Triaging Bugs in GNOME

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About us

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- 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
  - $\sim$ 5 active triagers
  - ~~$\sim$ 1200~~ $\sim$ 800 incoming bugs per week
  - $\sim$ 800 closed bugs per week
  - $\sim$ 24000 unanswered bugs
  - $\sim$ 7000 bugs older than two years
- bringing triage community together
- teaching newcomers in triaging

Description

What is Bug Triaging anyway?

- QualityAssurance
- 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

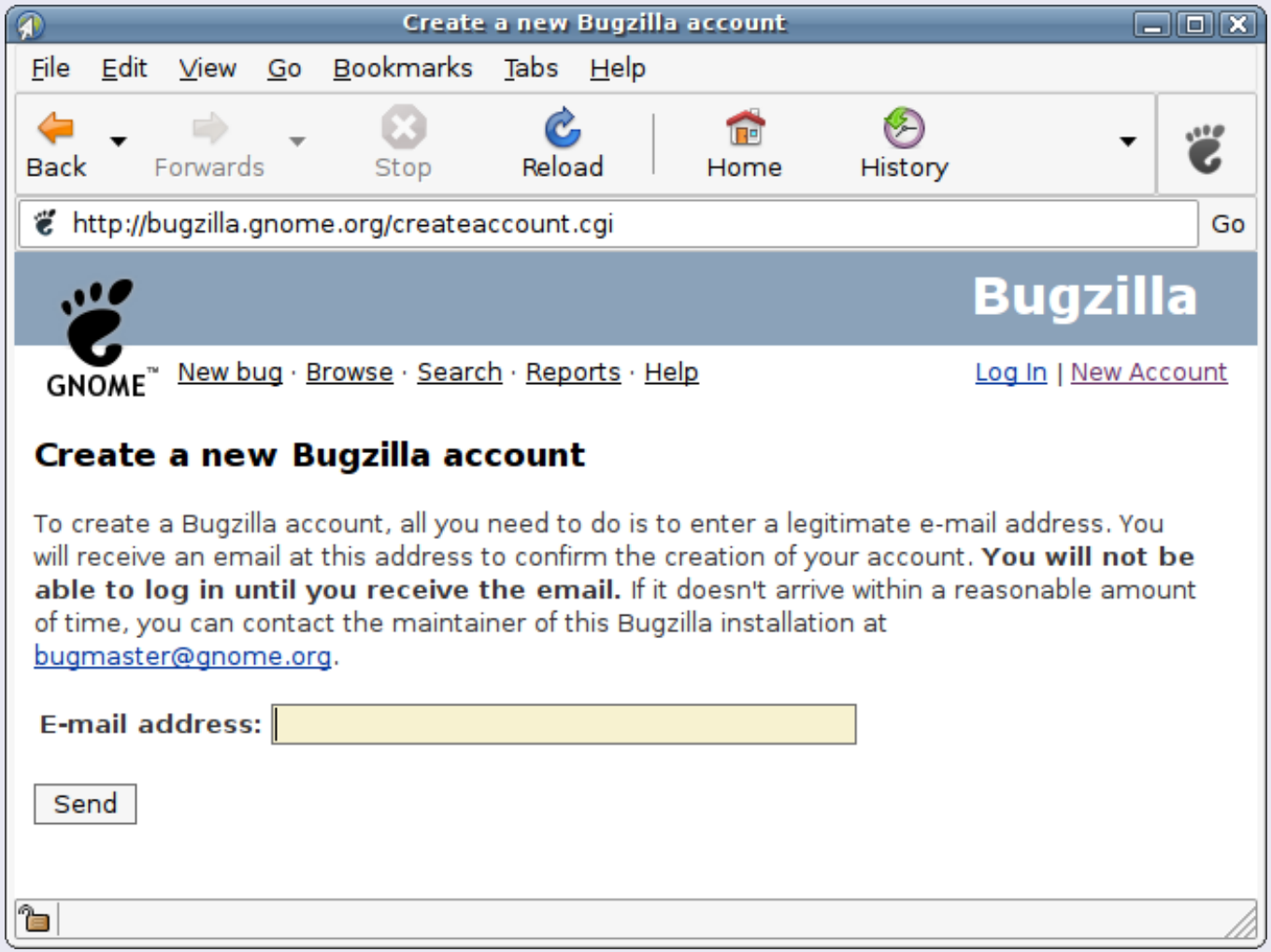
gnome-bugsquad@gnome.org as mailing-list
- Discuss Policies
- Organize Bugdays
- Answer Questions
- Subscribe `http://mail.gnome.org/mailman/listinfo/gnome-bugsquad`

