

s·o·l·o b·u·g

The Stand-alone Bug Reporter

version 1.5 for Macintosh

User Manual



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Using Solo Bug

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Solo Bug to the rescue!

Solo Bug is a stand-alone bug reporter that simplifies reporting bugs or feature requests to a software or hardware vendor. No more wasting time making phone calls, leaving messages, or writing bug reports on paper to fax to the vendor later. You can enter your bug reports while you're using the application and e-mail the reports to the vendor when you're ready!

About Solo Bug

Solo Bug is the stand-alone bug reporter for TestTrack. It is the **easiest way** to report a problem or feature request to your vendor consistently:

Simplifies bug reporting

Solo Bug makes it easy for you to send bugs and feature requests to the vendor. Because you have a direct link to the vendor, you'll never need to leave a message with a secretary or on voice mail again, or waste time hand-writing or faxing reports.

Improves communication

Solo Bug eliminates the problem of "translating" messages and guessing at meanings. Because with predefined values to choose from, you'll know exactly what information to provide your vendor. Plus, to make things even clearer, you can attach files to the bug report.

Adds convenience

You don't have to be online to report a problem. You can write your bug reports off line and e-mail them later.

Ensures quality

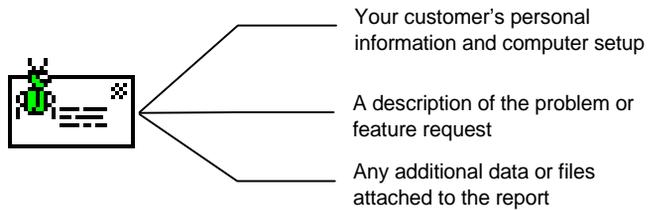
Solo Bug makes it easier for the vendor to track your problem, because Solo Bug files load easily into TestTrack, your vendor's bug tracking database.

Improves efficiency and saves you time

You don't have to enter personal information and computer setup information over and over. Solo Bug remembers what you entered the first time and uses it over and over. Of course, you can change it at any time.

About Solo Bug files

A Solo Bug file is a single bug report and consists of the following:



When you create a bug report, Solo Bug packages the information into a file ready to e-mail. You can e-mail the report to the vendor whenever you wish. See “E-mailing a Solo Bug file,” for instructions.

Starting Solo Bug

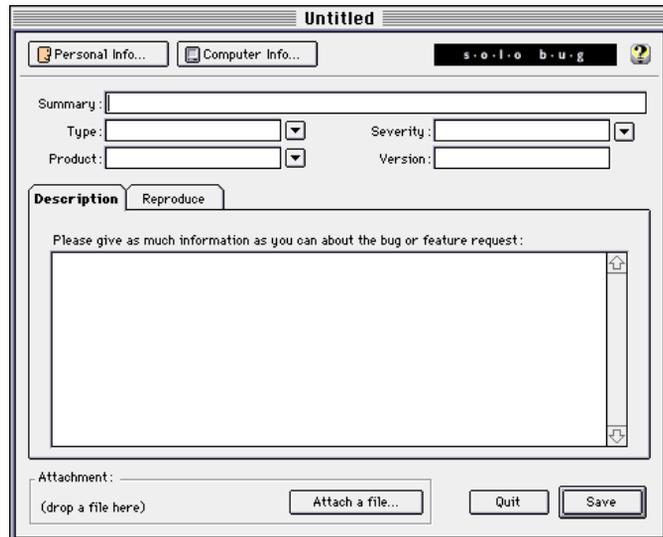
Solo Bug is a stand-alone application; you can leave it running while you are in your application and access it whenever you find a bug.

To start Solo Bug:

Double-click the Solo Bug icon.



The Solo Bug window appears.

A screenshot of the Solo Bug application window. The window title is "Untitled". At the top, there are two tabs: "Personal Info..." and "Computer Info...". To the right of the tabs is a black bar with the text "s · o · l · o · b · u · g" and a small bug icon. Below the tabs, there are several input fields: "Summary:" followed by a text box, "Type:" followed by a dropdown menu, "Severity:" followed by a dropdown menu, "Product:" followed by a dropdown menu, and "Version:" followed by a text box. Below these fields are two tabs: "Description" (which is selected) and "Reproduce". The "Description" tab contains a large text area with the instruction "Please give as much information as you can about the bug or feature request:". At the bottom of the window, there is an "Attachment:" section with the text "(drop a file here)" and a button labeled "Attach a file...". To the right of this section are two buttons: "Quit" and "Save".

Entering your personal information

Solo Bug tracks your personal information—who you are and how to contact you. **You only have to enter this information once!** Solo Bug remembers the information for you. However, you can change it at any time.

To add your personal information:

- 1 Click the Personal Info button on Solo Bug window.**

The Personal Information dialog box appears.

The screenshot shows a dialog box titled "Personal Information". It contains the following fields:

- First: [text box]
- Last: [text box]
- Company: [text box]
- Address: [large text area]
- Phone Numbers: [Work dropdown] [text box] [Fax dropdown] [text box]
- e-mail: [Internet dropdown] e-mail address: [text box]

Buttons: Cancel, OK

- 2 Enter the information in the fields.**

The following describes the fields:

- First** Enter your first name.
- Last** Enter your last name.
- Company** Enter your company's name.

- Address** Enter your company's address.
- Phone Numbers** Select the type of phone number from the pop-up menu (e.g., work, fax, home, pager, mobile); then enter the number. Repeat for each type.
- E-mail** Select the type of e-mail from the pop-up menu (e.g., Internet, Microsoft Mail, QuickMail, ccMail, MS Exchange, America Online, CompuServe, other); then enter the e-mail address.

3 Choose OK.

You return to the Solo Bug window. You are ready to enter your computer setup. Proceed to the next topic.

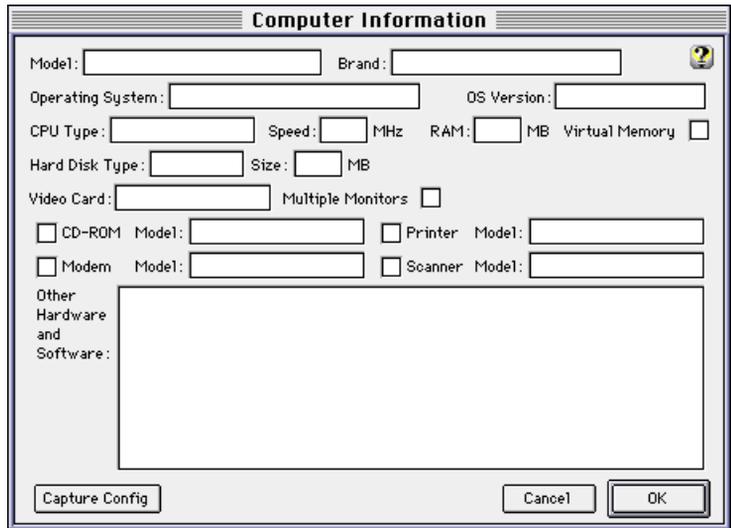
Entering your computer setup

Solo Bug tracks information about your computer's setup so your vendor has this information available to him or her when solving your problem. **You only have to enter this information once!** Solo Bug remembers the information for you. However, you can change it at any time

To add your computer setup:

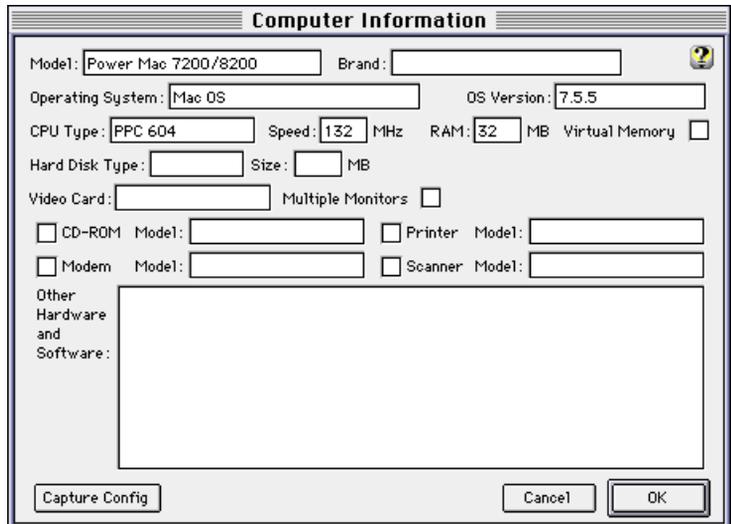
1 Click the Computer Info button on Solo Bug window.

The Computer Information dialog box appears.



2 Click Capture Config.

Solo Bug looks on your system and captures a few of the fields for you.



3 Enter the information in the remaining fields.

It's important to be accurate with this information. Some defects are related to hardware and supplying complete and accurate information can help the vendor fix any bugs you report. However, if you do not know how to answer a question, it is better to leave it blank than to enter incorrect information. Your user manuals or your system network administrator may be able to help you if you do not know how to answer a field.

The following describes the fields:

Model	Enter the computer's model name.
Brand	Enter the computer's brand name.
Operating System	Enter the computer's operating system. TestTrack fills in for you when you click the Capture button.
OS Version	Enter the version number of the operating system. TestTrack fills in for you when you click the Capture button.
CPU Type	Enter the computer's CPU type. TestTrack fills in for you when you click the Capture button.
Speed	Enter the computer's CPU speed.
RAM	TestTrack fills in for you when you click the Capture button.
Video Controller	Enter the name of the computer's video controller card.
Hard Disk Type	Enter the type of hard disk installed in the computer.
Size	Enter the hard disk's size in megabytes.
Multiple Monitors	Check this box if the computer has multiple monitors attached.
Virtual Memory Enabled	Check this box if virtual memory is enabled.

**CD-ROM
& Model**

Check this box and enter the model number of your CD-ROM drive if one is attached to the computer.

**Printer
& Model**

Check this box and enter the model number of your printer if one is attached to the computer. TestTrack fills in for you when you click the Capture button.

**Modem
& Model**

Check this box and enter the model number of your modem if one is attached to the computer.

**Scanner
& Model**

Check this box and enter the model number of your page scanner if one is attached to the computer.

**Other Hardware
& Software**

Enter any additional information about your computer that may be relevant to the problem you are submitting. For example, if you are using RAM Doubler or SpeedDoubler, you should mention it here.

4 Choose OK.

You return to the Solo Bug window. You are ready to enter a bug report. Proceed to the next topic. Of course, you don't have to enter a bug report now, you can simply leave Solo Bug running in the background and access it when you need to.

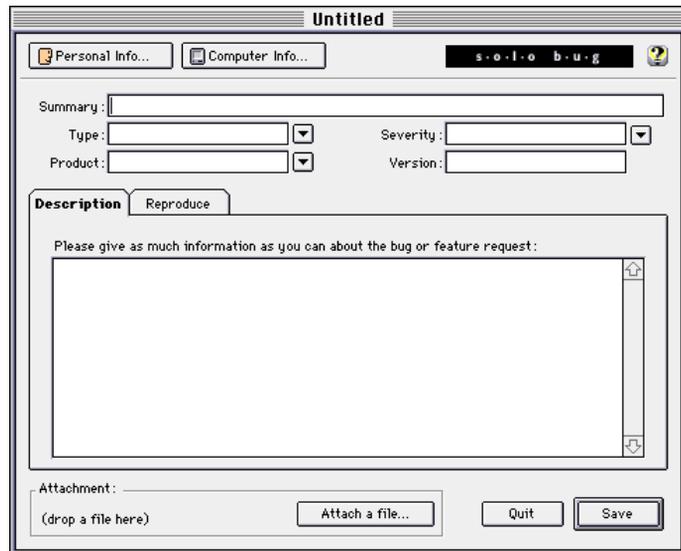
Entering a bug report

If you have not entered your personal information and computer setup, do so now. See “Entering your personal information” and “Entering your computer setup” for instructions.

Receiving bug reports and feature requests is vitally important to improving the quality of a product. **Your vendor wants to hear from you!** Make sure your bug reports are concise and accurate. If you are reporting a bug, describe how to reproduce it. If you are requesting a new feature, draw a mockup of it and attach the picture to the bug report. The more information you supply, the better!

