

Program Defect Report

Module Guide: Program Defect Report

Module Location

Settings > Tools > Program Defect Report

Module Purpose

The **Program Defect Report** module functions as an integrated internal **ticketing system** or **bug tracker** within the application. This module allows users to report problems, bugs, or enhancement requests they encounter while using the system. The development or IT support team can then view, manage, and track the resolution status of each submitted report.?

1. Main View (List of Defect Reports)

The main page displays a list of all problem or bug reports that have been submitted by users.

View Explanation

- **Filter:** Allows searching for specific reports by the **Module Name** where the issue was found.
- **Report List Table:**
 - **ID:** A unique identification number for each report.
 - **Module Name:** The name of the module or area where the bug occurred.

- **Title:** A brief title or description of the problem (e.g., P0, finance report issue).
 - **Type:** The category of the issue, such as Bugs or Others.
 - **Status:** The current status of the report (e.g., Cancelled, Open, In Progress, Closed).
- **Action Buttons:**
 - **Add New:** Opens the form to create a new program defect report.
 - **Detail:** (Usually by clicking a row) to see the full details of a report.

2. Add New Page (Creating a Report)

This form is used by users to submit a new issue report.

View Explanation

- **Module Name:** A field to write in which module the problem was found.
- **Title:** A short title that summarizes the issue.
- **Type:** A dropdown to categorize the report (e.g., Bugs, Enhancement Request, Question).
- **Description:** A text area to provide a detailed explanation of the problem, including **steps to reproduce** the bug, the

expected result, and the actual result that occurred.?

- **Note:** An area for additional notes or information.
- **Action Buttons:** **Save** to submit the report and **Back** to cancel.

3. Steps to Report an Issue

- Access the **Program Defect Report** module.
- Click the **Add New** button.
- Fill in the **Module Name**, **Title**, and select the report **Type**.
- In the **Description** section, explain the problem in as much detail as possible. The more detailed the information, the easier it will be for the technical team to understand and fix it.
- Click **Save**. Your report will appear in the main list with an initial status (e.g.,).

4. Integrated Workflow & Business Process

- **Structured Communication:** This module provides a structured communication channel between business users and the technical team. This is far more efficient than reporting issues via email or instant messages, which can easily get lost.?
- **Bug Lifecycle:** A report will go through a lifecycle :?

- **Open:** A user submits a new report.
 - **In Progress:** The technical team starts working on a fix.
 - **Resolved/Fixed:** The fix is complete and ready for testing.
 - **Closed:** The user or QA team has verified that the issue is resolved.
 - **Cancelled:** The report is cancelled because it's a duplicate, invalid, or for other reasons.
- **Continuous Improvement:** The data from this module is invaluable for the product development team. By analyzing the type and frequency of reported bugs, they can identify areas of the system that are most in need of repair or enhancement.

5. Tips & Important Notes

- When reporting a bug, always include specific information: transaction IDs, usernames, time of occurrence, and the exact error message that appeared (if any). Screenshots are also very helpful.?
- Train your users to use this module as the sole official channel for reporting system issues.
- The IT team should regularly monitor the list of incoming reports to ensure no critical issues are missed.

- This module is an important collaboration tool for maintaining and improving the quality of the ERP software.
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