#bugs on GIMPnet
- Easy Questions
- hang around

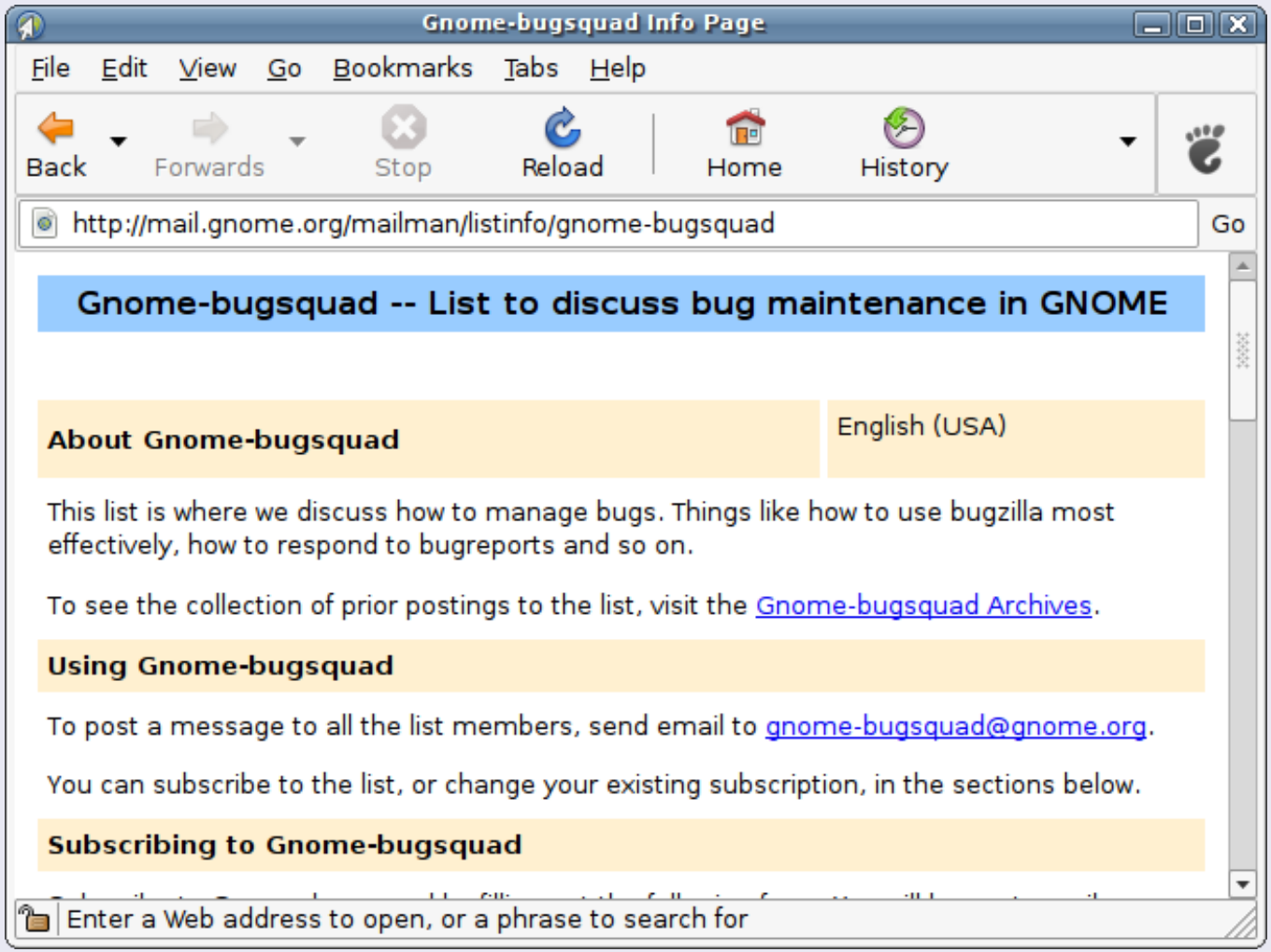
Beginners Guide

How do I triage bugs?

