

Triaging Bugs in GNOME

Pedro Villavicencio Tobias Mueller

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About us

Tobias (No. 4)

Jabber muelli@jabber.ccc.de
ACFO F5EC E9DC 1BDC F09D
B992 4147 7261 7CB6 4CEF

Mail muelli@auftrags-killer.org
ACFO F5EC E9DC 1BDC F09D
B992 4147 7261 7CB6 4CEF

Pedro (No. 1 reporter ;-)

Jabber pvillavi@gmail.com
Mail pvillavi@gmail.com



About us (cont.)

Andre (No. 3)

Jabber andre.klapper@gmail.com

Mail ak-47@gmx.net




DEC9 2195 BA81 3388 B153

C7C4 519C 3775 4AF9 2E80

Bruno (No. 14)

Jabber brunoboaventura@gmail.com

Mail brunoboaventura@gmail.com

-  Talk 30 min.
-  Ask questions immediatly
-  discussion at the end (and in between, if applicable)



Motivation

Why are we here today?

- 👣 Help People to start triaging
- 👣 Show best practices and common pitfalls
- 👣 Identify, discuss and solve current problems
- 👣 Get to know each other, aka map addresses to faces



Motivation

Why is GNOME here today?

- 🐾 tidy up bug database
 - 🐾 ~ 5 active triagers
 - 🐾 ~ 1200 ~ 800 incoming bugs per week
 - 🐾 ~ 800 closed bugs per week
 - 🐾 ~ 24000 unconfirmed bugs
 - 🐾 ~ 7000 bugs older than two years
- 🐾 bringing triage community together
- 🐾 teaching newcomers in triaging



Description

What is Bug Triaging anyway?

- 👉 Quality Assurance
- 👉 Manage Bugs
 - 👉 get enough information for devs to fix bugs
 - 👉 keep bugs in their actual state (NEEDINFO, OBSOLETE, Version, ...)
 - 👉 address severe bugs
- 👉 make users and devs happy :-)



GNOME Methodology

How does GNOME manage its bugs?

Bugzilla as Bug Database

- 🐾 mature product
- 🐾 awesome install base
- 🐾 though old and kinda rusty

gnome-bugsquad@gnome.org as mailing-list

- 🐾 Discussion Policies
- 🐾 Subscribe <http://mail.gnome.org/mailman/listinfo/gnome-bugsquad>

#bugs on GIMPnet

- 🐾 Easy Questions
- 🐾 hang around



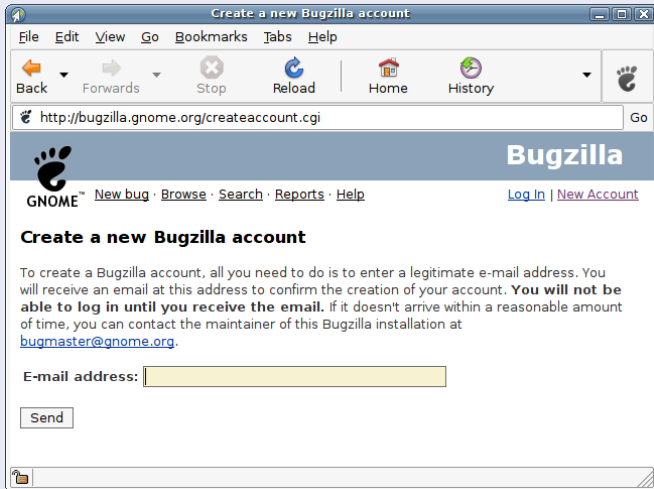
Beginners Guide

How do I triage bugs?

Beginners Guide (cont.)

How do I triage bugs?

Create Bugzilla Account




The screenshot shows a web browser window titled "Create a new Bugzilla account". The address bar contains the URL "http://bugzilla.gnome.org/createaccount.cgi". The page header features the Bugzilla logo and the text "GNOME™" followed by navigation links: "New bug", "Browse", "Search", "Reports", and "Help". On the right side of the header, there are links for "Log In" and "New Account". The main heading is "Create a new Bugzilla account". Below this, the text explains that to create an account, one needs to enter a legitimate e-mail address and will receive a confirmation email. It emphasizes that the user will not be able to log in until they receive the email. If the email does not arrive, it suggests contacting the maintainer at "bugmaster@gnome.org". At the bottom of the form, there is a text input field for the "E-mail address:" and a "Send" button.

