

BugNeXT

767541_PixelRule.tiff ↵

BugNeXT is an application designed to allow users to report problems and make suggestions about NeXT's software products.

Set BugNeXT Preferences

1__\$!@%#!#_767541_PixelRule.tiff ↵

TaskArrowSm.tiff ↵ In the "Site name" field, type a name identifying your company or school.

711037_TaskArrowSm.tiff ↵ In the "Reply to me" field, type your electronic mail address.

230035_TaskArrowSm.tiff ↵ In the "Send a copy" field, type an electronic mail address if you want copies sent.

999153_TaskArrowSm.tiff ↵ In the "E-mail path" field, you can change the address to include any additional routing information that's required.

767961_TaskArrowSm.tiff ↵ Click the Set button to save the settings, or Revert to return to the previous settings. (You cannot exit this panel without clicking the Set button.)

PrefPanel.tiff ↪

77018_PixelRule.tiff ↪

CheckMark.tiff ↪ In the "Site name" field, provide a short name identifying your company or school. Technical Support at NeXT Computer, Inc. uses this information to help diagnose problems and to identify which sites exercise certain applications or areas of functionality.

Please try to make sure that everyone at your site uses the same site name. Try to use underbars in place of spaces (for example, NeXT_Computer). Components such as "Co." and "Inc." can be omitted for this purpose.

610718_CheckMark.tiff ↪ In the "Reply to me at" field, provide an electronic mail address where you can be reached for further consultation about your BugNeXT reports.

436936_CheckMark.tiff ↪ In the "Send a copy" field, you may provide an electronic mail address where you would like a carbon copy of the report mailed.

782265_CheckMark.tiff ↪ BugNeXT also responds to the "FileDirectory" default key. If you check the Registry under

HKEY_LOCAL_USER_CURRENT_MACHINE, you can set a value for Software/NeXT/UserDefaults/BugNeXT/FileDirectory which controls which directory the Open and Save panels will start in when invoked.

938178_CheckMark.tiff ↪ BugNeXT is only available in English at this time.

46083_PixelRule.tiff ↪

Submit a BugNeXT report

3PixelRule.tiff ↪

01_12ptHevBlk.tiff ↪ Choose Open from the Submit menu to get a Submit window.

02_12ptHevBlk.tiff ↪ Use the fields and buttons in the Submit window to complete the report.

03_12ptHevBlk.tiff ↪ Click Submit to send the report to NeXT via electronic mail.

04_12ptHevBlk.tiff ↪ Close the window, or click Clear to reuse it.

1PixelRule.tiff ↪

If you don't have time to finish a report, you can save it in a file by choosing Save or Save As from the Submit menu. When you want to finish the report, choose Open from the Submit menu to reload it into the Submit window.

Here's how to complete the form:

1_#\$_!@%!#_CheckMark.tiff ▾ **Topic**

Make your best guess. If you know only the general topic, it's OK to select a node (like "Mach" or "App Support") that is in the left or middle column of the topic browser. Some of the topics have a brief description that may help you decide if this topic is appropriate for the report in question.

174414_CheckMark.tiff ▾ **Description**

If you can reproduce the problem, please detail the steps.
If you *cannot* reproduce the problem, please say so.

Describe any of the following that could be relevant: special fonts, modified hardware, is the machine a server in any way (NFS, NetInfo, database, ...), other apps running at the time of the bug, special daemons, or other situations special to your system.

Please don't send TIFF files of Alert Panels. Instead just select, copy, and paste the text of the message into your report.

BugNeXT automatically appends current system information at the bottom of the Description, so please run BugNeXT on the same machine that the problem occurred on. If that isn't possible, edit the information in the **Description** to reflect the problem situation.

Our team at NeXT requests reports written in English!

726840_CheckMark.tiff - **Summary**

Type a summary of up to 95 characters. The summary is important to the people receiving your report, so keep it informative! If the summary includes filler words such as "bug," "problem," "minor," or "UI," please reword it to increase its content. Usually the topic doesn't need to be repeated in the summary. Here are some examples of bad and good summaries:

Bad

Mail crasher
UI bug in PB

Good

crash when scrolling last message in mailbox
Save enabled when no document open

Fax bug report double-click user name should assign fax

564898_CheckMark.tiff ↗ **Severity**

Select a category from the Severity pop-up menu, assessing the impact of the problem. Here are the available categories:

Severity

Suggestion

Annoyance

Avoidable Bug

Unavoidable Bug

App Hang/Crash

Logged Out

System Hang/Crash

Meaning

any ideas for new features

typos and UI inconsistencies

problems you can work around

problems you can't work around

causes app to hang or crash

WindowServer or Workspace quits

causes system to hang or crash

53781_PixelRule.tiff ↗