Create Bugzilla Account



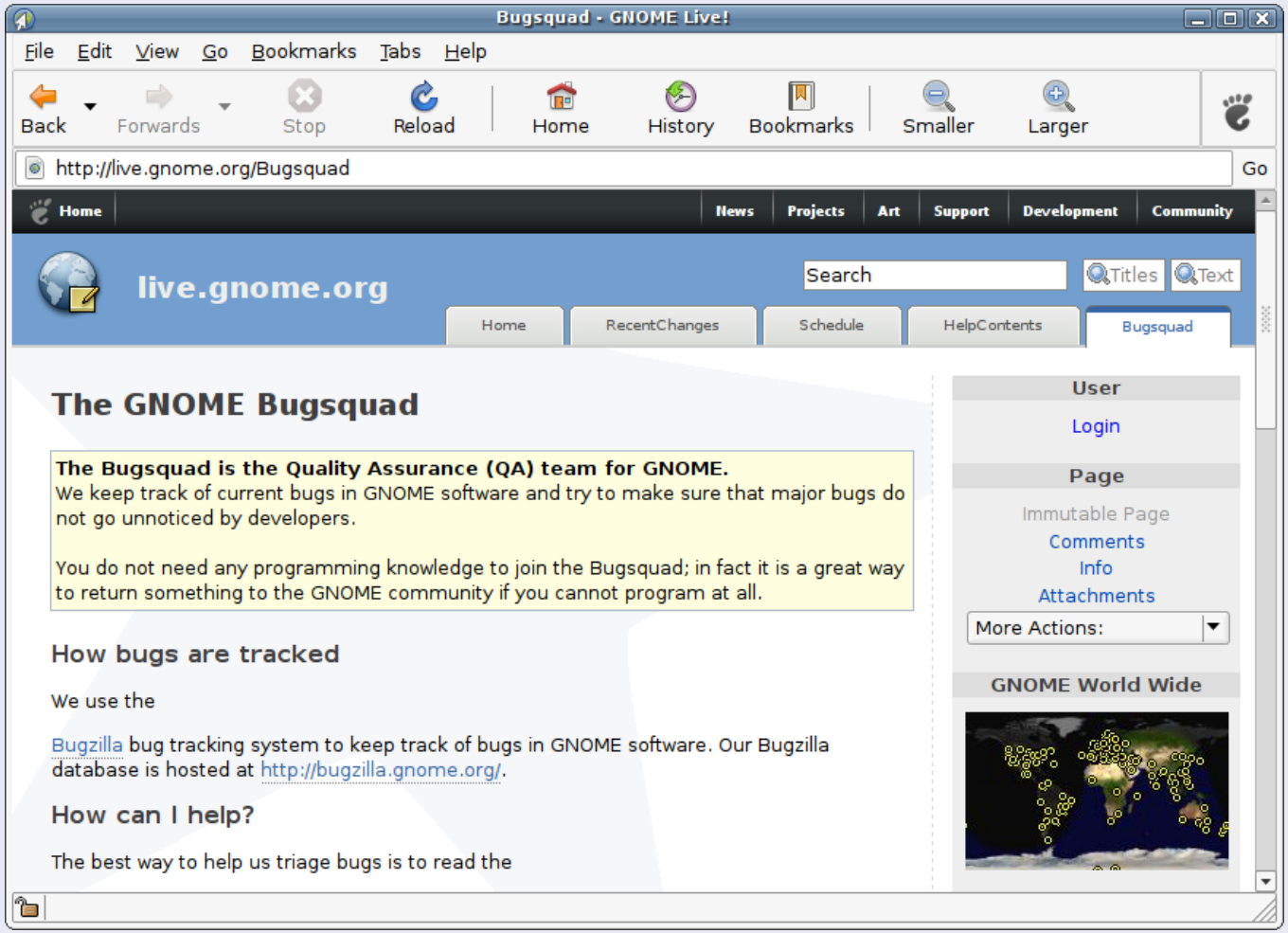
Subscribe Mailinglist



Beginners Guide (cont.)

How do I triage bugs?

Read Triage Guide



Beginners Guide (cont.)

How do I triage bugs?

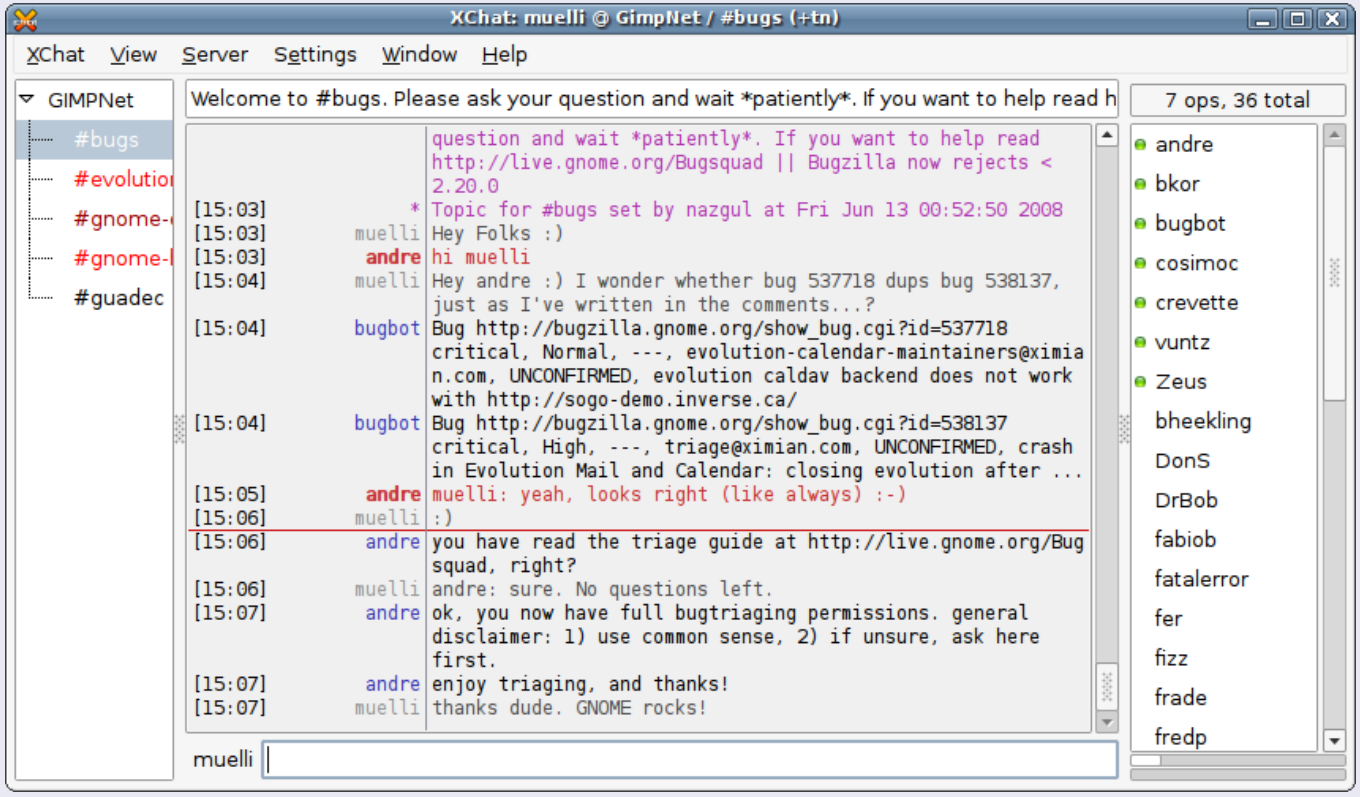
Triage Bugs

Write Comments, Ask on IRC or Mailinglist

Beginners Guide (cont.)

How do I triage bugs?

Ask for permissions



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
- Anwser 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 Traceparser
- Rename Bug to include crashing function, filename, location
- Watch out for modules that don't like being triaged (Pango and vte)

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.)

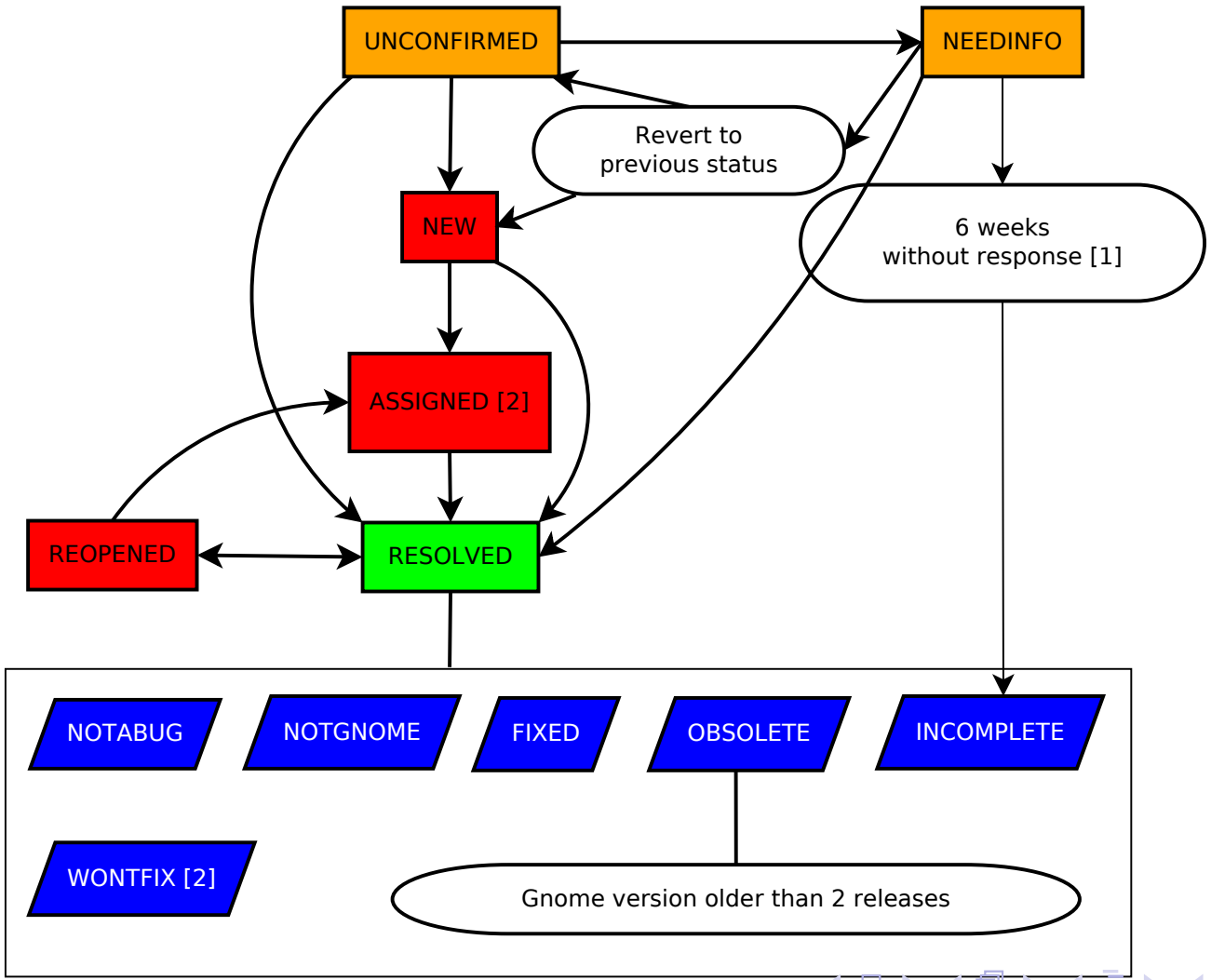
What do all these fields mean, anyway?

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.

