Triaging bug reports in GNOME

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   - GNOME Methodology
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## About us

<table>
<thead>
<tr>
<th>Tobias</th>
<th>Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:tobiasmue@gnome.org">tobiasmue@gnome.org</a></td>
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<tr>
<td></td>
<td>F289 F7BA 977D F414 3AE9</td>
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<td></td>
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<table>
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<tr>
<th>Andre</th>
<th>Mail</th>
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<tbody>
<tr>
<td></td>
<td><a href="mailto:ak-47@gmx.net">ak-47@gmx.net</a></td>
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<td>DEC9 2195 BA81 3388 B153</td>
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<tr>
<td></td>
<td>C7C4 519C 3775 4AF9 2E80</td>
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</tbody>
</table>

🪤 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 ∼ 750 ∼ 500 incoming bug reports per week
- ∼ 500 closed bug reports per week
- ∼ 24000 unanswered open bug reports
- ∼ 25000 open bug reports older than two years

bringing triage community together

teaching newcomers in triaging
Description
What is Bug Triaging anyway?

- Quality Assurance
- Manage bug reports
  - get enough information for devs to fix bugs
  - keep bug reports in their actual state (NEEDINFO, OBSOLETE, Version, ...)
  - address severe bug reports
- make users and devs happy :-}
The Art of Bug Reporting

1. Explain the location and environment where the bug dwells.
2. Highlight how damaging or dangerous the bug is.
3. Place the bug details in a highly visible area.
4. Describe the bug accurately so others would recognise it.
5. Include the time and date of the bug find.
7. Detail how to find the bug again and what footprints to follow.

Big bug in a field.
 GNOME Methodology
How does GNOME manage its bug reports?

**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](http://mail.gnome.org/mailman/listinfo/gnome-bugsquad)

**#bugs on GIMPnet**
- Easy Questions
- hang around
Beginners Guide
How do I triage bugs?
How do I triage bugs?

Create 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: [ ]

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
Beginners Guide (cont.)

How do I triage bugs?

Triage bug reports

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?

Be in the top 10!

**Weekly Bug Summary**

**Top 5 bug closers**

<table>
<thead>
<tr>
<th>Position</th>
<th>Who</th>
<th>Number of bugs closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jasper St. Pierre</td>
<td>48</td>
</tr>
<tr>
<td>2</td>
<td>Milan Crha</td>
<td>42</td>
</tr>
<tr>
<td>3</td>
<td>Cosimo Cecchi</td>
<td>19</td>
</tr>
<tr>
<td>4</td>
<td>Matthew Barnes</td>
<td>19</td>
</tr>
<tr>
<td>5</td>
<td>Evan Nemerson</td>
<td>17</td>
</tr>
</tbody>
</table>

**Top 5 bug reporters**

<table>
<thead>
<tr>
<th>Position</th>
<th>Who</th>
<th>Number of bugs reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Milan Crha</td>
<td>42</td>
</tr>
<tr>
<td>2</td>
<td>Matthias Clasen</td>
<td>20</td>
</tr>
<tr>
<td>3</td>
<td>Jasper St. Pierre</td>
<td>15</td>
</tr>
<tr>
<td>4</td>
<td>Christophe Fergeau</td>
<td>14</td>
</tr>
<tr>
<td>5</td>
<td>Jean-François Fortin Tam</td>
<td>13</td>
</tr>
</tbody>
</table>
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 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 \( \rightarrow \text{NEW} \). 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.
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.
VERIFIED 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?

NEW
NEEDINFO
UNCONFIRMED
RESOLVED
REOPENED
Revert to previous status

NOTGNOME
FIXED
INCOMPLETE
OBSOLETE
NOTABUG

6 weeks without response [1]

ASSIGNED [2]
WONTFIX [2]

[2] Only for maintainers

Gnome version older than 2 releases
Triaging Diagram

Normal Flow

- **NEW**
- **NEEDINFO**
- **UNCONFIRMED**
- **RESOLVED**
- **REOPENED**
- **NOTGNOME**
- **FIXED**
- **INCOMPLETE**
- **OBSOLETE**
- **NOTABUG**

6 weeks without response [1]

Gnome version older than 2 releases

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

ASSIGNED [2]

[2] Only for maintainers

ASSIGNED [2] → **NEW** → **UNCONFIRMED**

REOPENED → **RESOLVED**

Revert to previous status
Triaging Diagram

NEW

NEEDINFO

UNCONFIRMED

RESOLVED

REOPENED

Revert to previous status

6 weeks without response [1]

Gnome version older than 2 releases

NOTABUG

FIXED

INCOMPLETE

OBSOLETE

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

ASSIGNED [2]

WONTFIX [2]

[2] Only for maintainers
Triaging Diagram

Resolutions

- NOTABUG
- NOTGNOME
- FIXED
- OBSOLETE
- INCOMPLETE
- WONTFIX [2]

Gnome version older than 2 releases

[1] It's not always 6 weeks. Some maintainers explicitly asked to not close after 6 weeks
[2] Only for maintainers
### Triaging Diagram

**Summary**

- **NEW**
- **NEEDINFO**
- **UNCONFIRMED**
- **RESOLVED**
- **REOPENED**

**Revert to previous status**

**6 weeks without response [1]**

**ASSIGNED [2]**

**WONTFIX [2]**

**NOTABUG**

**NOTGnome**

**FIXED**

**OBsolete**

**INCOMPLETE**

**Gnome version older than 2 releases**

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

Conclusion
What we’ve just learned

- GNOME needs triagers
- It’s easy to start triaging
- It’s about people
Questions?