

# Submitting a bug report

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# You need to do your homework

- Update to the latest version
- Review the program documentation
  - Is this a known problem?
  - Is there a work around?
- Are others experiencing the same problem
  - Check/ask the development and user newsgroups
  - Check more general newsgroup
  - Review the already submitted tickets
  - Email the developers

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# The Basics

- You need to submit a ticket on the development web site
  - A message in a mail group or email quickly becomes old news and is forgotten.
    - It isn't directly associated with the development site
    - Many developers don't follow newsgroups
    - Others find it to difficult to obtain an organize the information they need

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# The Basics

- Information you need to provide for all bug
  - Your name or some reasonable identifier
  - Contact information
  - Your view of the severity of the problem
    - Minor to blocker
  - Is this new with this release

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# The Basics

- Information you need to provide for all bug
  - The version of the software
    - If you aren't using the current version you need to update to the current version or provide a good explanation why you can't (this is probably the actual bug)
  - A brief description of your OS version and hardware
    - Hardware can generally be limited to single verses multiprocessor unless the software is meant to drive some hardware.
      - A very old OS version may not support some program features

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# The Basics

- Information you need to provide for all bug except feature requests
  - A detailed description of the problem
    - Reproducibility
    - Steps to reproduce it
    - Any special circumstances
      - Only happens if xyz.exe is running at the same time
      - Only with low memory
      - Only after system has been up for several days
      - Only after xyz.exe has trapped
      - Only if data file is corrupt

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# Types of bugs

- Crash/Trap
- Hang
- Feature/Function Failure
- Annoyances
- Cosmetic defect
- Feature request

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# Feature request

- Isn't really a bug. If you would really like to see it implemented you need to enter a ticket.
- You need to describe the feature in detail
  - If the feature exists in another readily available program provide that information
    - With open source programs it may be possible to “borrow” the code.

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# Crash/Trap

- A crash is a trap where the exception handler(s) failed to provide any information
- In addition to the description provide
  - .trp file if the program uses exceptq
  - The popuplog.os2 entry
  - If you have a dump file report that but don't try to upload it until requested
  - Any log files

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# Crash/Trap

- Caveats
  - Save any log file to a safe place before opening the program again
  - If you have a system dump on a dump partition copy it to a safe place as soon as possible
  - Crashes are very difficult to track so you may be asked to do a trace and/or turn on logging if the problem is reproducible
    - You may be asked to try a debug version in an effort to get more data

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# Crash/Trap

- Caveats
  - exceptq
    - Install in your LIBPATH
      - x:\ecs\dll or x:\os2\dll
    - Keep it update
      - Found on Hobbes
    - If it doesn't produce a .trp file still check popuplog.os2 for an entry
  - popuplog.os2
    - SUPPRESSPOPUPS=D in config.sys where D is the drive where you want it written

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# Crash/Trap

- Setting up a process dump
  - view cmdref dumpprocess
  - procdump on /l:pathname
  - pdumpusr paddr(all),update
    - \os2\system\ras\procdump.doc
- <http://home.earthlink.net/~steve53/os2diags/index.html>

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# Crash/Trap

- Setting up a dump partition
  - 261 cylinders or 2046.5MiB
  - format X: /fs:FAT /v:SADUMP
  - TRAPDUMP=R0,x:
  - view cmdref trapdump \os2\install\readme.dbg
  - IFS=C:\OS2\DUMPFS.IFS
    - [www.os2site.com/sw/drivers/filesystem/dumpfs.zip](http://www.os2site.com/sw/drivers/filesystem/dumpfs.zip)
    - <512GiB Disk 4094.5MiB Partition (522 c)
    - format X: /fs:DUMPFS /v:SADUMP

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# Hang

- Always wait to see if it resolves
  - Take into account what the program has been asked to do
- Is PM responding can you use other programs?
  - No use CAD to reset PM
  - If this is unsuccessful try killing the program
- Report the results of each of these items
- Turn on logging if available and provide the log

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# Feature/Function Failure

- Does it fail completely or just not behave the way you expect
- If there are multiple ways to access the feature they all fail or just one
- If they don't behave as expected
  - Does it depend on how they are accessed
  - Provide as much details as possible as to why you think is wrong

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# Feature/Function Failure

- Caveats
  - Ported software often won't have standard OS2 interface features
  - Software based on other interface libraries (QT) will by design use different interface options
  - Many OS2 interface options are “common” not standard
    - On paste highlighted text is appended to not replaced in some dialog windows

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# Annoyances

- Documentation that is wrong or misleading
- No documentation
- Slow interface response
- Long processing time
- Inconsistent interface
  - menu names/placement

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# Annoyances

- Spelling errors
- Needless dialogs
- Poor icons and bitmaps
- Strange color schemes
- Needless clicking/searching to achieve goal
- No or inadequate installer

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# Annoyances

- Caveats
  - A lot of these really aren't bugs in the classic sense
  - Some may be limitations in libraries/tools
  - Speed issues and interface issues may require reworks so extensive that it would be better to start over

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# Annoyances

- Try to help
  - If you have skills with bitmaps and icons offer to update them
  - If you can do an installer do it
  - Fixing menus and spelling is reasonably easy
  - If you have enough interest in the program to file a bug you probably know it well enough to write or improve the documentation
  - Make the offer in the bug report

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# Cosmetic defect

- This overlaps with annoyances and it doesn't matter which you consider them
- This is more a matter of things not fitting well in windows
  - Clipped text
  - Windows cut off
  - Controls not spaced well or not intuitively placed
- This is another place the non programmer can help

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# Other Tools

- Trace
  - Provides API level tracing
  - Optional part of OS2
- Theseus
  - Implements comprehensive tools for memory and process analysis
  - [www.os2site.com/sw/util/memory/thes4001.exe](http://www.os2site.com/sw/util/memory/thes4001.exe)
- <http://home.earthlink.net/~steve53/os2diags/index.html>

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# Other Tools

- PMSpy
  - Provides PM window message tracing
  - <http://www.os2site.com/sw/ews/pmspy32.zip>

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# Do as I ask not as I do

- Programers will often put a bug report in simply as a tracking device
- These bug are often produced after the issue is fixed
- We usally have extensive notes on the issue
- I already have the .trp, popuplog.os2, trap dump and logs so if I am the only one working on the problem posting them is a waste of time

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# Examples

- FM/2
- eCS
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