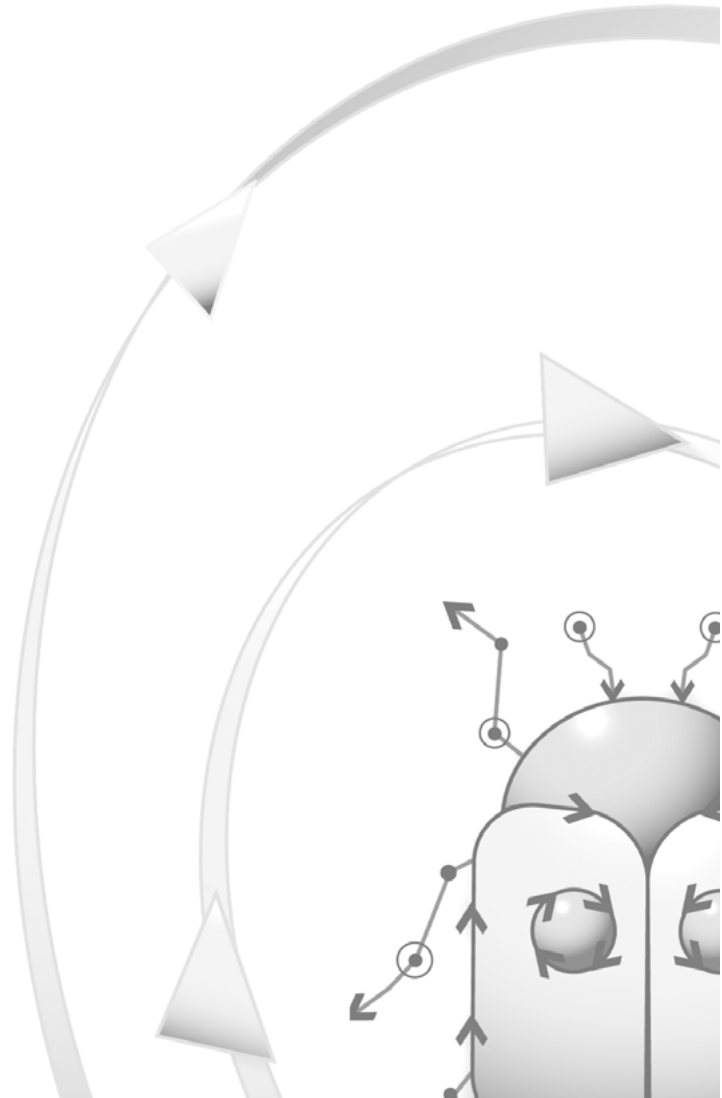


Using SoloBug



September 2004

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Using SoloBug

SoloBug is a stand-alone bug reporter that simplifies reporting bugs or feature requests. You can enter bug reports while you're using the application and email the reports when you're ready.

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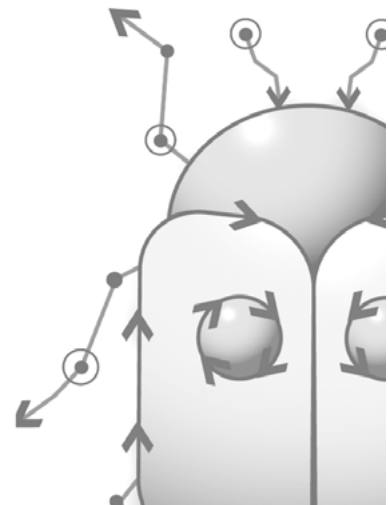
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About SoloBug

SoloBug is the stand-alone bug reporter for TestTrack Pro. It is the easiest way to consistently submit a bug or feature request and includes the following advantages:

- You don't have to leave messages or spend time writing and faxing reports.
- With predefined values to choose from, you will know exactly what information to provide. To make things even clearer, you can attach files to the bug report.
- You can write bug reports offline and email them at your convenience.
- You do not have to repeatedly enter personal and computer information. SoloBug stores this information the first time it is entered. Of course, you can make changes when necessary.

