How to report a bug to a programmer
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The more information we have, the better.

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.*

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.
Be precise in the language

If you say “and then it went wrong”, you have left out some very important information.

Think about your words
Don’t use imprecise terms that can lead to confusion such as “it”, “here” or “the window”.

Be thorough
Provide as much information as you can, even if you think it is obvious or irrelevant.

Be specific
If a thing can be done in different ways, make it clear which way you have used.

Reread what you have written
Review your report before submitting it to see if it is understood or if key data is missing.

Collect all the information the developer may ask for the future, that includes information about your environment, 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.
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How to create a ticket on the Support Web

Once we have logged in with our user, we will access the home page where we can see several menus on the left.

Then we will deploy the Support menu where we will have the option Create new ticket.

A ticket creation page will appear where we will have to fill in the following data:
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**Title:** Name of the ticket that the technicians on the support page will see and refer to the ticket with.

**Ticket type:** If it is a problem, a functionality request, a simple query or a ticket under operations supervision.

**Group:** Group we belong to (this field will not be edited).

**Priority:** Priority given to the ticket (this priority will be assigned by the technician who has the ticket assigned).

**Status:** In this case, since it is a new ticket, it should always be New.

**Creator:** The ID of the ticket creator (assigned by default to the user who created the ticket).

**Owner:** It will be the ID of the user that is automatically assigned when the ticket is created (later it will be edited by the technician dealing with the incident).

Depending on the type of ticket, there will be more or less fields to fill in, but **Description** must always be filled in with a detailed description of the problem including:

- The version of the tool in use.
- Detailed description of the problem.
- Screenshots of the problem.

We will finish by clicking on Create ticket.
How to create a ticket in the Pandora FMS Forum

You will need to have created an account. After logging in with our user, we will access the home page.
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Then click on **New Discussion** to create a new entry.

We will go to the **Forums** section, and choose our product and language.

We will fill in the **Title** and **Description** fields, where we will explain the case in as much detail as possible.

We will finish by clicking on **Post**.