To enter a bug report:

1 Enter the information in the fields on Solo Bug window.

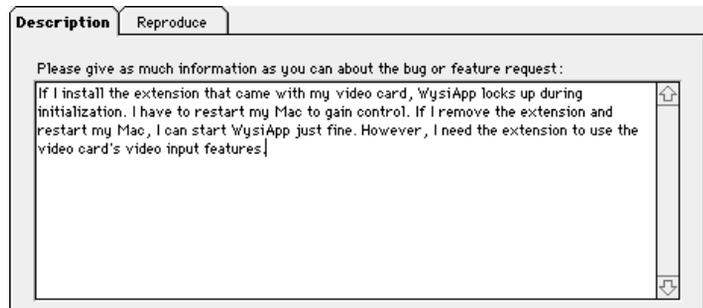


The image shows a screenshot of the 'Solo Bug' application window. The window title is 'Untitled'. At the top, there are two buttons: 'Personal Info...' and 'Computer Info...'. Below these, there is a text field for 'Summary:' and four dropdown menus for 'Type:', 'Severity:', 'Product:', and 'Version:'. The main area of the window is divided into two tabs: 'Description' (selected) and 'Reproduce'. The 'Description' tab contains a large text area with the instruction 'Please give as much information as you can about the bug or feature request:'. At the bottom of the window, there is an 'Attachment:' section with a '(drop a file here)' label and an 'Attach a file...' button. To the right of this are 'Quit' and 'Save' buttons.

The following describes the fields:

- Summary** Enter a summary for the defect You may use up to 255 characters.
- Type** Select the defect's type from the pop-up menu. Depending on your setup, you may also be able to type in your own value.
- Severity** Select the defect's severity from the pop-up menu. Depending on your setup, you may also be able to type in your own value.
- Product** Select the name of the product from the pop-up menu. Depending on your setup, you may also be able to type in your own value.
- Version** Enter your software version.

2 Enter a description on the Description tab.

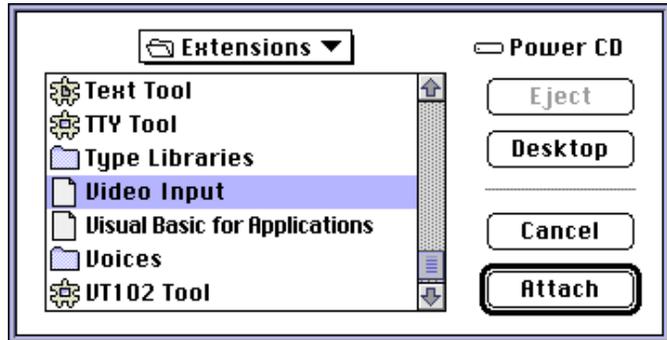


The image shows a screenshot of a web form with two tabs: "Description" (selected) and "Reproduce". The "Description" tab contains a text area with the following text: "Please give as much information as you can about the bug or feature request: If I install the extension that came with my video card, WysiApp locks up during initialization. I have to restart my Mac to gain control. If I remove the extension and restart my Mac, I can start WysiApp just fine. However, I need the extension to use the video card's video input features." The text area has a vertical scrollbar on the right side.

Be as detailed as possible. It is better to write too much than too little! To help make your description clearer, you can **attach a file** to the bug report.

To attach a file:

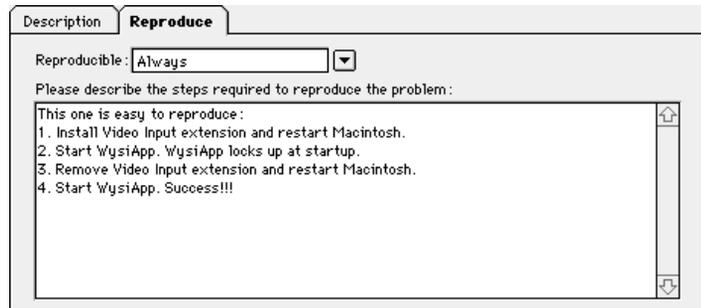
1. **Click Attach a file.** The Attach file dialog box appears.



2. Select the file you want to attach to the bug report, and **click OK**. You return to the Solo Bug window.

See “Attaching a file to a bug report,” later in this chapter, for detailed steps and more information.

