

Bug Report Submit

Q: How do I submit a bug report?

A: By email if possible. Please track down the bug as well as possible and then submit a complete report to Technical Support. Please include only one bug report per mail message. Please do not "CC" bug_next if you want a response from Technical Support. We will assume that the primary recipient is responsible for the report, and therefore, will not respond.

Please include the following information in your bug report:

1. Your name, company name and e-mail address.
2. The severity of the problem. Choose the best fit among: "Suggestion", "Annoyance", "Avoidable Bug", "Unavoidable Bug", "App Hang/Crash", "Logged Out", "System Hang/Crash".

If this is a question, and you are a registered Developer, send the question to ask_next (for US

and Canada) or ask_nextec (for Europe).

3. The Application or system area where the bug was found.

4. The Release Version number of the software. The version number of most applications is contained in the Info panel. The System Software Release number is contained in the Workspace Info panel.

5. The Hardware configuration (not always needed, but may help).
System type: NeXT Cube 030, NeXT Cube 040, NeXTStation(color), NeXTDimension
Disk Size:
Memory Size:
Peripherals involved: (type, manufacturer)

6. A detailed description of the problem. The best report includes the minimum steps to follow to reproduce this problem! But if you cannot

reproduce this problem, please say so.

7. Include any error messages that you feel may be related.

Error messages can be found on the screen (ie alert panels) , in the Console, or in /usr/adm/messages.

8. Send in a example file or data if needed.

·If the bug is in the Developer Package, please include the minimum source code to duplicate the bug.

·Include any error messages that you feel may be helpful.(Error messages can be found on the screen (ie alert panels) , in the Console, or in /usr/adm/messages.

This information is provided as guideline to completing an insanely great bug report . The intent is to make it easier for you, and us, to accurately understand the problem, so that we may quickly

respond to you with a workaround or with a bug number.

Any and all input will be gladly accepted.

E-Mail: bug_next@next.com

Mail: NeXT Technical Support
Attn: Bug Report
900 Chesapeake Drive
Redwood City, CA 94063

FAX: (415)363-5188