Bugsquadding in GNOME

Akhil Laddha

Oh wait.
That's not true.
I'm lying.
I'm André.
Akhil didn't have time.
But he honestly feels sorry!

Bugsquadding in GNOME

André Č. Klapper

Why?

Help developers to spend their time on developing, not on „bad“ bug reports that miss enough info.

Help finding important issues.

Where?

bugzilla.gnome.org = GNOME's bug tracking system

GNOME Bugzilla – Main Page
Version 3.1.6+
Welcome to GNOME Bugzilla
File a Bug
Search
User Preferences
Quick Search
Quick Search help | Install the Quick Search plugin
Bugzilla User's Guide
Release Notes

What?

Report makes sense?
Enough info provided?
Severity / Priority?
Filed under right product?

Report types:
Crash,
Functionality failure,
Feature request, ...

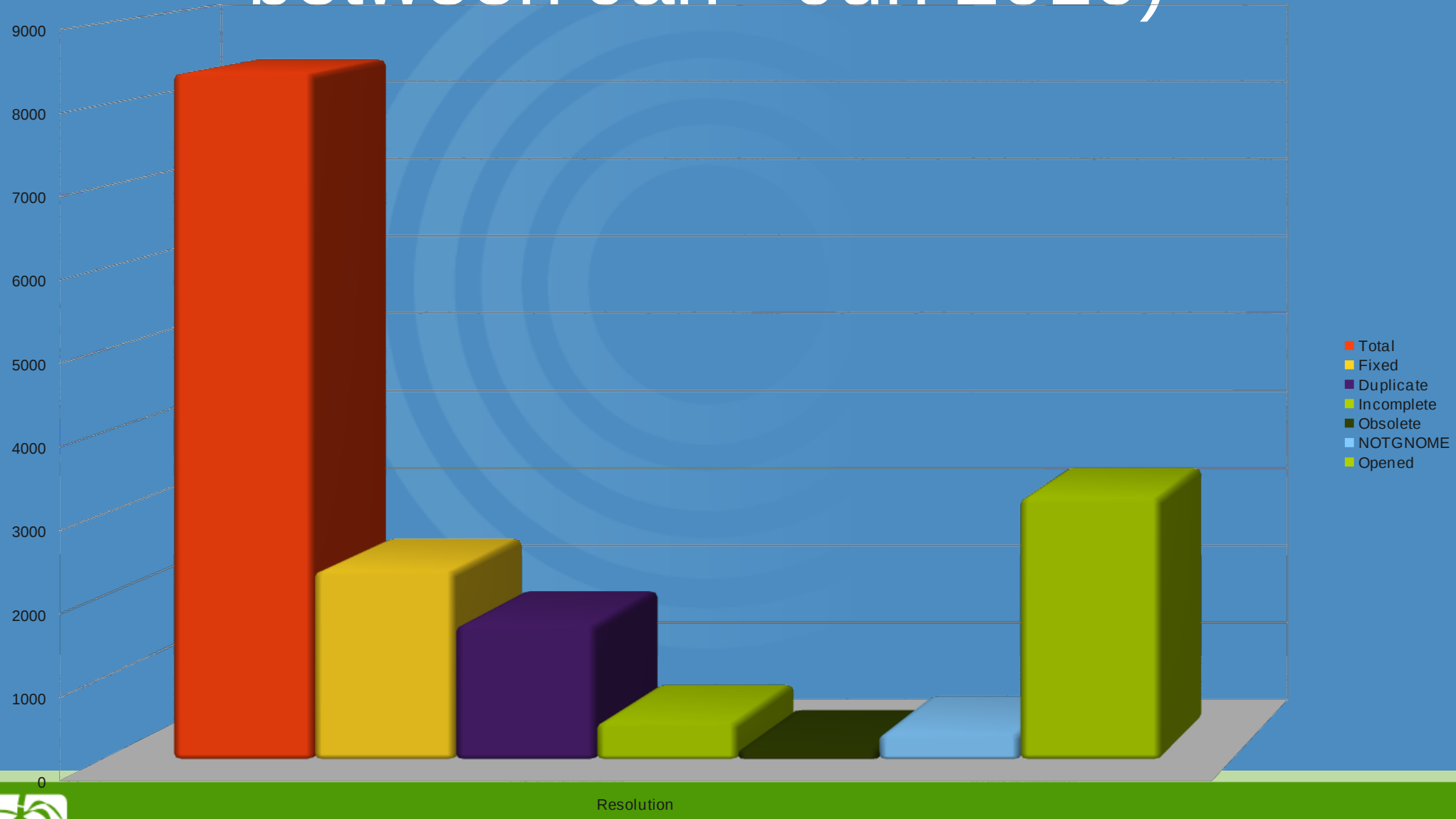
How?