File Edit View Go Bookmarks Tabs Help

Back Forwards Stop Reload Home History

http://bugzilla.gnome.org/createaccount.cgi Go

 **Bugzilla**

GNOME™ [New bug](#) · [Browse](#) · [Search](#) · [Reports](#) · [Help](#) [Log In](#) | [New Account](#)

Create a new Bugzilla account

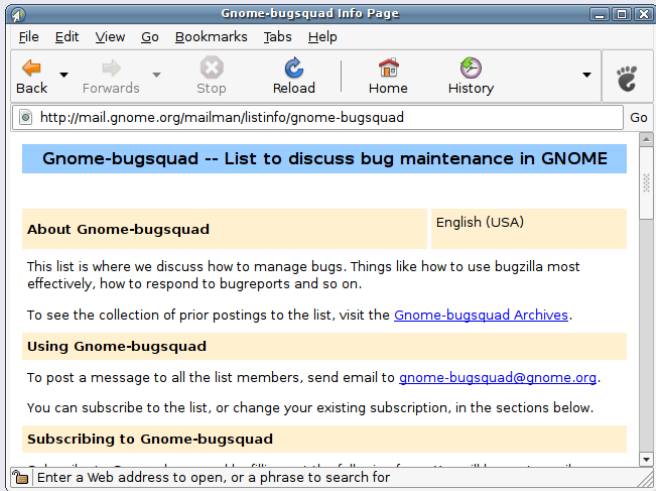
To create a Bugzilla account, all you need to do is to enter a legitimate e-mail address. You will receive an email at this address to confirm the creation of your account. **You will not be able to log in until you receive the email.** If it doesn't arrive within a reasonable amount of time, you can contact the maintainer of this Bugzilla installation at bugmaster@gnome.org.

E-mail address:

Beginners Guide (cont.)

How do I triage bugs?

Subscribe Mailinglist



The screenshot shows a web browser window titled "Gnome-bugsquad Info Page". The address bar contains the URL "http://mail.gnome.org/mailman/listinfo/gnome-bugsquad". The page content includes a blue header "Gnome-bugsquad -- List to discuss bug maintenance in GNOME", a yellow section "About Gnome-bugsquad" with a language selector set to "English (USA)", and a paragraph explaining the list's purpose. Below that is a yellow section "Using Gnome-bugsquad" with instructions on how to post messages. At the bottom is a yellow section "Subscribing to Gnome-bugsquad". The browser's search bar at the bottom contains the text "Enter a Web address to open, or a phrase to search for".

Gnome-bugsquad Info Page

File Edit View Go Bookmarks Tabs Help

Back Forwards Stop Reload Home History

http://mail.gnome.org/mailman/listinfo/gnome-bugsquad Go

Gnome-bugsquad -- List to discuss bug maintenance in GNOME

About Gnome-bugsquad

English (USA)

This list is where we discuss how to manage bugs. Things like how to use bugzilla most effectively, how to respond to bugreports and so on.

To see the collection of prior postings to the list, visit the [Gnome-bugsquad Archives](#).

Using Gnome-bugsquad

To post a message to all the list members, send email to gnome-bugsquad@gnome.org.

You can subscribe to the list, or change your existing subscription, in the sections below.

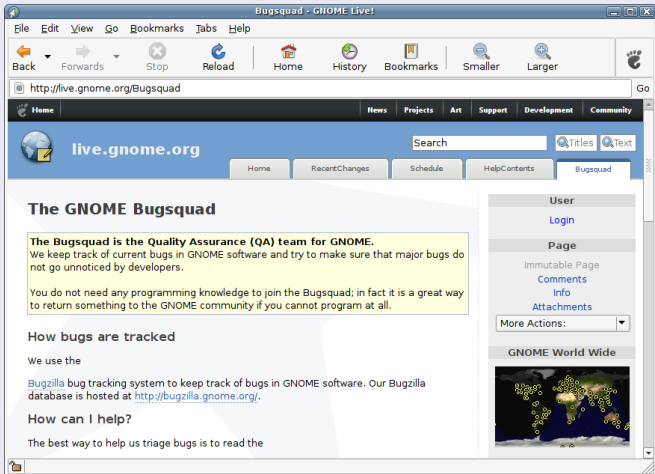
Subscribing to Gnome-bugsquad

Enter a Web address to open, or a phrase to search for

Beginners Guide (cont.)

