



unite'08

How to get your bugs fixed

The logo for Unity Technologies, featuring stylized red and blue wings or flames behind the text.

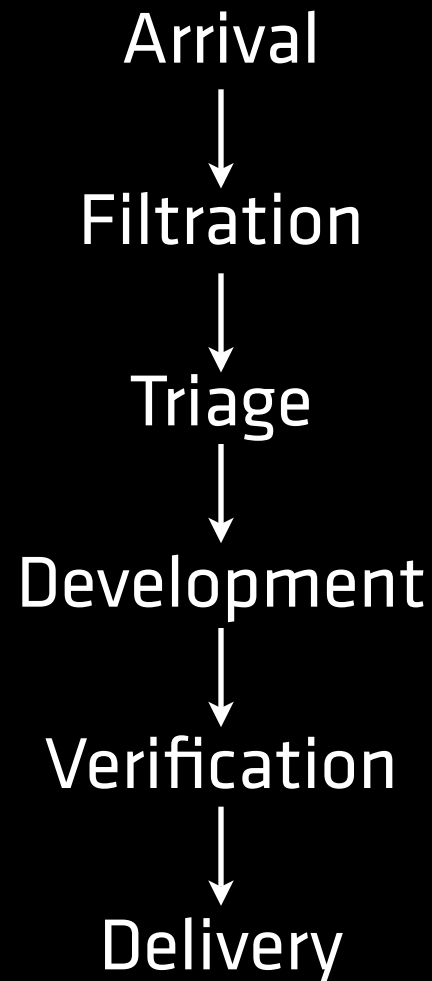
unity '08

Objectives

- Clarify Unity Technologies bug pipeline
- Explain optimal bug reporting process
- Provide tips for writing better bugs

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Bug Life Cycle



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FogBugz: Public Submissions: All open cases in Public Submissions

http://intra.unity3d.com/fogbugz/default.asp?pg=pgList

FogBugz

Public Submissions: [All open cases in Public Submissions](#)

Filter Tools:

CASES IN EDITOR - CRASHES

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Case	Title	Status	Opened By	Remaining Time	Priority
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44811	Unity crashed while importing a raw file to a terrain Last stack	Active	Sam Kalman		1 - Critical
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44674	Unity unexpectedly crashed while it was performing a server L	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44677	crash on import FPS tutorial package Last stack trace (See http	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44790	After test a scene that I had made changes to, I selected Last	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44793	sent a raycast in a script I suppose Last stack trace (See http:/	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44856	Imported HeightMap from IrfanView on Windows. Height map	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44911	Syncing Wiimote for the first time since Unity launch Last stack	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44977	Crash while loading a heavy scene Last stack trace (See http://	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	45008	No idea. Just added Mathf.Floor() to a bit of working code. Las	Active	Sam Kalman		2 - Extremely Im

[Add Case](#)

CASES IN EDITOR - FUNCTIONALITY

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Case	Title	Status	Opened By	Remaining Time	Priority
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44449	I'm using BuildPipeline.BuildPlayer with the option Last stack t	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44575	.Net enum arrays show up as int arrays in the editor Last stack	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44803	2.5a1 windows: I cannot tab around in the fbx importer Last s	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44804	2.5 windows: Smoothing angle gets grayed out when Last star	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44806	2.5: Color picker does not show it's no longer controlling Last	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44953	Projectors are now throwing an assert from Plane.h Last stack	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44975	MenuItem priority does not work Last stack trace (See http://b	Active	Sam Kalman		2 - Extremely Im
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44802	"Report a problem" on 2.5 windows doesn't seem to work Last	Active	Sam Kalman		3 - Moderately Im

[Add Case](#)

CASES IN FATAL ERRORS

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Case	Title	Status	Opened By	Remaining Time	Priority
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44233	Segfault on project load load Files attached to this case stored	Active	Sam Kalman		1 - Critical
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	44759	user submitted bug Files attached to this case stored at http://	Active	Sam Kalman		1 - Critical

Done

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FogBugz 44089: Unity crashes instantly, when importing a certain piece of

http://intra.unity3d.com/fogbugz/default.asp?pre=preMultiSearch&pg=pgLis

Google

FogBugz

☆ Edit Reo

44089

Unity crashes instantly, when importing a certain piece of

Public Submissions: Editor - Crashes | Fix for Undecided

Closed (Responded)

Bug posted to website 10/10/2008 10:51 AM
Report type: Crashbug Automatic
Reproducible: Always

Priority
1 - Critical

Version
2.1.0f5 Revision: 16146

Computer
OSX 10.4.11 8S2167 MBP 17"
Intel C2 D 2x2.33GHz 2 GB ATI
Radeon X1600 256 MB

Release Notes
[Add Release Note](#)

[Subscribe](#) to receive email when this case changes.

