

Types of errors (bugs) in the testing process

This article will help, whether you are a product developer or manager, how to classify errors during product testing (applications, websites).

If you were a 'superhero' in the field of QA, you can easily classify bugs (or bugs) in your reports. But if not, this article will help, whether you are a product developer or manager, how to classify errors during product testing (applications, websites). In addition, you can determine which errors should be viewed first or which ones are better fixed according to the severity criteria, frequency and appearance.

Classify errors according to severity

The severity indicates the impact of the error on the product. When evaluating this, also consider the product. An error may be a fatal error on product A but only a minor error on product B.

The page *we-are-testers* divides the error by severity into 4 categories.

Block (Critical Error)

This error prevents users from doing what he wants but is blocked, unable to go further. 99% of this error belongs to the function error (will be mentioned later).

For example:

1. broken link
2. page failed to load
3. Password cannot be changed
4. cannot submit the form
5. Valid information but not saved when filling out the form
6. The application cannot be confirmed when the user returns to the home page
7. Application crashed when doing something
8. page / application idle when doing something
9. New password cannot be received
10. Order payment declined
11. Do not add items to the cart

Major (Major error)

This error makes the user very uncomfortable but not to the extent of preventing him from taking certain actions.

For example:

1. display HTML code on the page
2. pop-up information does not contain text
3. The page takes 10 seconds to load
4. ads cover the page content but are turned off
5. Product images are distorted
6. page displayed in HTML format
7. loss of sound (when watching video)
8. Do not share on social networks
9. The field is not marked as required but is in fact available
10. Text field displays 2 times
11. A part of the website displays another language

Minor (Minor Error)

This error does not have much impact on users when browsing or opening applications, but still need to consider. The product manager will decide whether or not to prioritize them. Correction of errors often results in low ROI (Return on Investment), but in some cases, it is very important to brand image.

For example:

1. Spelling errors
2. blurry photo
3. Items are not in line
4. Heterogeneous font
5. the anchor leads to the wrong place
6. Point your mouse over the link but don't light up
7. brand issues (colors, backgrounds .)
8. wrong description of the product
9. The content is not translated

Suggestion (Suggestions)

This is in fact not an error. That is, the product works normally according to what is hoped, but you may think it is confusing or disobeying the web standard.

For example:

1. Show comment number
2. provide accurate error information in every situation
3. Use standard Captcha system
4. Increase font size on mobile to easily click on the link
5. swipe left / right to go to / back the page.

Classify errors in the form

This is the nature of the error, which is always the same regardless of the product. Here are 5 errors and examples to help you identify them.

Function error (Functional Bug)

This is an important error related to the operation you performed. This error can only be found when operating something and the product does not respond as expected.

For example:

1. Scrolling pages are not possible despite the content below
2. can scroll across pages but not
3. button not working
4. No email sent
5. The keyboard is displayed by default instead of the numeric keypad
6. can not login
7. mountains turn towards 404 page
8. The download bar doesn't end
9. The user returns to the homepage while trying to access another page
10. The application does not work in airplane mode
11. touch but no effect
12. lost audio video
13. can't turn off popup
14. equipment
15. Auto-complete feature does not fill in enough information
16. only show an error but did not specify, an 'error has occurred, please try again later', instead of 'please enter a address valid email'
17. cannot zoom in or out of the page
18. cannot register
19. Geographic information is not active or false
20. filter does not work
21. wrong anchor
22. can't write in text fill field
23. old information (with product)

Graphical Bug (Graphical Bug)

This is a static error, related to the interface, page layout.

For example:

1. blurred image
2. incommensurate
3. between elements on the page are heterogeneous, missing .
4. The field is outside the display area of ??the screen
5. distorted images and videos
6. images, text, links . are overlapped

Word wording (Wording Bug)

Date error belongs to the text content.

For example:

1. bad translation
2. Display text is different from mockup version
3. Special characters are not encrypted
4. Spelling, grammar errors
5. misleading text
6. missing from
7. Heterosexual words and heterogeneous capitalization

Human factor (Ergonomics)

These issues relate to the user experience, which may be an error but most are just suggestions.

For example:

1. Click too many times to see the product
2. logo placed in inappropriate position
3. the navigation bar is too large
4. The word is too small
5. Letters and backgrounds are not opposing, difficult to see
6. The page does not respond when used on mobile or tablet
7. button set in inappropriate position
8. Required fields of information should be clearly stated
9. page load time should not be too long
10. Popin and popup should have icons to turn off
11. The action cannot be repeated so there's a message 'are you sure you want to do it?'
12. successful operation so there is a confirmation that 'succeeded'
13. Green, orange, red often used with the meaning of success, warning, failure, messages being transmitted, colors will be used in combination

Operation error (Performance Bug)

This error relates to the technical environment.

For example:

1. page loading time is long
2. page displays bit by bit
3. page load / download is interrupted
4. The page does not appear when the page loading process has completed
5. The application crashes when opening / random / when doing something
6. Bad video stream
7. Can't download the image

Classify errors according to frequency

Frequency is the frequency with which errors can be repeated.

Always

Many bugs will repeat many times (until you fix) and this is fine. The process of making repeat errors easy to detect. The developer will understand the source of the error and know where to check from.

Random

These errors are the hardest and sometimes make you crazy (or excited). They sometimes happen and are not known in what conditions. Be patient to check each step to understand this error.

Once

These errors only appear once, it may be true that the error occurred but the condition of the error is only a mystery. Often product management will not pay attention to this error.

See more:

1. 5 best tools to detect "errors" on the network you are using
2. Concerned about software testing
3. What is the Project Manager, Product Owner or Software Architect .?

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