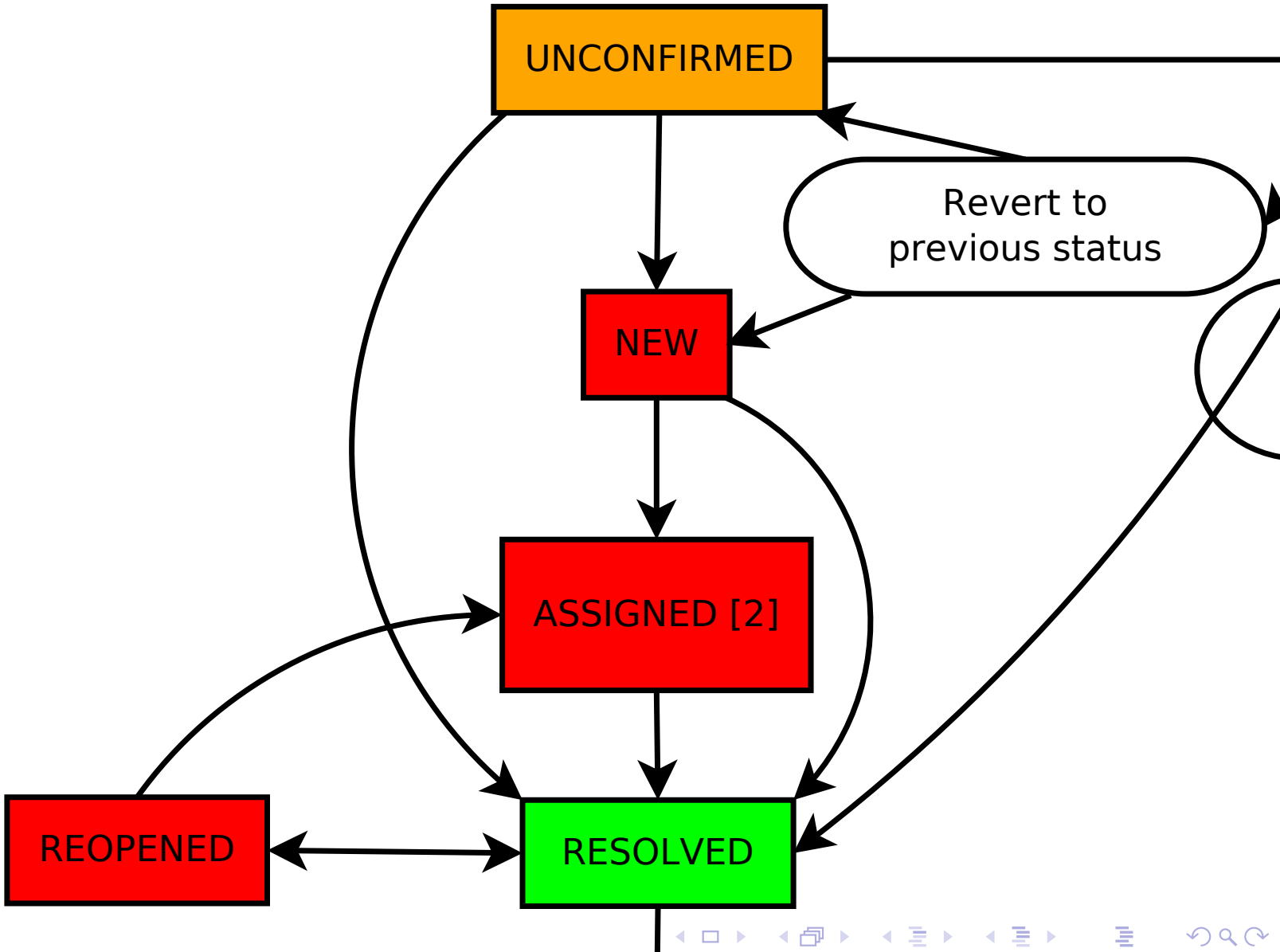
Triaging Diagram

Eh, what? How does it look like?