[RSS Feed](#)

1) What happened
Unity crashes instantly, when importing a certain piece of script:

```
static var data : ObjectData = new ObjectData(new Spawnable());
function DoIt() {
    xml = Serializer.Serialize(data);
    //Debug.Log(xml);
    var data2 : ObjectData = Serializer.Deserialize(xml);
}
```

2) How can we reproduce it using the example you attached.
I assume it is enough to import the attached files to crash Unity.

Assigned to Sam Kalman by Sam Kalman 10/10/2008 10:51 AM

Edited by Bug Reporter App 10/10/2008 10:51 AM
Category changed from Inquiry to Bug.

Files attached to this case stored at http://bugs.unity3d.com/fogfiles/44089_716v/ :

- console.log: http://bugs.unity3d.com/fogfiles/44089_716v/case_44089-console.log
- console.log.0: http://bugs.unity3d.com/fogfiles/44089_716v/case_44089-console.log.0
- Editor.log: http://bugs.unity3d.com/fogfiles/44089_716v/case_44089-Editor.log
- Player.log: http://bugs.unity3d.com/fogfiles/44089_716v/case_44089-Player.log
- Spawnable.js: http://bugs.unity3d.com/fogfiles/44089_716v/case_44089-Spawnable.js
- system_profile.txt: http://bugs.unity3d.com/fogfiles/44089_716v/case_44089-system_profile.txt
- Unity.crash.log: http://bugs.unity3d.com/fogfiles/44089_716v/case_44089-Unity_crash.log

Edited by Bug Reporter App 10/10/2008 10:51 AM
Last stack trace (See http://bugs.unity3d.com/fogfiles/44089_716v/case_44089-Unity_crash.log for more details)

Thread 0 Crashed:

```
0 dyld 0x8fe13184 stub_binding_helper_interface + 18
1 <<00000000>> 0x00000000 0 + 0
2 libmono.0.dylib 0x02ce87ea mono_unhandled_exception + 218
```

Done

The logo for 'unite'08, featuring the text 'unite'08 in white with a stylized red and blue graphic element behind it.

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Bug Reporting Rule #1

We must be able to reproduce your bug

Always attach your entire project folder

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FogBugz 44230: Blew up on load

http://intra.unity3d.com/fogbugz/default.asp?pre=preMultiSearch&pg=pgLis

FogBugz

44230 **Blew up on load**

Public Submissions: Editor - Crashes | Fix for Undecided

Closed (Not Reproducible)

Bug posted to website 10/11/2008 6:55 PM
Report type: Crashbug Automatic
Reproducible: Always

1) What happened
Blew up on load

2) How can we reproduce it using the example you attached.
Move the scripts out of the project, create hard links to them in the project, and load it

Assigned to Sam Kalman by Sam Kalman 10/11/2008 6:55 PM

Edited by Bug Reporter App 10/11/2008 6:55 PM
Category changed from Inquiry to Bug.

Files attached to this case stored at http://bugs.unity3d.com/fogfiles/44230_6aer/ :

- console.log: http://bugs.unity3d.com/fogfiles/44230_6aer/case_44230-console.log
- console.log.0: http://bugs.unity3d.com/fogfiles/44230_6aer/case_44230-console.log.0
- Editor.log: http://bugs.unity3d.com/fogfiles/44230_6aer/case_44230-Editor.log
- Player.log: http://bugs.unity3d.com/fogfiles/44230_6aer/case_44230-Player.log
- system_profile.txt: http://bugs.unity3d.com/fogfiles/44230_6aer/case_44230-system_profile.txt
- Unity.crash.log: http://bugs.unity3d.com/fogfiles/44230_6aer/case_44230-Unity_crash.log

Edited by Bug Reporter App 10/11/2008 6:55 PM
Last stack trace (See http://bugs.unity3d.com/fogfiles/44230_6aer/case_44230-Unity_crash.log for more details)

Thread 0 Crashed:

0	libobjc.A.dylib	0x90a43bec	objc_msgSend_stret + 12
1	com.unity3d.UnityEditor (LibraryController.mm:467)	0x002f9938	-[LibraryController outlineView:acceptDrop:item:childIndex:] + 616
2	com.apple.AppKit	0x93a02c64	-[NSOutlineView performDragOperation:] + 220
3	com.apple.AppKit	0x939de3d0	NSCoreDragReceiveProc + 864
4	com.apple.HIServices	0x9185ade8	DoDropMessage + 96
5	com.apple.HIServices	0x9185c28c	CoreDragMessageHandler + 1332
6	com.apple.CoreFoundation	0x908250c8	__CFMessagePortPerform + 304
7	com.apple.CoreFoundation	0x907eb694	__CFRunLoopDoSource1 + 152
8	com.apple.CoreFoundation	0x907dddac	__CFRunLoopRun + 1556
9	com.apple.CoreFoundation	0x907dd3dc	CFRunLoopRunSpecific + 268

Done

The logo for 'unite'08, featuring the text 'unite'08 in white with a stylized red and blue graphic element behind it.

