

Weekend Testing Chat Transcript #128

Weekend, 16:00

Hello everyone, welcome to today's weekend testing session. I am Ajay Balamurugadas, your facilitator for today. Please introduce yourselves - experience, social handles and city.

Chidambaram, 16:01

hi Ajay. Hi everyone. Chidambaram here. Twitter Handle - @chidagan. Bangalore. Working for about 10 years in testing.

B, 16:02

Hello all, am B Santosh Kumar and I have 10 year in qa and Hyderabad

Srinivas, 16:02

Hi Everyone.

I am Srinivas Kadiyala, Software Tester since 2012. I blog at testingeduindia.blogspot.com,
LinkedIn/Twitter - srinivasskc

Location : Bangalore

Saurabh, 16:03

Hi everyone, This is saurabh, from Hyderabad. Working in ZenQ, having 3 years of experience in Testing,

LinkedIn : <https://www.linkedin.com/in/saurabh-gupta-24769929/>

Here to learn and explore

B, 16:05

I recently started Youtube channel for new technologies like big data cloud and ai in testing scope hayagreeva knowledge hub...

Weekend, 16:06

Great, welcome Chidambaram Saurabh Srinivas Santosh, Harish

Weekend, 16:06

Harish, please introduce yourselves.

Weekend, 16:07

For the first timers to weekend testing, let me quickly highlight how this works. For the first one hour, we will test according to a mission. You can work solo or in pairs, use any testing technique, any tools.

Weekend, 16:07

The next one hour, we will debrief, discuss our approach and learning.

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Weekend, 16:08

You can ask me any questions here or in private.

Harish, 16:08

Hello Everyone. Harish here. Working in testing for about 10 years. I'm from hyderabad. I work in a product company which are into bots

Weekend, 16:09

Today's mission: Find 1-2 important bugs in <https://keep.google.com>

Weekend, 16:09

Once you have discovered a bug, follow the RIMGEA heuristic and submit your bug reports.

Weekend, 16:10

You can refer this link to know more about the heuristic:

<https://www.kenst.com/2018/02/how-to-write-a-good-bug-report-use-rimgen/>

Chidambaram, 16:11

how do we know if a bug is important?

Weekend, 16:12

You can report any bug you find. If you find multiple bugs, report the top 2 in terms of importance/severity

Weekend, 16:14

Anyone aware of the heuristic before this session?

Harish, 16:15

nope

Saurabh, 16:15

No Ajay. Doing it for the first time. reading the blog now

B, 16:15

No

B, 16:16

Same here

B, 16:16

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<https://login.skype.com/login/sso?go=xmmfallback?pic=0-sa-d5-a6f6c69568f1b5b8d12d601d1fd8567>

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B, 16:17

Am login with mobile getting above screen

B, 16:17

It correct

B, 16:17

Is it correct?

Weekend, 16:17

yes

B, 16:18

Ok

Weekend, 16:31

Welcome badhurudeen Gayathri to the session. Please go through the mission.

Gayathri, 16:31

Yes heuristic know basic knowledge

Gayathri, 16:32

Testing to be performed right now?

Weekend, 16:32

yes, till 5.10pm IST

Weekend, 16:35

Others, did you find any bugs to be reported by now?

Srinivas, 16:35

yes

Chidambaram, 16:35

yes

Gayathri, 16:46

Yes

Weekend, 16:49

Any questions on the RIMGEA heuristic?

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Gayathri, 16:54

Overview important read it. Needs more time to read in detail. Thanks much for sharing Ajay :)

Gayathri, 16:55

as of now, any email id to send crisp bug report

Weekend, 16:55

I will share the google drive link to upload the reports

Gayathri, 16:56

Reports need to be perfect formal or important info if we mention is okaybas of now

Gayathri, 16:56

okaybas - okay as of now*

Weekend, 16:57

The best report you can prepare in the available time

Weekend, 16:57

Link to upload reports:

<https://drive.google.com/drive/folders/1BfuSDWL6s6M2ImvTNdgNjkQrnGlicLLI?usp=sharing>

Gayathri, 16:57



Weekend, 17:03

less than ten mins (time)

Srinivas, 17:08

I could able to explore only few areas. Uploaded to the drive

Weekend, 17:13

great, I see two reports.

Weekend, 17:13

Others?

Weekend, 17:13

badhurudeen Saurabh Harish Gayathri

badhurudeen, 17:14

Ajay, just fixed laptop issue

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badhurudeen, 17:15

i found 2 bugs i will report now

Weekend, 17:15

sure

Weekend, 17:15

Ok, let us get started with Srinivas' report as he uploaded first

Weekend, 17:16

Even before that, this is for everyone

Weekend, 17:16

how was this session? Your thoughts on the heuristic

Chidambaram, 17:20

I liked the Fails, When Protocol. I see that a lot of us struggle with trying to clearly summarise an issue, especially in terms of what exactly the Failure is. However, it doesn't talk about adding evidences and attachments. I wonder why.

Srinivas, 17:20

1. I was not able to understand first, how to use this heuristic. I read it twice to break it down to and felt : below template of Bug reporting can help and felt it is related to RIMGEA heuristic.

<!--

Please read through the

[guidelines](<https://github.com/postmanlabs/postman-app-support#guidelines-for-reporting-issue>) before creating a new issue.

-->

Describe the bug

A clear and concise description of what the bug is.

To Reproduce

Steps to reproduce the behavior:

1. Go to '...'
2. Click on '....'
3. Scroll down to '....'
4. See error

Expected behavior

A clear and concise description of what you expected to happen.

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Screenshots

If applicable, add screenshots to help explain your problem. Please make sure the screenshot does not contain any sensitive information such as API keys or access tokens.

App information (please complete the following information):

- App Type [e.g. Chrome App, Native App]
- Postman Version [e.g. 6.0.1]
- OS: [e.g. macOS High Sierra 10.13.2]

Additional context

Add any other context about the problem here.

Weekend, 17:22

R - Replicate

Should be able to replicate based on the steps provided in the report

I - Isolate

Remove the unnecessary steps from the report

M - Maximise

Display the worst symptom of the bug

G - Generalise

Convince that it can be encountered easily and quite often

E - Externalise

Mention the impact of this bug on key stakeholders

A - And state it clearly and dispassionately

Focus on the bug and not on the programmer

Chidambaram, 17:22

This session was a whole new experience in terms of spending as minimal time as possible to get a piece of work done.

Weekend, 17:23

nice. Srinivas - how did you approach this session?

Srinivas, 17:24

It was new thing with this session, and also I was initially focusing on How the report should structure/document

Srinivas, 17:25

I think I should have focused more on bug reporting

Srinivas, 17:25

and finding the bugs

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Chidambaram, 17:26

I think I should have focused more on bug reporting

I think as testers we are some how conditioned to get very excited about finding bugs that we unconsciously end up losing focus on other testing activities.

Weekend, 17:26

Since I learned this heuristic and participated in Bug Advocacy course, one thing which has improved is - my summary and a structure to bug reporting

Weekend, 17:27

For example - a simple 1% tip to improve bug summaries would be

Weekend, 17:27

<Feature>: <Key Failure Word> on <steps>

Weekend, 17:28

Failure words can be - Unnecessary, Improper, Incorrect, Crash, Missing

Chidambaram, 17:28

<Feature>: <Key Failure Word> on <steps>

I usually follow this, but missed it today :D

Srinivas, 17:29

Also, I recently learnt from the a team mate. While writing bug description focus on who is the reader. providing the complete information like logs does not help.

Focus on Reader - What they need: As a product, they need to know what the issue is and impact on it.

Srinivas, 17:29

and later it can be attached - logs, screenshots etc

Weekend, 17:29

good point about the audience

Weekend, 17:29

Chidambaram - how was your experience

Weekend, 17:29

Thank you, Srinivas

Chidambaram, 17:32

My experience was very good. I found 1 issue and stuck to it as I wanted to focus on reporting. I made the mistake of spending a lot of time isolating the bug. Though, I have covered all aspects

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of the RIMGEN heuristic in some way, in hindsight, when I look at the report, I wish I had spent more time on the structure of the report. I probably spent less than 5 mins on that aspect.

Weekend, 17:32

Right, happens.

Weekend, 17:33

I see good notes on the investigation and other notes

Weekend, 17:33

just missing the final report which can be presented.

Weekend, 17:34

RIMGEA need not be presented. It has to be applied while filing the bug report

Chidambaram, 17:35

Yes, Absolutely. I agree. I usually keep my bug reporting very short, but today didn't do it. I used the RIMGEA for my reference but forgot to restructure it as a general bug report. I could have taken a few more minutes and got it done.

Chidambaram, 17:35

thank you ajay! :-)

Weekend, 17:35

Thank you.

Srinivas, 17:36

It could be better, screenshots were also attached

Weekend, 17:36

Gayathri - your thoughts on today's session? Isn't this your first session?

Gayathri, 17:37

Hi Ajay, would like to say Thank you for coming up with this casual testing discussion for 30min(👍). This is a great re-start for me being in a carrer break for more than 2 years. Felt really happy inside back to hands on testing.. Also able to gain my confidence back that i still didnt lose track in testing.

Chidambaram, 17:37

attached

Absolutely. I took screenshots but left very little time to structure the bug so missed it :D

Gayathri, 17:37

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Heuristics - after long years done this today.. able to find bugs..

Gayathri, 17:39

One thing still i take time is reporting.. Even earlier in my career, finding bugs, reproducibility can be done. Reporting part takes time. Even today it takes time. Need to learn n improve report timing.

Weekend, 17:39

You should read the previous three reports at www.weekendtesting.com - we analyzed product requirements, came up with test ideas, tested in session and today, we investigated bugs

Weekend, 17:40

Happy to have you here.

