

# 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:

CheckMark.tiff ↵ **Topic;**↵**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;¬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 ↪ **Title;¬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

Fax bug report

**Good**

crash when scrolling last message in mailbox

Save enabled when no document open

double-click user name should assign fax

564898\_CheckMark.tiff ↪ **Severity; ↪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 ↗

## See also

;SettingPreferences.rtfd;;↗ Set BugNeXT Preferences