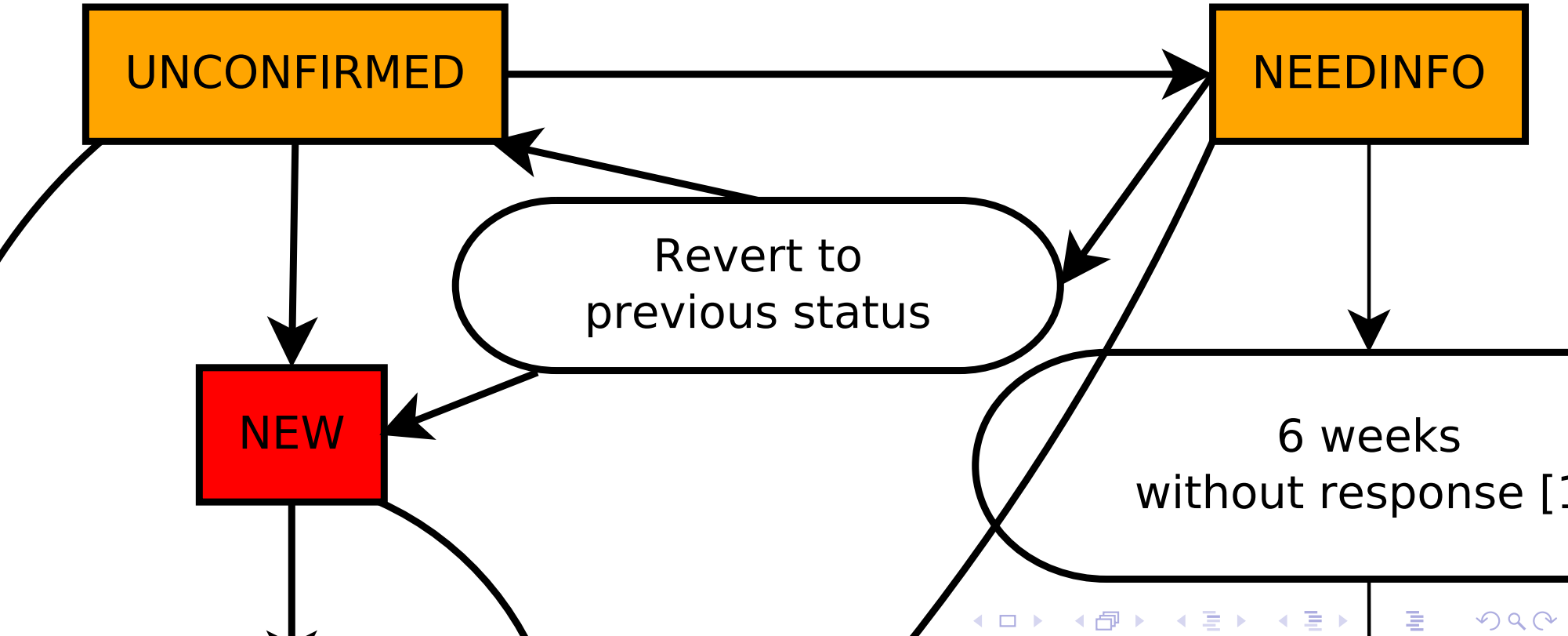
Triaging Diagram

Normal Flow



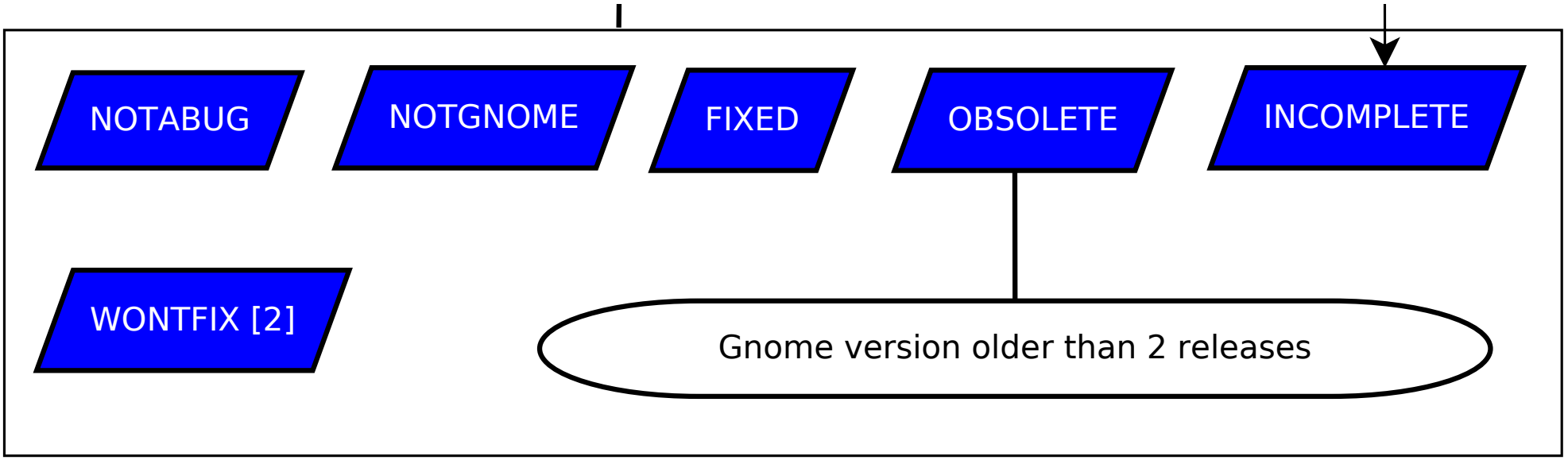
Triaging Diagram

NEEDINFO



Triaging Diagram

Resolutions

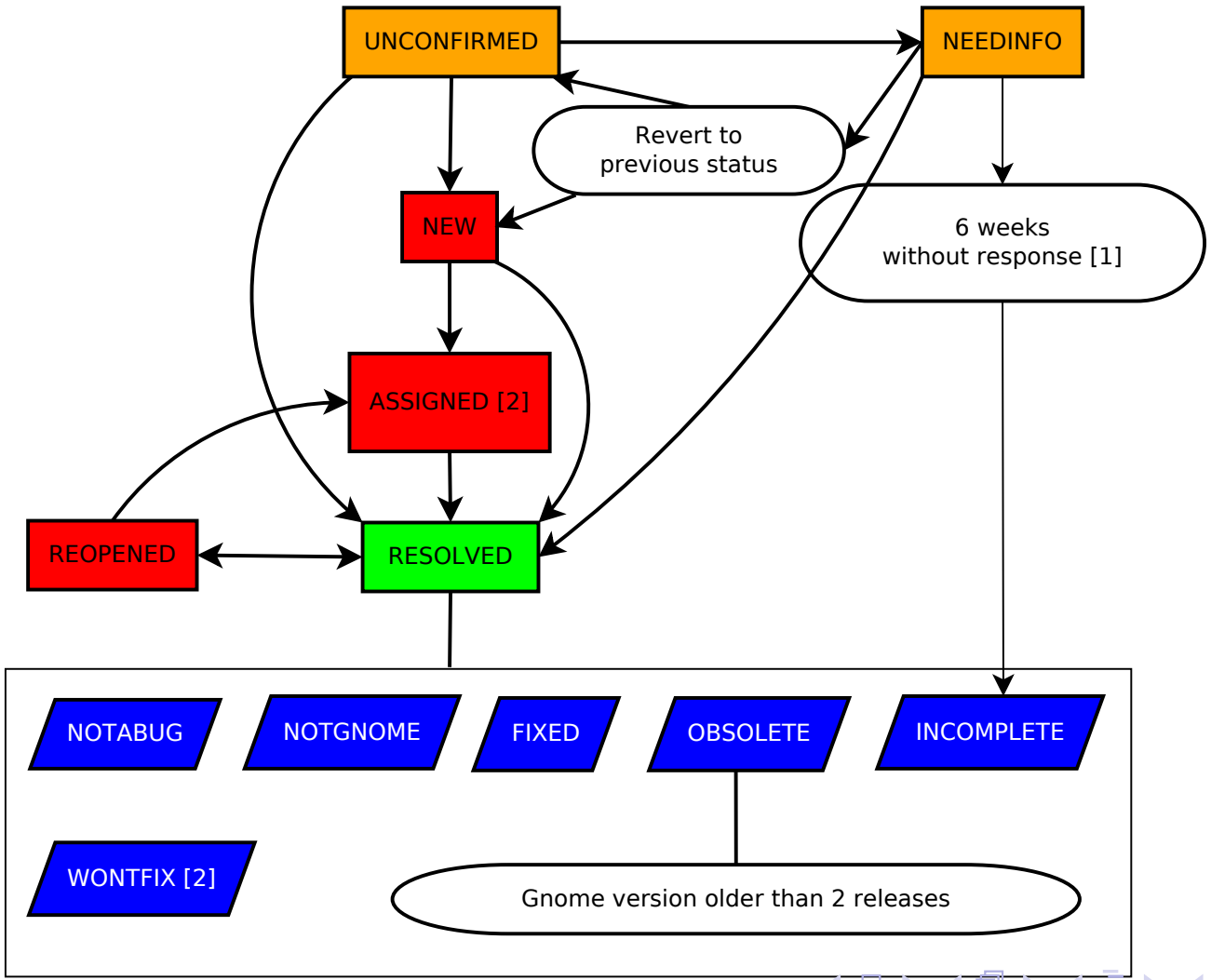


[1] It's not always 6 weeks. Some maintainers explicitly asked to not close after 6 weeks

[2] Only for maintainers

Triaging Diagram

Summary



Conclusion

What we've just learned

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

Questions?

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