Triaging Bugs in GNOME

Pedro Villavicencio  Tobias Mueller

2009-07-07
GUADEC 2009
1. Introduction
   - About us
   - Motivation

2. Bug Triaging
   - Description
   - GNOME Methodology
   - Beginners Guide
   - Best Practice Pitfalls

3. QnA
   - Status Fields
   - Questions
   - Discussion & Hands-On
# About us

## Tobias (No. 4)

<table>
<thead>
<tr>
<th>Jabber</th>
<th><a href="mailto:muelli@jabber.ccc.de">muelli@jabber.ccc.de</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail</td>
<td><a href="mailto:muelli@auftrags-killer.org">muelli@auftrags-killer.org</a></td>
</tr>
</tbody>
</table>

## Pedro (No. 1 reporter ;-))

<table>
<thead>
<tr>
<th>Jabber</th>
<th><a href="mailto:pvillavi@gmail.com">pvillavi@gmail.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail</td>
<td><a href="mailto:pvillavi@gmail.com">pvillavi@gmail.com</a></td>
</tr>
</tbody>
</table>
### 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 immediately
- 🎉 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](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

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: [Input field]

Send
How do I triage bugs?

Subscribe Mailinglist

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

About Gnome-bugsquad

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
How do I triage bugs?

Read Triage Guide

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 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
How do I triage bugs?

Triage Bugs

Write Comments, Ask on IRC or Mailinglist
How do I triage bugs?

Ask for permissions

On IRC or on Mailinglist
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?

<table>
<thead>
<tr>
<th>Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>🐱 Adjust Bugzilla Metadata (Version, Product, . . .)</td>
</tr>
<tr>
<td>🐱 Ask for proper Stacktrace (C vs Mono vs Python vs . . .)</td>
</tr>
<tr>
<td>🐱 Analyze Stacktrace (Ignore Glib/Gtk+ buzz, Find crashing function, . . .)</td>
</tr>
<tr>
<td>🐱 Look for Dups with SDF</td>
</tr>
<tr>
<td>🐱 Rename Bug to include crashing function, filename, location</td>
</tr>
<tr>
<td>🐱 Watch out for modules that don’t like being triaged</td>
</tr>
</tbody>
</table>
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 \(\rightarrow \text{NEW}\). 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 \(\rightarrow \text{ASSIGNED}\), 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?
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)