

Triaging bug reports in GNOME

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GNOME[™] ASIA
Summit



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About us

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-  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



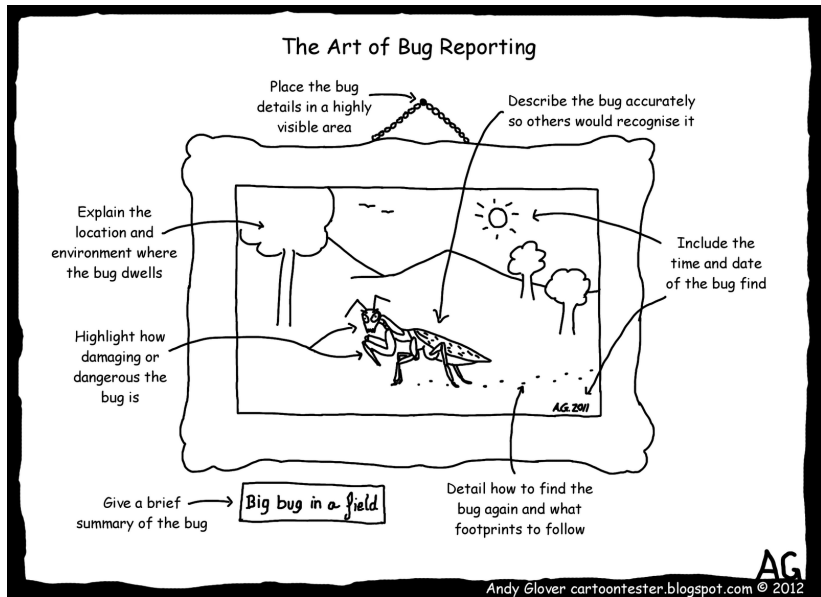
Description

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



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>

#bugs on GIMPnet

- 🐾 Easy Questions
- 🐾 hang around



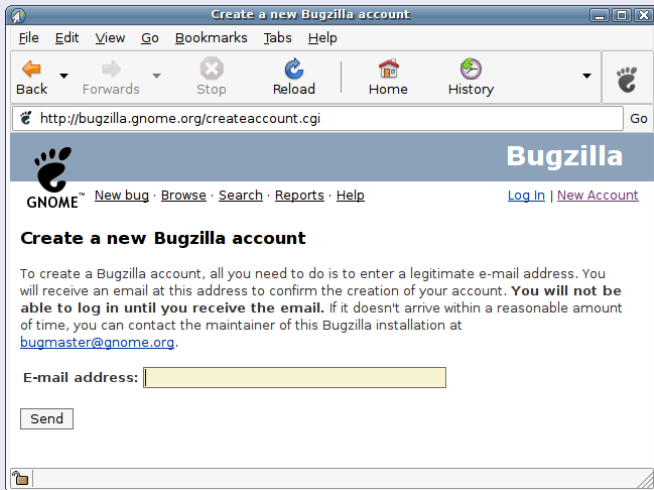
Beginners Guide

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 browser's address bar displays the URL "http://bugzilla.gnome.org/createaccount.cgi". The page header features the Bugzilla logo (a footprint) and the text "Bugzilla GNOME". Navigation links include "New bug", "Browse", "Search", "Reports", "Help", "Log In", and "New Account". The main heading is "Create a new Bugzilla account". 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". Below this text is a form with the label "E-mail address:" followed by a text input field. A "Send" button is located below the input field.

Create a new Bugzilla account

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

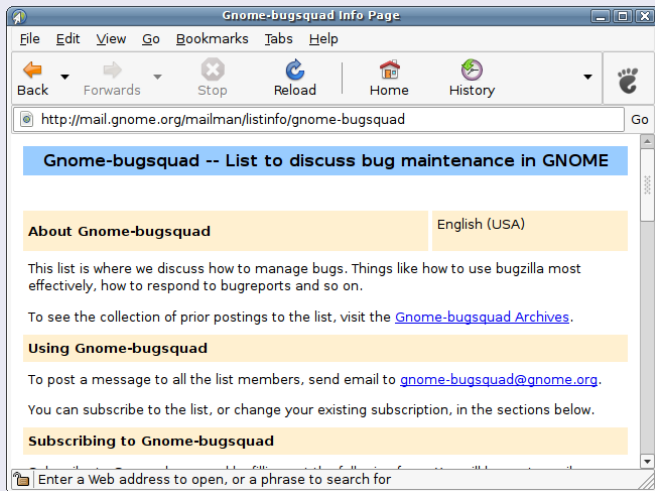
To create a Bugzilla account, all you need to do is to enter a legitimate e-mail address. You will receive an email at this address to confirm the creation of your account. **You will not be able to log in until you receive the email.** If it doesn't arrive within a reasonable amount of time, you can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

E-mail address:

Beginners Guide (cont.)

How do I triage bugs?

