

CREATING AN ISSUE REPORT FORM

DB GURUS INTERNAL TRAINING

1. DOWNLOAD THE TEMPLATE

All issues, bugs, problems, configuration requests and program changes should be recorded using this Word template.

This ensures all information is collected in a standard format.

Resources

[DBGurus-Issue-Report-Form.dotx](https://files.thedatabase.net/Resources/DBGurus-Issue-Report-Form.dotx)



<https://files.thedatabase.net/Resources/DBGurus-Issue-Report-Form.dotx>

2.SET THE TITLE

Ticket 2449 - Not displaying all the special characters

Keep the title short so it fits on one line if possible

Date Raised:	30 March 2017	<i>Date the issue was raised (normally today)</i>
Submitted By:	Rajneet	<i>Name of the person raising the issue</i>
Priority:	Medium	<i>Suggestion on how DBG should prioritise work: Low - can be scheduled later Medium- to be scheduled now High - need a fast resolution Urgent - needs to be fixed ASAP</i>
Expected Difficulty	Medium	<i>Used to identify differences in perception on issue difficulty: Easy (under 1 day) Medium (1-2 days) Hard (3-5 days) Involved (over 5 days)</i>
Client	DBG	<i>Name of the client this effects. If it is an internal issue then put DBG here.</i>

This should be set to the title of the ticket. It should be short (up to 6 words), with no punctuation or special characters and indicate the essence of the issue.

Rename the ticket if necessary, then make them all the same:

[9999 Ticket Title] = [Document Title] = [Filename] = [Trello Card]

3. SET THE FIELDS

Ticket 2449 - Not displaying all the special characters

Keep the title short so it fits on one line if possible

Date Raised:	30 March 2017	<i>Date the issue was raised (normally today)</i>
Submitted By:	Rajneet	<i>Name of the person raising the issue</i>
Priority:	Medium	<i>Suggestion on how DBG should prioritise work: Low - can be scheduled later Medium- to be scheduled now High - need a fast resolution Urgent - needs to be fixed ASAP</i>
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Client	DBG	<i>Name of the client this effects. If it is an internal issue then put DBG here.</i>

Priority is Medium unless otherwise instructed

Expected Difficulty is your perception of how hard it is

Client is the client's name or DBG for internal issues

4. ISSUE OR REQUIREMENT

Describe the issue or requirement **as the client sees it.**

Explain the symptoms and/or desired outcome.

Put the description in the left hand column and the screen shots in the right hand column.












Use red arrows or boxes to highlight the key areas of the screen.

Issue or Requirement

Detailed description of the issue or requirements as provided by client. If complex, please provide examples. Remove section if not required.

For column headings, it is not displaying some special characters on Summary page and data validation page.

E.g. If I add following columns:

	Field Name	Type	Views
	Station	Text	<input checked="" type="checkbox"/>
	HUMID 1h average [%]	Number	<input checked="" type="checkbox"/>
	NO 1h average [pphm]	Text	<input checked="" type="checkbox"/>
	NO2 1h average [pphm]	Text	<input checked="" type="checkbox"/>
	NOX 1h average [pphm]	Text	<input checked="" type="checkbox"/>
	PM10 1h average [µg/m³]	Number	<input checked="" type="checkbox"/>
	PM25 1h average [µg/m³]	Text	<input checked="" type="checkbox"/>
	SO2 1h average [pphm]	Text	<input checked="" type="checkbox"/>
	TEMP 1h average [°C]	Number	<input checked="" type="checkbox"/>
	WDR 1h average [°]	Number	<input checked="" type="checkbox"/>
	WSP 1h average [m/s]	Number	<input checked="" type="checkbox"/>

See, units like "µ", "m" and [] are missing on data validation and summary page:

28 Items						
X 1h average pphm	WSP 1h average m/s	WDR 1h average	TEMP 1h average C	SO2 1h average pphm	PM25 1h average g/m	PM10 1h average g/m
	1.5	164.6				9.8
	2.4	116.6				7.3
	1.4	201.5				8.7
	2.2	201				11.3
	1.7	164.4				7.9
	4.2	156.9				13
	2.6	168.5				9.8
1.1	2.7	141.5		0.7	2.4	12.6

Test Case

Steps to reproduce the issue or to orientate the reader. Remove section if not required.

1. Login to <https://dev.thedatabase.net> as the account holder

Email:

jon@dbgurus.com.au

Password:

.....

Sign In

☐ Remember me

[Forgot your password?](#)

2. Open the Admin, Tables menu.
3. Edit the table
4. Edit the field
5. Set the field name to something with [square] brackets
6. NOTE: Ensure there is at least one more field after the current field

Edit Field

Table All Types of Control

Field Name* Traffic Light [ms]

☒ Views

Heading Traffic Light [ms]

☒ Detail

Label

Traffic Light [ms]

☐ Display on the right ☐ Show When...

Page: Controls

☐ Mobile

5. TEST CASE

List out the exact steps you need to reproduce the issue or to orientate the reader.

The steps should be described on the left and screen shots with arrows shown on the right.

If not necessary you can remove this section.

Functional Solution

DBG to complete. Detailed description of how the issue will be resolved in **functional** terms (i.e. the changes the user will see). Explain it in simple terms with screen shots.

I could not display the square brackets in the header for technical reasons (it is part of the SQL statement "V001 AS [Field Title]" so I replaced them with (round brackets) instead.

