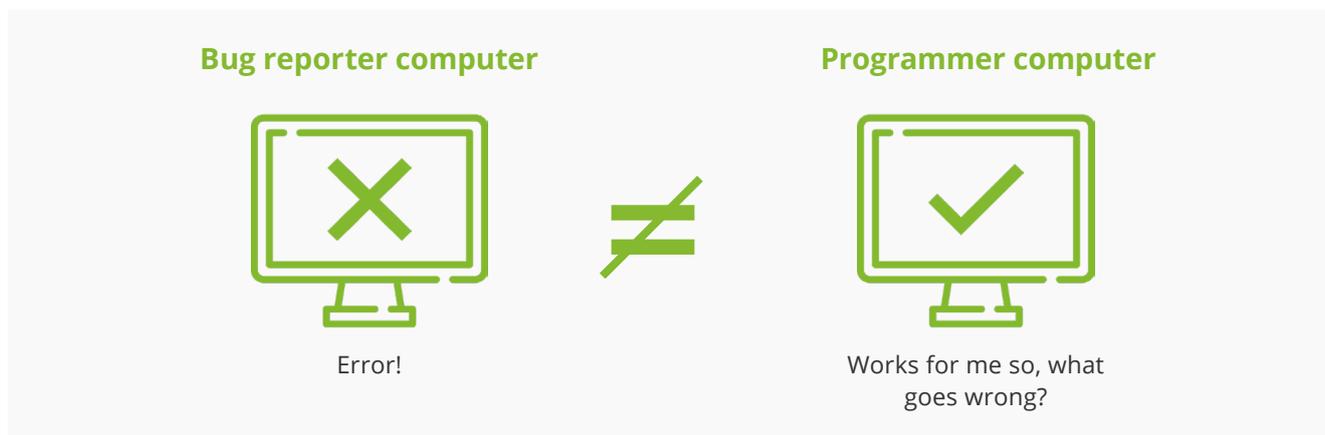
If you say "and then it went wrong", you have left out some very important information. **Be precise in the language and write clearly.** We get bug reports in english from all around the world. Please, be clear and try to make the programmers understand what you mean, most of the times their english is not as perfect as yours, so **try to facilitate the task for them.**

Be precise in the language

Be careful of pronouns. Don't use words like "it", or "the window", when it's unclear what hey mean.

Read what you wrote. Read the report back to yourself and see if you think it's clear.

Be specific. (If you can do the same thing two different ways, state which one you used.

Be verbose. Give more information rather than less. If you say too little they have to ask more questions.

Collect all the information the developer may ask for the future, that includes information about your enviroment, OS type, version, hardware configuration, number of users, agents, etc.). If the developer needs more information he will have to ask in a posterior reply **and the entire process will take more time.**