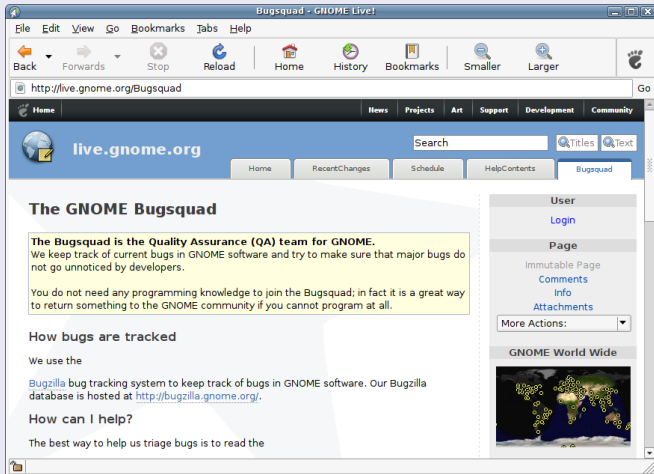
Subscribe Mailinglist



Beginners Guide (cont.)

How do I triage bugs?

Read Triage Guide



Beginners Guide (cont.)

How do I triage bugs?

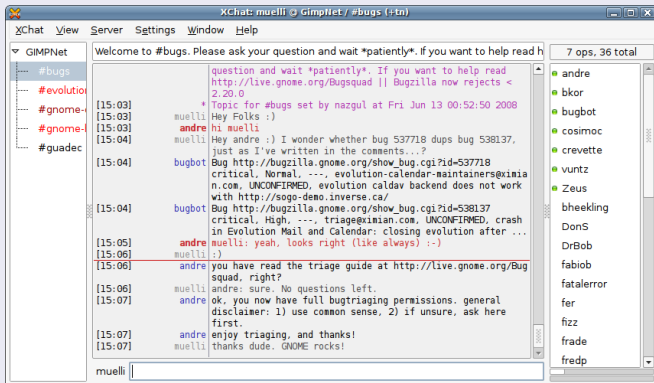
Triage bug reports

Write Comments, Ask on IRC or Mailinglist

Beginners Guide (cont.)

How do I triage bugs?

Ask for permissions

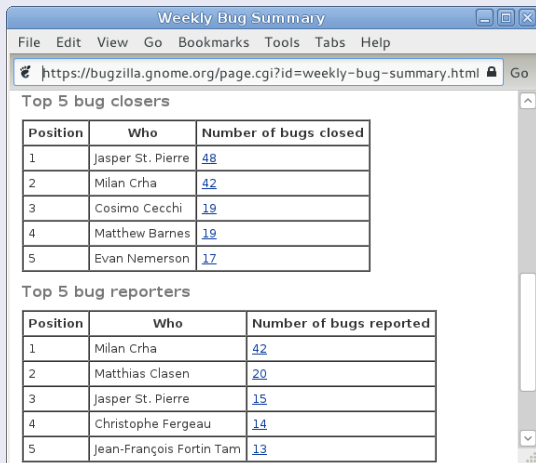


On IRC or on Mailinglist

Beginners Guide (cont.)

How do I triage bugs?

Be in the top 10!



The screenshot shows a web browser window with the title "Weekly Bug Summary". The address bar displays the URL "https://bugzilla.gnome.org/page.cgi?id=weekly-bug-summary.html". The page content is divided into two sections: "Top 5 bug closers" and "Top 5 bug reporters". Each section contains a table with three columns: "Position", "Who", and "Number of bugs closed" or "Number of bugs reported".

Top 5 bug closers

Position	Who	Number of bugs closed
1	Jasper St. Pierre	48
2	Milan Crha	42
3	Cosimo Cecchi	19
4	Matthew Barnes	19
5	Evan Nemerson	17

Top 5 bug reporters

Position	Who	Number of bugs reported
1	Milan Crha	42
2	Matthias Clasen	20
3	Jasper St. Pierre	15
4	Christophe Fergeau	14
5	Jean-François Fortin Tam	13

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 **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.

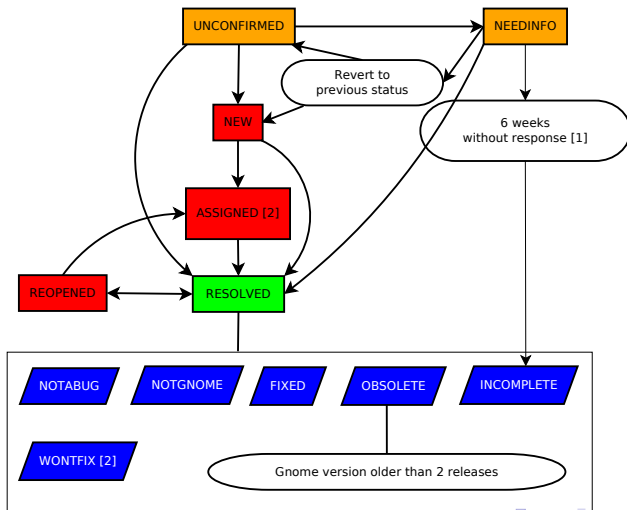
Status Fields (cont.)

What do all these fields mean, anyway?

VERIFIED 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.