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Bug Reporting Rule #2

Be descriptive about the problem

Too much detail is better than not enough

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FogBugz 44471: yo thang broke

http://intra.unity3d.com/fogbugz/default.asp?pre=preMultiSearch&pg=pgLis

FogBugz Search Working on ▾

List New Case Filters ▾ Discuss Wiki Reports ▾ Extras ▾ Send Email ★ Starred ▾

Warning: [Some errors](#) have occurred in your FogBugz installation.

☆ Edit Reo

44471 yo thang broke

Public Submissions: Fatal Errors | Fix for Undecided

🚫 Closed (Not Reproducible)

Bug posted to website 10/13/2008 11:37 PM
Report type: FatalError Automatic
Reproducible: FirstTime

Priority
2 - Extremely Important

Version
2.1.0f5 Revision: 16146

Computer
OSX 10.5.5 9F33 MBP Intel C2 D
2x2.4GHz 2 GB GeForce 8600M GT
256 MB

Release Notes
[Add Release Note](#)

[Subscribe](#) to receive email when this case changes.
[RSS Feed](#)

1) What happened
yo thang broke

2) How can we reproduce it using the example you attached.
that's what she said!

Assigned to [Sam Kalman](#) by [Sam Kalman](#) 10/13/2008 11:37 PM

Edited by [Bug Reporter App](#) 10/13/2008 11:37 PM
Category changed from Inquiry to Bug.
Priority changed from '1 - Critical' to '2 - Extremely Important'.

Files attached to this case stored at http://bugs.unity3d.com/fogfiles/44471_36u9/ :

- console.log: http://bugs.unity3d.com/fogfiles/44471_36u9/case_44471-console.log
- console.log.0: http://bugs.unity3d.com/fogfiles/44471_36u9/case_44471-console.log.0
- Editor.log: http://bugs.unity3d.com/fogfiles/44471_36u9/case_44471-Editor.log
- Player.log: http://bugs.unity3d.com/fogfiles/44471_36u9/case_44471-Player.log
- system_profile.txt: http://bugs.unity3d.com/fogfiles/44471_36u9/case_44471-system_profile.txt
- Unity_2008-10-13-143606_Elis-Computer.crash: http://bugs.unity3d.com/fogfiles/44471_36u9/case_44471-Unity_crash.log

Resolved (Not Reproducible) by [Sam Kalman](#) 10/14/2008 1:27 PM

Closed by [Sam Kalman](#) 10/14/2008 1:27 PM

☆ Edit Reo

Done

The logo for 'unite'08, featuring a stylized bird or flame-like shape in red and blue behind the text.

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Bug Reporting Rule #3

If you don't really care, don't bother

Why waste anyone's time?

The logo for 'unite'08 Fact features the text 'unite'08' in a white, lowercase, sans-serif font, with 'Fact' below it in a larger, bold, white, sans-serif font. To the right of the text is a stylized graphic of a bird in flight, rendered in shades of red and blue, with its wings spread out.

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Fact

The easier we can identify a bug, the quicker we can fix it

The logo for 'unite'08 Fact features the text 'unite'08' in a white, lowercase, sans-serif font, with 'Fact' below it in a larger, bold, white, sans-serif font. To the right of the text is a stylized graphic of a bird in flight, rendered in red and blue colors, with its wings spread and tail feathers visible.

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Fact

Bugs recognized as high priority will be fast-tracked

The logo for 'unite'08 Fact features the text 'unite'08' in a white, lowercase, sans-serif font, with 'Fact' below it in a larger, bold, white, sans-serif font. To the right of the text is a stylized graphic of a bird in flight, rendered in shades of red and blue, with its wings spread as if soaring.

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Fact

Your bug might never be fixed

The logo for unite'08, featuring stylized red and blue wings or flames behind the text.

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Anatomy of a great bug report

Title

Description

Steps to Reproduce

Actual Results

Expected Results



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Undo/Redo: Undoing offset/scale material property change throws an error

Description:

When the user changes either offset or scale property of a material, undoing the change will throw the following two error messages:

```
m_LockedInspector != 0  
and  
callbacks.get_allocator().m_Impl->m_Allocations != 0
```

Repro Steps:

Change offset or scale of any material in inspector

Undo

Actual Results:

Errors appear in console

Expected Results:

No errors



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Resources

Quardev Laboratories Whitepapers

<http://www.quardev.com/articles>

Unity Developer Magazine

<http://www.unitydeveloper.com>

James Bach

<http://www.satisfice.com>

Writing Effective Bug Reports

<http://testobsessed.com/wordpress/wp-content/uploads/2007/01/webr.pdf>