How do I triage bugs?

Read Triage Guide



The screenshot shows a web browser window titled "Bugsquad - GNOME Live!". The address bar contains "http://live.gnome.org/Bugsquad". The page header includes navigation links: Home, News, Projects, Art, Support, Development, and Community. The main content area features the "live.gnome.org" logo and a search bar. Below the search bar are tabs for Home, RecentChanges, Schedule, HelpContents, and Bugsquad. The main heading is "The GNOME Bugsquad". A yellow highlighted box contains the text: "The Bugsquad is the Quality Assurance (QA) team for GNOME. We keep track of current bugs in GNOME software and try to make sure that major bugs do not go unnoticed by developers. You do not need any programming knowledge to join the Bugsquad; in fact it is a great way to return something to the GNOME community if you cannot program at all." Below this, the section "How bugs are tracked" explains that the Bugzilla system is used, with a link to the database. The "How can I help?" section states that the best way to help is to read the triage guide. On the right side, there is a sidebar with "User" (Login), "Page" (Immutable Page, Comments, Info, Attachments), "More Actions:", and "GNOME World Wide" with a world map image.

Bugsquad - GNOME Live!

File Edit View Go Bookmarks Tabs Help

Back Forwards Stop Reload Home History Bookmarks Smaller Larger

http://live.gnome.org/Bugsquad Go

Home News Projects Art Support Development Community

live.gnome.org Search Titles Text

Home RecentChanges Schedule HelpContents Bugsquad

The GNOME Bugsquad

The Bugsquad is the Quality Assurance (QA) team for GNOME.
We keep track of current bugs in GNOME software and try to make sure that major bugs do not go unnoticed by developers.

You do not need any programming knowledge to join the Bugsquad; in fact it is a great way to return something to the GNOME community if you cannot program at all.

How bugs are tracked

We use the [Bugzilla](http://bugzilla.gnome.org/) bug tracking system to keep track of bugs in GNOME software. Our Bugzilla database is hosted at <http://bugzilla.gnome.org/>.

How can I help?

The best way to help us triage bugs is to read the

User
[Login](#)

Page
Immutable Page
[Comments](#)
[Info](#)
[Attachments](#)

More Actions: ▾

GNOME World Wide



Beginners Guide (cont.)

How do I triage bugs?

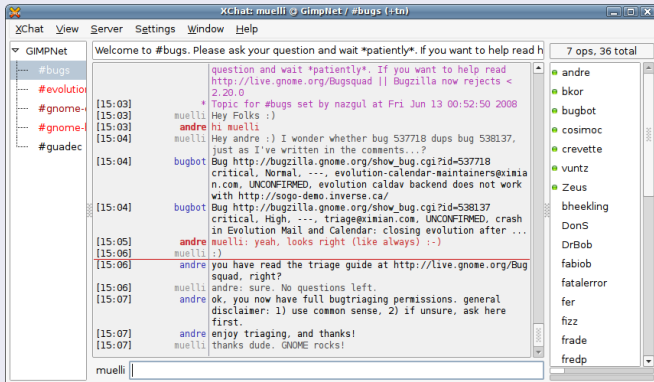
Triage Bugs

Write Comments, Ask on IRC or Mailinglist

Beginners Guide (cont.)

How do I triage bugs?