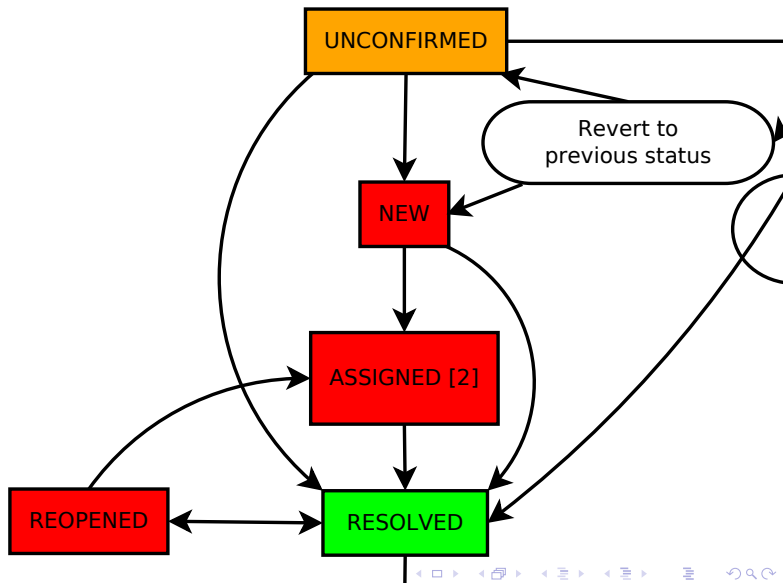
Triaging Diagram

Eh, what? How does it look like?



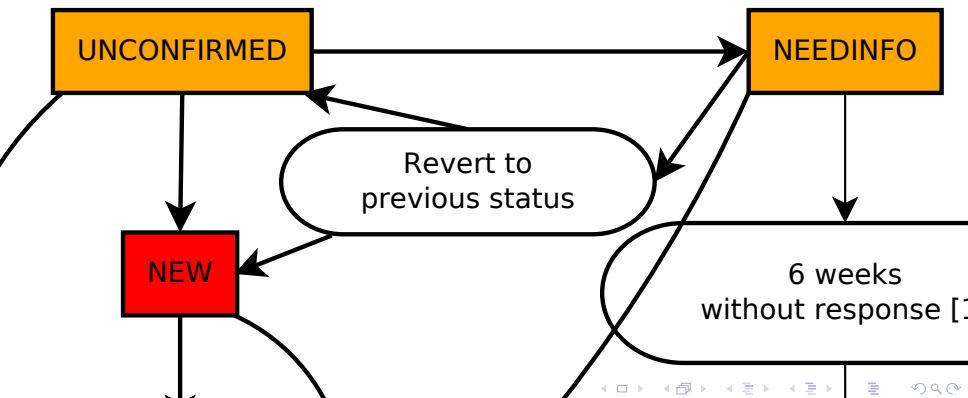
Triaging Diagram

Normal Flow



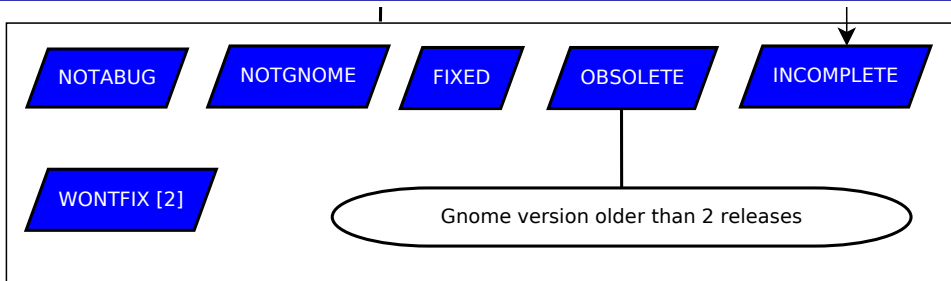
Triaging Diagram

NEEDINFO



Triaging Diagram

Resolutions

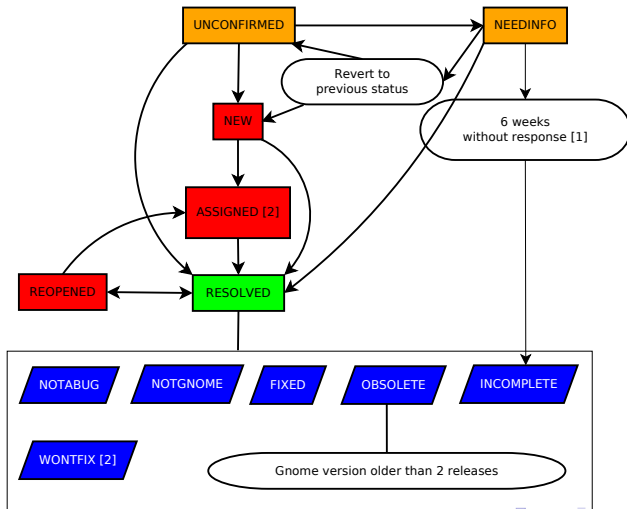


[1] It's not always 6 weeks. Some maintainers explicitly asked to not close after 6 weeks

[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?

Questions?

