

Podcast Script: Bugs

Welcome to this 60-second Sugar snippet. My name is Susie Williams. Today's topic is about bugs. Yes, it's true. Sugar actually has a bug or two. And kudos go to the Sugar community for identifying and helping us prioritize bug fixes.

Bugs are entered and reviewed via the bug portal located at bugs.sugarcrm.com. By default, all bugs entered from the portal are visible to other community members, though you can make a bug private.

When you submit a bug via the bug portal, your bug enters a triage process where the Sugar Engineering, Support and Community teams meet regularly to determine which bugs get addressed in what order. Your bug's priority is evaluated at this time along with other information such as the prevalence of the bug and whether there is work already under way in the area where the bug surfaces. These factors influence the bug's place in the queue.

The completeness of your bug submission is extremely important as we have little else to go on, so please make sure your bug submission contains as much information as possible.

The result of the triage process is a list of bugs dedicated to a particular release. We'll update the bug's "Fixed-in-Release" field at this point and assign the bug, thereby moving the Status from New to Assigned. You'll receive an email when this or any other modification to the Status occurs.

When the bug is fixed, the developer will move the status to Pending and our quality assurance team can then verify the bug fix.

There's more to it than this simple overview but this should give you a sense of the behind-the-scenes action.

And that's your 60-second Sugar snippet for the day. Goodbye!