

Issue Reporting

How to report a bug
or request an enhancement

DB Gurus

Document History

This section describes the changes of the document by version number.

Version	Date	Initials	Description of change
1	10 July 2008	JB	Initial Draft
2	30 July 2008	JB	Minor amendments
3	18 Sept 2008	JB	Added example
4	27 Feb 2009	JB	Updated the wording a little.

Introduction

This section orientates the user (context or business problem)

This document documents/explains the processes for reporting an Issue to DB Gurus or requesting an enhancement.

To get your issue resolved quickly it is important that you follow these guidelines. A lot of time can be wasted through unclear communication.

Terms

A "bug" is when the software does not behave according to the specification or where a feature in the specification is not present in the software.

An "enhancement" (or "mod") is a required change to the behaviour of the software that is not already covered in a specification.

Email To

It is important to report the bug to the right person:

Access Development

Send to: dev@dbgurus.com.au

Copy to: info@dbgurus.com.au

Web Development

Send to: info@dbgurus.com.au

Info Required

It is important to provide DB Gurus with the required information:

1. **Steps to reproduce**

How did you get to the point where the change or fix is required? Always start from the front screen or switchboard. Screen prints often help here too.

NOTE: For bugs it is especially important because it may have been something you did before the error that contributed to it (i.e. it only happens in certain situations).

2. **A screen print of the error**

This is a sure way for us to know which screen you are talking about.

3. **Environment**

Please tell us the version or platform you are running on (Access or Browser). For new bugs please tell us if there been any environmental information that may be relevant? For example have you changed anything on your system just before the time that the problem started?

4. **Expected Behaviour**

An explanation of what is required or supposed to happen if it is unclear. Please remember that the reader may not know your business well (or at all) so please explain any jargon.

Other tips

- If you have ideas on how the screen or report should look (layout, font, colour, etc) please let us know.
- Examples work well – particularly if calculations or manipulations are required.

Screen Shots

Screen shots really help because they are less ambiguous than words. With a screen shot we can tell which screen you are looking at and what the error messages says exactly.

To take a screen shot:

- Press the PrtScn button on your keyboard
- Go to your Word document and press Ctrl-V (Paste)

Notes:

- Pressing Ctrl-PrtScn captures just the current window.
- Some keyboards have an "F Lock" button. If it does not work using the instructions above then press the "F Lock" button once first.
- A great tool for taking and animating screen shots can be downloaded here: <http://www.etrusoft.com/#!quick%20screen%20capture>. See appendix on settings
- You can reduce the size of the images if you want

Others

Free Support?

After delivery DB Gurus fixes all bugs for free for a period of typically one month. Once that period has elapsed then bug fixes are charged as per our normal fees. Please ask for details if applicable.

Support Plan Options?

We have a number of support plans to ensure our customers are never left out in the cold. If you have a support plan then that will be used to cover the cost of fixing the issue.

Response Times?

If you are covered under a support plan then you will have a guaranteed response time. In other situations we will make best endeavours to resolve your issue quickly however other work may take priority.

Appendices

Quick Screen Capture Settings

Some suggested settings:

