

Adobe Tracker FAQ

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1. How and when should I log a bug?

In the process of using an Adobe product, you may encounter problems with the product that either:

- a) prevent the product or a part of the product from functioning correctly
- b) impact the performance or stability of the product
- c) make the product unusable or confusing
- d) prevent you from continuing to work in the product

Logging bugs in Adobe's Tracker tool about the problems you find is the best way to give us that feedback.

2. What is a "good" bug?

Bugs, by their nature, are not "good" things, so what in the world is a "good bug" ? Also known as a well-written bug, a good bug is one that has a clear, concise subject; reproducible steps; and a summary of actual results vs. expected results. A good bug also describes the platform on which the bug reproduces accurately. The best bugs include a detailed description of the bug's impact on a user's workflow.

3. How do I submit a well-written bug?

a. Choose the appropriate Product, Version and Product Area

It identifies which product you are using and have found an issue with. Sometimes a Product Area is not required, but if you are aware of this information, please chose the appropriate value.

b. Enter a Concise Bug Subject

The bug subject should identify the bug with some detail. Think in terms of a newspaper headline: you want to convey as much information with as few words as possible.

Avoid being too general. Being too general makes the bug difficult to identify by its subject. For instance, a bug subject that is too general such as "Feature X doesn't work" or "Feature Y crashes the product each time it's used" doesn't serve to uniquely identify the bug.

Be descriptive. A subject like "Crash when Dialog X has focus and alt-tab used" is acceptable. Also, be sure to use keywords that someone searching Tracker for this bug might use to find it (searching is one of the reasons spelling counts).

Examples

Bad	Better
Save Location	Save Location field does not remember last-entered value
A broken image will lose all your code	Converting a tag that does not exist in the document results in broken image

c. Bug Description Should Be Clear and Thorough

Problem Description

The first part of the description is a sentence or two quickly describing the circumstances leading to the bug and its impact. It's a summary statement that quickly gives an overview of how the bug occurs.

Steps to Reproduce

This is where you spell out exactly how to reproduce the bug. Ideally, the steps should be numbered and begin with "Launch Build X. You should be as specific in writing the steps as you need to without going into unnecessary detail. The steps should include a reference to a test file or script whenever available. Bug files should be attached along with the bug report.

Actual Results

Actual Results is really the core of the bug. This is where you describe the symptoms of the bug. Be as specific as possible here, and if any error messages occur, please include the text of the error message.

Expected Results

This should be a description of what you would expect to happen. In other words, describe how this would work if the bug did not exist. Entering the expected result helps avoid any confusion on expectations about how the product should actually behave.

Workaround

If there is a way to work around this bug, include the details here. If there is a way to work around the bug, but you don't consider it feasible, because it's too time consuming or requires too much additional effort, please note this, but please do include the workaround in any case.

d. Test Configuration

Enter the configuration of the hardware/ device on which you are testing a product. Sometimes, the Product teams will guide you with a template that will provide them the most relevant information to work on this bug.

e. Importance

Let us know how important this bug is to you by setting the **frequency** with which it occurs and what type of **failure** it is.

f. Build

Select the build number in which you found this issue.

g. Language and Platforms

Select the appropriate values for the **Failure Type**, **Frequency**, **System**, **Browser**, and **Locale** that you were using when you found this bug.

h. File Attachments

Bug files can be attached along with the bug form by clicking on 'Choose File'. Each bug file cannot be greater than 100 MB and only certain file types are allowed.

4. How do I find my bug/feature once it has been submitted?

You can find all your bugs under the 'Your Bugs and Features' section on the "Home" page of this bug application. Sometimes, a bug may be categorized as a security issue or later marked as "Internal" only and will not be visible to you.

5. How do I search for existing bugs?

The Search link in this application lets you enter various search criteria to find bugs that belong to a particular Adobe Product and version. Only bugs that the Product team has marked as "Externally Viewable" will be shown in the result set. Adobe can create and mark certain bugs as "Internal" for internal tracking purposes.

6. What are Comments?

Comments are the way Adobe and you can interact throughout the life cycle of the bug. Additional information can be added to the bug during the initial creation of the bug as well afterwards via comments. You can track progress of the bug through the comments updates and provide clarifying information if needed through comments.

7. What is a Vote?

A 'vote' is a way for you to let us know your priority for a bug/feature. In case you find a duplicate of a bug or a bug/feature that you think is important for Adobe to fix, please add your comments as a vote. More votes for a bug/feature puts the bug high on the product teams' radar.

You can vote on a bug/feature by clicking on the 'Vote' button on an existing bug/feature. Note that you would not be able to vote on a bug that you created. Also, you can vote on a bug only once. If you have regrets about your vote comment you can update your comment or delete it all together.

8. What does the 'Status' of my bug mean when I am viewing the bug?

Status: Term used to describe the current status of a bug. The values used for Status are unique across both the States. The following are the meaning of the different States of a bug or feature.