Weekend, 17:40

Badhurudeen, how did it go for you

Weekend, 17:41

Maybe his computer issues are still not resolved

Weekend, 17:41

Saurabh, Harish - you there?

badhurudeen, 17:42

Ajay, I observe the conversation and preparing my summary

Weekend, 17:42

Gayathri - you did not submit report?

Gayathri, 17:42

yes typing it in notepad

Weekend, 17:45

Everyone, how much time do you usually spend on bug investigation?

Srinivas, 17:46

15 mins to understand the bug I reported on the grab the text from photo
I was trying to understand there was one symbol from keyboard it has grabbed the text. But it is not visible.

Weekend, 17:48

Did not understand about the symbol - keyboard issue

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Chidambaram, 17:48

So far, I haven't been really conscious about how much time I spend on each activity of testing. It probably depends on when I find the bug in a project. The earlier it is found, the more time is spent on it. Of course, another factor is getting to root cause which depends on my understanding of the product and its operations, environment etc. So, lesser the understanding, more the time spent. Eventually, at some point I will be distracted by another task at hand.

Weekend, 17:49

Bug reports are one of the key artefacts of a tester. We should pay additional attention to getting it right

Weekend, 17:50

Does anyone use any tools to fill the most commonly used text in every bug report?

Srinivas, 17:50

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<https://login.skype.com/login/sso?go=xmmfallback?pic=0-sa-d6-beda706bcfee6c8fba742ea78e750672>

Srinivas, 17:51

Did not understand about the symbol - keyboard issue

I tried grab to text feature, it captured the keyboard icons also.

It capture double 00 (* 00) I was trying do we have 00 in the keyboard

Weekend, 17:51

Something like Auto Text Expander Chrome extension.

Weekend, 17:52

<https://chrome.google.com/webstore/detail/auto-text-expander-for-go/iibninhmiggehlcdolcilmhaci ghjamp>

Weekend, 17:53

So, no one uses any tools?

Chidambaram, 17:55

In the past, I have used a Bug Management tool - that provided an option to add templates to the description field.

Chidambaram, 17:55

but felt, it hampers the creativity of the tester to report bugs the way they need to be.

Weekend, 17:55

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Every minute we spend on bug investigation means we are not spending time to find new bugs. We need to strike a balance.

Weekend, 17:56

What did you learn today that you were not aware of before this session?

Srinivas, 17:57

RIMGEA - Itself.

Srinivas, 17:58

Ajay, how do you approach this heuristic ? Any document you did while reporting the bugs using this heuristic

Chidambaram, 17:59

What did you learn today that you were not aware of before this session?

About my style of testing and how I need be conscious of how much time I am spending on what I do.

Weekend, 17:59

As soon as I find a bug - the purpose of R is to use your own steps from bug report to replicate the issue

Weekend, 17:59

If you see that there is a difference, you update the bug report

Weekend, 18:00

Then remove what is unnecessary. additional steps...

Weekend, 18:00

Now starts the interesting part - how to maximise the symptoms

Weekend, 18:00

what you see - is that the worst symptom or can you find more worse symptoms

Weekend, 18:00

For that you may want to do - follow up testing

Weekend, 18:01

Vary what you did

Steps, pace of steps, before & after actions, states

Vary the options and settings of the program

Change settings of the application

Default settings, custom settings

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Settings related to the bug and test

Vary data that gets loaded

Startup files, test data

Environment - software & hardware

Configuration, devices, versions

Weekend, 18:02

With practice - you would soon know which one to try when and for how long

Weekend, 18:02

And Now you are left with GEA

Weekend, 18:03

You now create that story/scenario of how it can be encountered in everyday use

Weekend, 18:03

and it doesn't need a long route/many steps

Weekend, 18:03

then highlight how all of this impacts multiple stakeholders

Weekend, 18:04

and please don't blame anyone in the report. State it appropriately and dispassionately.

Weekend, 18:04

This is how I apply RIMGEA

Chidambaram, 18:05

and please don't blame anyone in the report. State it appropriately and dispassionately.

I think this is very important if we want to practice strong bug advocacy. This seems to be quite a challenge, actually for a lot of people.

Weekend, 18:06

cool, any final comments?

Weekend, 18:08

Thank you all for joining and sharing your thoughts. Hope this was useful.

Chidambaram, 18:08

Very useful. Thank You for taking time out of your schedule and hosting this consistently, Ajay!

Srinivas, 18:09

Yes, learnt that bug advocacy is more important. Thank you for your time.

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badhurudeen, 18:09

It gives different dimension for bug report

badhurudeen, 18:10

BTW, I uploaded my bugs in drive

Gayathri, 18:11

Much informative & restart for me to back to testing.. Thanks much for this initiative 🙏📁

Weekend, 18:11

Thank you all :) see you next weekend