About SoloBug files

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

- Your personal information and computer setup
- A description of the problem or feature request
- Any additional files attached to the report

When you create a bug report, SoloBug saves the information in a file that is ready to email. For more information see [Emailing a SoloBug file, page 7](#)

Starting SoloBug

SoloBug is a stand-alone application. You can leave it running while you are working in the application and access it when you find a bug.

- 1 On the Start menu choose **Programs > Seapine Software > TestTrack Pro > SoloBug**.

SoloBug starts.

Entering personal information

SoloBug stores this information so you only have to enter it once. You can change it at any time.

- 1 Click **Personal Info.**

The Personal Information dialog box opens.

Personal Information

First: Sully Last: Monster

Company: Monsters, Inc.

Address: 111 Main Street
Scaryville USA 12345

Phone Numbers:

Work: 666-777-9999 Fax:

Email:

Internet: Email address: sully@monsters.com

OK Cancel

- 2 Enter the information in the fields and click **OK**.

Entering computer information

Your computer information helps customer support troubleshoot the bugs you submit. SoloBug stores this information so you only have to enter it once. You can change the computer information at any time.

- 1 Click **Computer Info.**

The Computer Information dialog box opens.

Computer Information

Model: 1234Z Brand: Generic

Operating System: Windows XP OS Version: 5.1

CPU Type: Pentium Speed: MHz RAM: 504 MB

Video Card: Hard Disk Type: Size: MB

☐ CD-ROM Model: ☒ Printer Model: HP LaserJet 8150 P

☐ Modem Model: ☐ Scanner Model:

Other Hardware and Software:

Capture Config OK Cancel

- 2 Click **Capture Config.**

SoloBug populates a few of the fields for you.

- 3 Enter the information in the remaining fields.

Some defects are related to hardware and supplying complete and accurate information can help support fix the bugs you report.

- 4 Click **OK**.

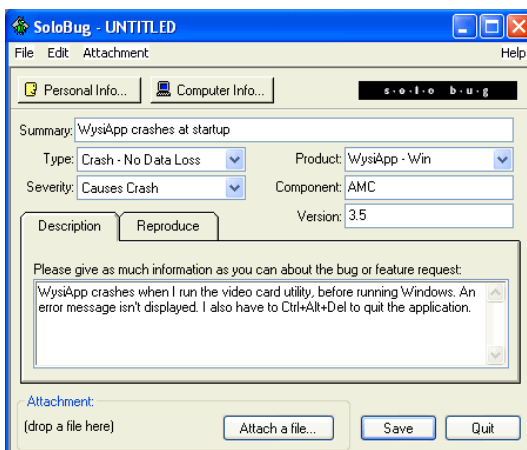
You are now ready to start entering bug reports.

Entering bug reports

Note: The SoloBug executable you are using may include customization of such things as the title, instructions, and field names.

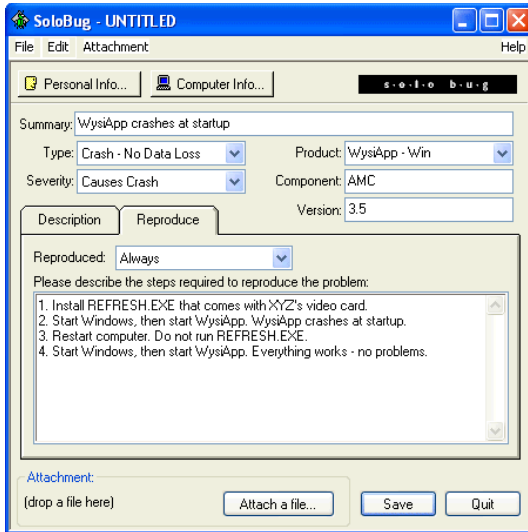
Bug reports and feature requests are important to improving a product's quality. Make sure your bug reports are concise and accurate.