Ask for permissions



The screenshot shows an IRC chat window titled "XChat: muelli @ GimpNet / #bugs (+tn)". The chat history includes the following messages:

- muelli: Welcome to #bugs. Please ask your question and wait *patiently*. If you want to help read h
- muelli: question and wait *patiently*. If you want to help read <http://live.gnome.org/Bugsquad> | Bugzilla now rejects < 2.20.0
- muelli: * Topic for #bugs set by nazgul at Fri Jun 13 00:52:50 2008
- muelli: Hey Folks :)
- andre: hi muelli
- muelli: Hey andre :) I wonder whether bug 537718 dups bug 538137, just as I've written in the comments...?
- bugbot: Bug http://bugzilla.gnome.org/show_bug.cgi?id=537718 critical, Normal, ---, evolution-calendar-maintainers@ximian.com, UNCONFIRMED, evolution caldav backend does not work with <http://sogo-demo.inverse.ca/>
- bugbot: Bug http://bugzilla.gnome.org/show_bug.cgi?id=538137 critical, High, ---, triage@ximian.com, UNCONFIRMED, crash in Evolution Mail and Calendar: closing evolution after ...
- andre: muelli: yeah, looks right (like always) :-)
- muelli: :)
- andre: you have read the triage guide at <http://live.gnome.org/BugSquad>, right?
- muelli: andre: sure. No questions left.
- andre: ok, you now have full bugtrianing permissions. general disclaimer: 1) use common sense, 2) if unsure, ask here first.
- andre: enjoy triaging, and thanks!
- muelli: thanks dude. GNOME rocks!

The chat window also shows a list of users on the right: 7 ops, 36 total. The list includes: andre, bkor, bugbot, cosimoc, crevette, vuntz, Zeus, bheeking, DonS, DrBob, fabiob, fatalerror, fer, fizz, frade, and fredp.

On IRC or on Mailinglist

Beginners Guide (cont.)

How do I triage bugs?

Collect Points

Real Triagers are older in bugzilla points than in real life

Best Practice Pitfalls

How does Triaging look like?

Communication

- 👉 Be nice, be friendly, be happy
- 👉 Answer early, Answer often
- 👉 Be nice, be friendly, be happy

Best Practice Pitfalls (cont.)

How does Triaging look like?

Methods

- 🐾 Adjust Bugzilla Metadata (Version, Product, ...)
- 🐾 Ask for proper Stacktrace (C vs Mono vs Python vs ...)
- 🐾 Analyze Stacktrace (Ignore Glib/Gtk+ buzz, Find crashing function, ...)
- 🐾 look for Dups with **SDF**
- 🐾 Rename Bug to include crashing function, filename, location
- 🐾 **Watch out for modules that don't like being triaged**



Status Fields

What do all these fields mean, anyway?

UNCONFIRMED This bug has recently been added to the database. Nobody has validated that this bug is true. Users who have obtained permissions from the bugsquad may confirm this bug, changing its state to → **NEW**. It may also be directly resolved and marked **RESOLVED**, or more information may be necessary, moving it to **NEEDINFO**.

NEW This bug has recently been added to the assignee's list of bugs and must be processed. Bugs in this state may be accepted and become → **ASSIGNED**, passed on to someone else and remain **NEW**, or resolved and marked **RESOLVED**.

Status Fields (cont.)

What do all these fields mean, anyway?

- ASSIGNED** This bug is not yet resolved, but is assigned to the proper person. From here bugs can be given to another person and become NEW, or resolved and become →RESOLVED.
- NEEDINFO** More information from the reporter is needed to proceed further in fixing this bug. **This should not be used when someone needs more information from a developer-** a NEW or ASSIGNED bug implicitly needs more information from the developer.
- RESOLVED** The bug has been resolved in some way. The resolution field should contain a secondary status describing the way in which it was resolved. See the Resolutions section for more details.

Status Fields (cont.)

What do all these fields mean, anyway?

VERIFIED and

CLOSED GNOME does not substantially use VERIFIED or CLOSED. When used, they indicate that a third party has checked to see that a bug was properly resolved.

Conclusion

What we've just learned

- 🐾 GNOME needs triagers
- 🐾 It's easy to start triaging
- 🐾 It's about people

Questions?

Questions?

Discussion & Hands-On

- 🐾 When to close NEEDINFO Bugs as INCOMPLETE?
- 🐾 Should we translate bugs ourselves?
- 🐾 Do we welcome every bug-report?
- 🐾 Shouldn't distros only be able to file bugs in GNOME?
- 🐾 What are your problems in triaging?
- 🐾 Could we improve triaging technical from a technical POV?
(Metadata to dups)