Edit Field

Table ☐ Search

Field Name* Visible ☒

☒ Views ☒ Detail

Heading

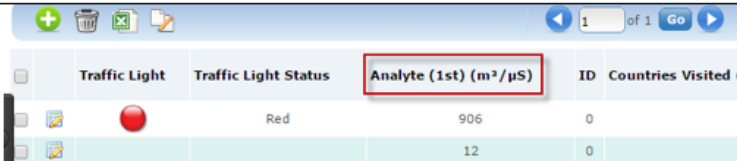
Label

☐ Display on the right ☐ Show When...

Page: ▼

☐ Mobile

On Summary





Traffic Light	Traffic Light Status	Analyte (1st) (m³/µS)	ID	Countries Visited
	Red	906	0	
		12	0	

On Detail

Analyte [1st] (m³/µS)


Need to test the sort order too

Edit View

View Title

Rows per page

Sort Order 

Sort Order Direction ☒ Ascending ☐ Descending

Filter

Show Search Fields ☒

Add Icon ☒

Edit Icon ☒

Delete Icon ☒

View Icon ☒

Bulk Edit Icon ☒

Show Fixed Header ☐

6. FUNCTIONAL SOLUTION

Describe the proposed solution as the client will see it.

Explain how the changes will be visible in the user interface.

The description of the changes in the left column and the screen shots on the right.

Again use red arrows or boxes to highlight the key areas of the screen.

7. TECHNICAL SOLUTION

Technical Solution

Detailed description of how the issue will be resolved in **technical** terms (i.e. the code changes required).

<ol style="list-style-type: none">1. Removed the previous solution that used <u>RemoveSpecialChars</u>2. Using the REPLACE function to replace square brackets with <u>round brackets</u> in <u>DisplayText</u>	<pre>@SELECT = @SELECT + FieldsToShow + ' AS [' + REPLACE(REPLACE(DisplayText, '[', '('), ']', ')') + , ']</pre>
Note: The problem is caused by the square bracket being misinterpreted when we build the SQL statement.	<pre>SELECT TOP 1 [V001] AS [Field [1]] FROM [Record]</pre>
When we removed the special characters it caused other problems with the export and display	

Describe the proposed solution in **technical terms** i.e. how are you going to solve this issue in the code.

Explain the logic you are going to use (in general terms) and which sections of the code you will have to change.

Describe the changes in the left column and the screen shots or code snippets (not the full code) on the right.

If helpful include code comparison results (see <http://text-compare.com>)

<pre>847 HyperLink h1View = (HyperLink)e.Row.FindControl("h1View"); 848 DateTime dtUpdateDate = Convert.ToDateTime(DataBinder.Eval(e.Row.DataItem, "DateAdded")); 849 //lb.Attributes.Add("onclick", "javascript:OpenAuditDetail('\" + dtUpdateDate.ToString(\"yyyy- MM-dd HH:mm:ss.fff\") + '\" + _RecordID.ToString() + \";return false;"); 850 h1View.NavigateUrl = "TableAudit.aspx?UpdatedDate=" + Server.UrlEncode(dtUpdateDate.ToString("yyyy-MM-dd HH:mm:ss.fff")) + "&TableID=" + _qsTableID;</pre>	<pre>847 HyperLink h1View = (HyperLink)e.Row.FindControl("h1View"); 848 DateTime dtUpdateDate = Convert.ToDateTime(DataBinder.Eval(e.Row.DataItem, "DateAdded")); 849 //lb.Attributes.Add("onclick", "javascript:OpenAuditDetail('\" + dtUpdateDate.ToString(\"yyyy- MM-dd HH:mm:ss.fff\") + '\" + _RecordID.ToString() + \";return false;"); 850 h1View.NavigateUrl = "TableAudit.aspx?UpdatedDate=" + 851 Server.UrlEncode(dtUpdateDate.ToString("yyyy-MM-dd HH:mm:ss.fff")) + "&TableID=" + _qsTableID; 852 string strColumnList = DataBinder.Eval(e.Row.DataItem, "ColumnList").ToString(); 853 //distinguish delete column log from table audit log 854 if(!string.IsNullOrEmpty(strColumnList.Substring(0, 14)) && strColumnList.Substring(0, 14) == 855 "Field Deleted:") 856 h1View.NavigateUrl = "RecordColumnAudit.aspx?UpdatedDate=" + 857 Server.UrlEncode(dtUpdateDate.ToString("yyyy-MM-dd HH:mm:ss.fff")) + 858 "&ColumnID=" + DataBinder.Eval(e.Row.DataItem, "PrimaryKeyValue").ToString(); 859 else 860 h1View.NavigateUrl = "TableAudit.aspx?UpdatedDate=" + 861 Server.UrlEncode(dtUpdateDate.ToString("yyyy-MM-dd HH:mm:ss.fff")) + "&TableID=" + _qsTableID; 862 } 863 catch (Exception ex) 864 { 865 lblMsg.Text = ex.Message; 866 } 867 }</pre>
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8. HISTORY

History

Document all steps that are taken to resolve the issue

Date e.g. 31 Dec	Initials e.g. AB	Results / Observations / Comments <i>Add a row for each interaction. Record Peer Review results, Tech Review results, QA Results etc.</i>
30-Mar-17	RK	Issue Raised
31-Mar-17	JB	Added solution
01-Apr-17	MR	Technical review

Every time the document is edited by a different person then a line should be added to the History section – this is how we can see the progress of the issue and who did what.