

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