3 Click the Reproduce tab.

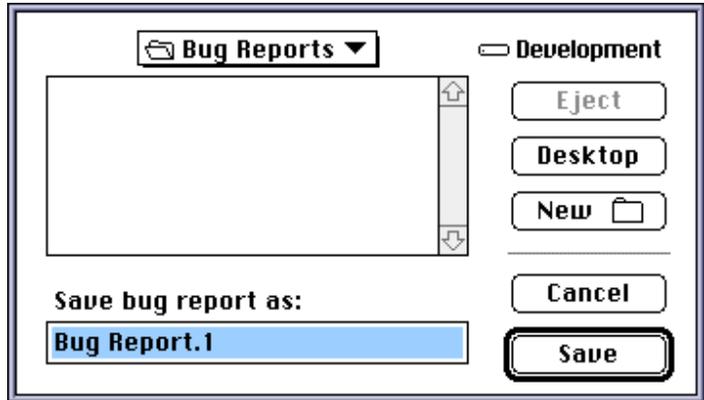


The following describes the fields:

- Reproducible** Select a reproducible level from the pop-up menu. Depending on your setup, you may also be able to type in your own value.
- Steps required** Enter the detailed steps to reproduce the problem. Be as specific as possible. Often, the steps to reproduce a bug are crucial to solving the problem.

4 Click Save.

The Save Bug Report As dialog box appears. Notice that Solo Bug generates a name for you. You may keep this name or type a new one.



5 Click OK.

Solo Bug saves the report as a file you can e-mail to your vendor.

Attaching a file to a bug report

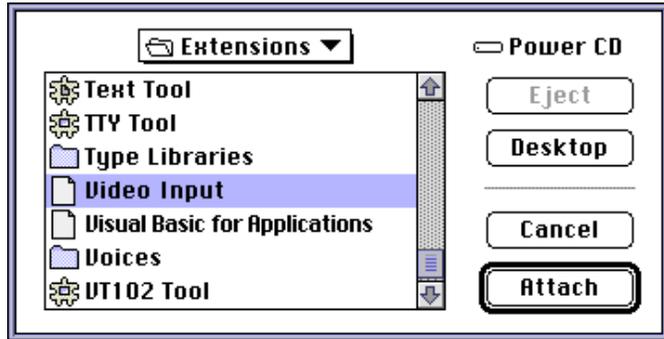
To help make your description clearer, you can **attach a file** to the bug report. The more information you supply with a bug report, the easier it is for the vendor to fix it. For example, if a defect is corrupting a file, you could attach the corrupt data file for reference, or if you want to point out a cosmetic change to a screen, you could attach a screen snapshot.

Tip You can attach only one file to a bug report. If you want to attach multiple files, simply compress them together using StuffIt Deluxe or another compression program, and attach the compressed file.

To attach a file:

- 1 **Click the Attach a file button.**

The Attach file dialog box appears.

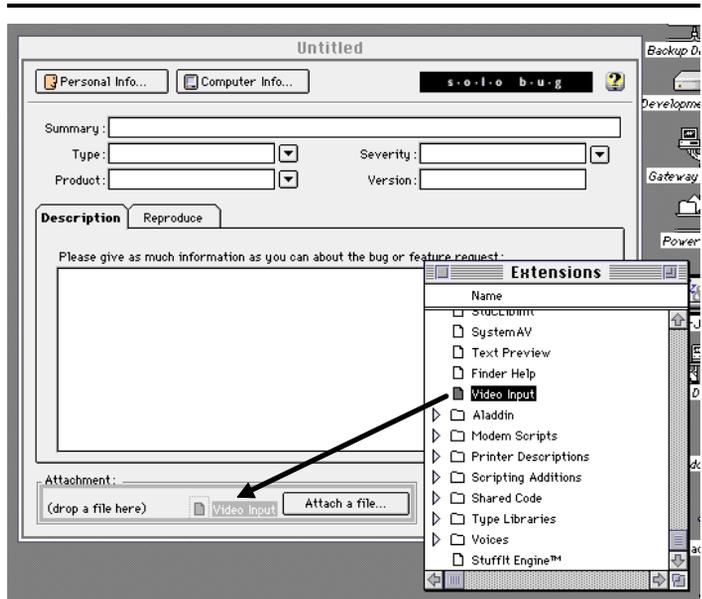


- 2 **Select the file you want to attach to the bug report.**
- 3 **Click OK.**

You return to the Solo Bug window. Notice that the file name appears in the Attachment group box.



Tip As a shortcut, you can bypass the menu selection and dialog box by simply **dragging and dropping** the Solo Bug file from a folder on your desktop to the Attachment group box.



Notice that when you drag a file from a folder to the Attachment group box, the group box is highlighted.