- 1 Start SoloBug.
- 2 Enter the SoloBug information.
 - Enter **Summary** information about the defect.
 - Select the defect **Type**.
 - Select the defect **Severity**.
 - Select the **Product** name.
 - Enter a **Component** name, if applicable.
 - Enter the software **Version**.
 - Enter a **Description**. Be as detailed as possible. It is better to write too much than too little.



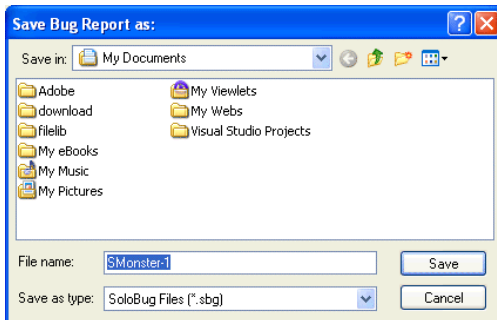
3 Click the **Reproduce** tab and enter the steps to reproduce.

- Select a **Reproducible** level.
- Enter the detailed **steps to reproduce** the problem. Be as specific as possible. The steps to reproduce a bug are often crucial to solving the problem.



4 Click **Save**.

The Save Bug Report as dialog box opens. You can use the automatically generated file name or enter a different name.



Note: The SoloBug file is saved with the **.sbg** extension.

5 Click **Save**. SoloBug saves the bug report. It is now ready to email.

- Choose **File > New** to enter another bug report.
- Choose **File > Exit** to close SoloBug.

Attaching a file

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

Note: You can only attach one file to a bug report. To attach multiple files zip them together and attach the zipped file.

- 1 Click **Attach a file**.

The Attach file dialog box opens.

- 2 Select the file you want to attach to the bug report and click **Open** or drag-and-drop the file onto the Attachment area.

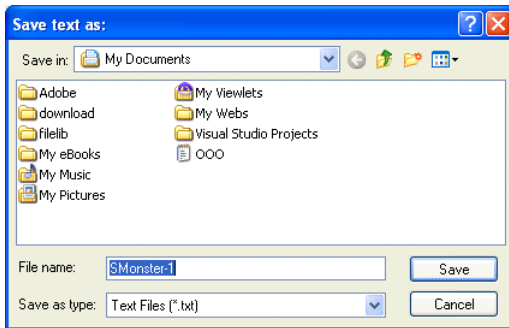
You return to the SoloBug dialog box. The file is displayed in the Attachment area.

Saving bug reports as text files

You can save the report as a text file to use with other programs.

- 1 Choose **File > Save as Text**.

The Save text as dialog box opens.



- 2 The automatically generated file name is used by default. You can also enter a different file name.
- 3 Click **Save**.

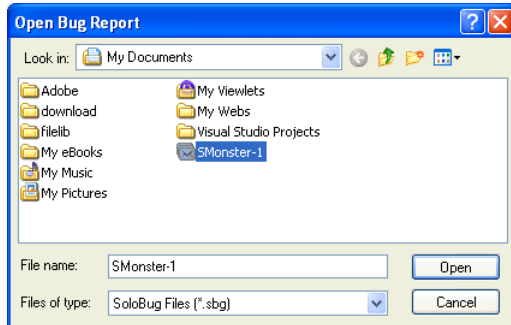
SoloBug saves the report as a text file

Opening a bug report

You can open a saved bug report to review or edit it.

- 1 Choose **File > Open**.

The Open Bug Report dialog box opens.



- 2 Select the SoloBug file you want to open and click **OK**.

The file opens in the SoloBug window ready for you to make any changes.

- 3 Click **Save** after you finish making changes.

Note: Choose **File > Save As** if you do not want to overwrite the existing bug report.

Emailing a SoloBug file

You can use any email program to attach and send SoloBug files to your vendor. Be sure to send the email message to the address you are given for submitting SoloBug files. TestTrack Pro may be set up to automatically import bug reports from a specific email address.

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