I. State – Open

- **Unverified** – is the status a bug automatically gets when it is submitted but has not been verified
- **Unassigned** – is the status of a bug that has been verified by QA, and now needs to be assigned to a developer
- **ToSpec** – is the status of a bug that needs more detailed specifications before it can be fixed.
- **ToFix** – is the status of a bug that will be fixed in a future build
- **ToBuild** – is the status of a bug that has been fixed locally by a developer and is waiting to be built and packaged.
- **ToTest** – is the status of a bug that a developer has fixed but the Quality team has not yet tested the fix
- **ToTrack** – is the status of a bug that is assigned to someone to track the progress of the bug (e.g. fix is being made by another team or by a 3rd party)
- **ToDefer** – is the status of a bug that is valid, but has been judged worth deferring until later because of the amount of work estimated to fix it, the risk involved in fixing it, and/or the balance of this versus other issues to be addressed by the team
- **NeedsReview** – is the status of a bug that has been assigned to a developer for investigation. Pending the results of the investigation a further determination will be made to either Open the bug, Defer the bug, or request further information from the person reporting the bug

II. State – Closed

- **Deferred** – is the status of a bug that is valid, but a fix is outside of the scope for fixing in this release because of the amount of work it is estimated to fix it, the risk involved in fixing it, and/or the balance of this versus other issues to be addressed by the team. We review bugs that have been deferred for a current release as we start work on the next release.
- **Fixed** – is the status of a bug has been resolved and is fixed starting in a particular build
- **NeverFix** – is the status of a bug, which because of its priority we do not plan to fix. However, bugs can come out of retirement. If a bug has been set to Never Fix, it remains in our system and if new information about the bug comes to light it can be re-evaluated and if appropriate opened or investigated further.
- **Withdrawn** – is the status of a bug that is obsolete because the feature has been eliminated/ changed or because of some design limitations in the product. This is also used for bugs wherein the feature is as designed or if there is a misunderstanding of the intended behavior by a user.

10. What does the 'Reason' of my bug mean?

Reason is the term for the additional field used to help explain, describe, and/or clarify the current value of the Status. The values are mostly self explanatory. Of special importance is the Reason with the value -

- **PRNeedInfo** – It means that the product team is unable to reproduce the problem as described or there may be more information required. If a bug has been set to this reason, please see the notes to see what is needed by Adobe and provide the additional information if possible.

11. Can I view the bug that my bug was marked a Duplicate of?

In case your bug is closed as a duplicate, you can visit your bug and click on the bug ID next to 'Duplicate ID'. The subsequent page will display the duplicate bug and you can see the details of the bug provided that bug was marked as being externally visible.

12. What if a bug that is marked Fixed still reproduces for me?

First thing, check the release notes for that build. In case your bug number is not mentioned in the release notes, you can either wait for the next build drop or add a comment to this bug asking for more information on the build number.

13. How can I attach additional files along with a bug?

You can attach a single file when you submit a new bug or a feature request. You can add additional files to a bug report after submission just like you could add additional notes to the bug or feature. Remember to add a comment to that bug so that the product team is notified of the updates to that bug. Files cannot be greater than 100MB and certain file types are allowed.

When submitting source code with your bug reports please keep the following in mind:

- a) Your source code should compile and run. Of course if you're demonstrating a compiler error it doesn't need to compile. But to demonstrate a runtime bug your code should execute at least to the point of failure. The less time an evaluator needs to spend creating the proper scenario the more likely it is to receive attention.
- b) Smaller is always better. The less code you need to submit to demonstrate a bug the easier it will be for a developer to evaluate the issue.
- c) If you need to submit whole projects attach a single zip instead of multiple files. Once again, reduce the project as much as possible so that only relevant code is included.
- d) All users of the bug system can view your code. Do not attach confidential source code to a bug.

16. Why can't I upload certain files?

Users will only be able to upload files with the following file types for security reasons. If you wish to upload a file that does not belong to this list, please compress it and submit it within a .zip file.

.air	.fxp	.png
.as	.gif	.swc
.bmp	.jar	.swf
.cfc	.java	.tiff
.cfm	.jpeg	.txt
.class	.jpg	.xml
.doc	.jsp	.zip
.docx	.mxml	
.fla	.pdf	

17. Why can't I open a file attachment directly in the browser?

We only allow downloading a file attachment to your local machine due to security reasons. Please note that files are checked for virus at regular intervals, but Adobe is not responsible for the contents of files uploaded.

18. Why is my actual name not displayed on the bugs?

Due to privacy reasons only external users' "screen name" is displayed on the bugs. You can always change your screen name by clicking on "Preferences" in the right hand corner of the site and clicking on the Adobe Account link.

20. Which browsers are supported by this application?

Adobe Tracker functionality has been tested and verified on the following browsers –

Windows (Win7, Win10)	Macintosh (OSX 10.11, 10.12)
Internet Explorer 11.0	Safari 10.0
Firefox 50	Firefox 49

Adobe does not guarantee 100% functionality on other browsers or versions.

21. How do I report an issue with the Adobe Tracker site?

Please use the Add bug or New feature tab to let us know about issues that you are facing with the Tracker application or feature enhancements that you would like to see. Please select the Product as "Adobe Tracker" and Version as "1.0" when submitting your bugs and/or features.