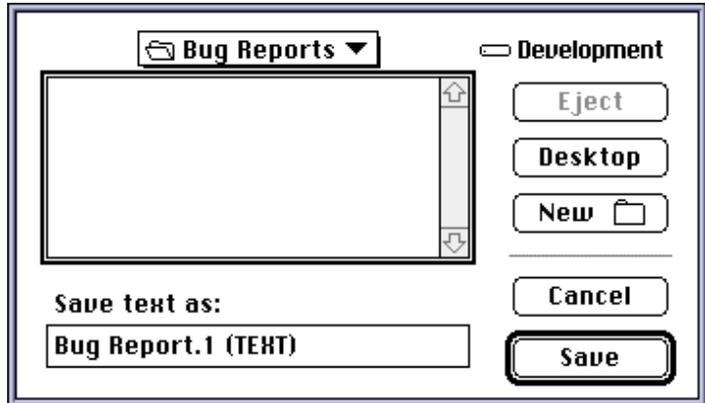
Saving a bug report as a text file

You may want to save a text file describing your bug for future reference or to fax to a vendor.

To save a bug report to a text file:

1 Choose Save as Text from the File menu.

The Save Text As dialog box appears. Notice that Solo Bug generates a name for you. You may keep this name or type a new one.



2 Click OK.

Solo Bug saves the report as a text file.

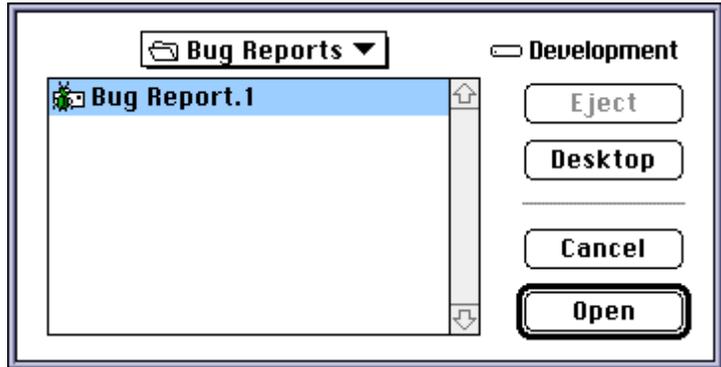
Opening a bug report

You can open a previously saved bug report at any time and review it or edit it.

To open a bug report:

1 Choose Open from the File menu.

The Open Bug Report dialog box appears.



2 Select the Solo Bog file you want to open.

3 Click OK.

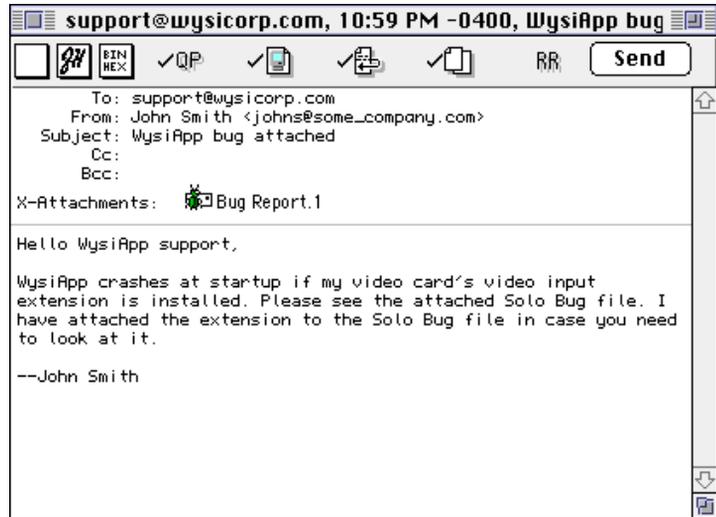
The file appears in the Solo Bug window ready for you to make any changes.

Note If you make changes, **click Save** when you're finished, the window clears and you're ready to enter a new bug report. If you don't make changes and you want to clear the window to enter a new bug report, **select New** from the File menu.

E-Mailing a Solo Bug file

To e-mail a bug report:

Use the attachment feature of your e-mail program to attach a Solo Bug file(s) to your e-mail message.



Note Be sure to send the e-mail message to the exact address your vendor gives you. He or she may have TestTrack set up to import bug reports automatically based on this e-mail address.