Sensible
Patient
Friendly
Listening

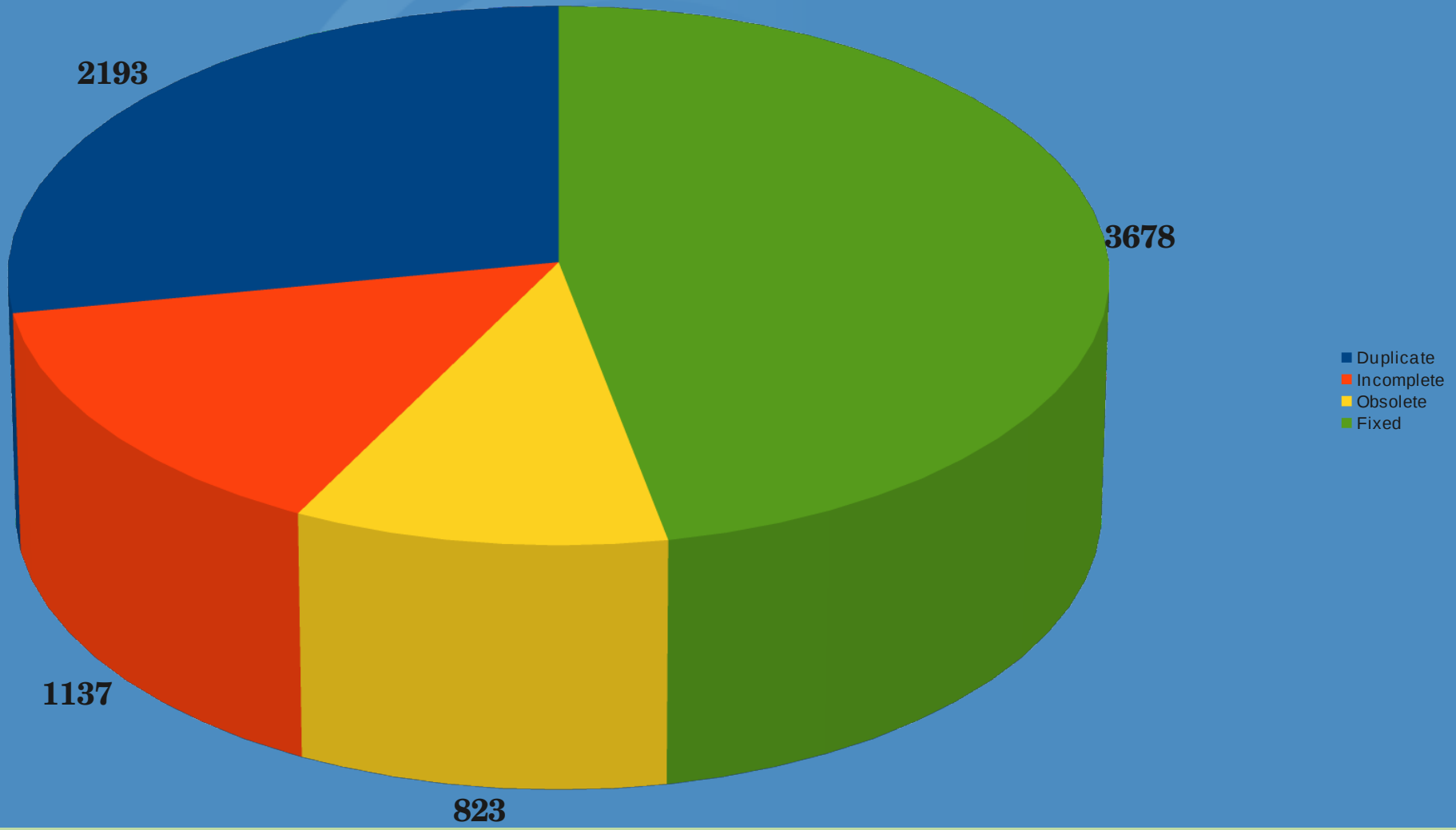
Why? (again)

Two old statistics that I stole from Akhil's slides, because I am lazy:

New bugs (Desktop) that were filed between Jan - Jun 2010)



Reports closed (Desktop) between Jan - Jun 2010



Yeah, that's a lot.

Getting involved

Create a Bugzilla account

Read the Triage guide:
http://live.gnome.org/
Bugsquad/TriageGuide

Go to #bugs on GNOME IRC

Ask for permissions

Fields and settings in a bug report

Additional Comments:

[need_stacktrace] [bad_description] [bad_description+crasher] [bad_stacktrace] [obsolete] [mozilla] [not_gnome] [duplicate] [dupe+needinfo] [dupe+fixed] [fixed_in_stable] [fixed_in_head]

Status: UNCONFIRMED

Mark as Duplicate

Commit

Attachments
Add an attachment (proposed patch, testcase, etc.)

Status: UNCONFIRMED (edit) **Reported:** 2007-04-18 09:14 UTC by

Status: UNCONFIRMED (edit)

Reported: 2007-04-18 09:14 UTC by [redacted]

Modified: 2007-05-18 21:11 UTC (History)

Product: Evolution

Component: Mailer

Version: 2.8.x

OS: All

CC List: ☐ Add me to CC list
0 users (edit)

See Also: **Add Bug URLs:**

Importance: Normal normal

Commit

Target Milestone: ---

Assigned To: evolution-mail-maintainers@ximian.com (edit)

QA Contact: Evolution QA team (edit)

Whiteboard: evolution[filters]

Keywords: probabledup

Depends on:

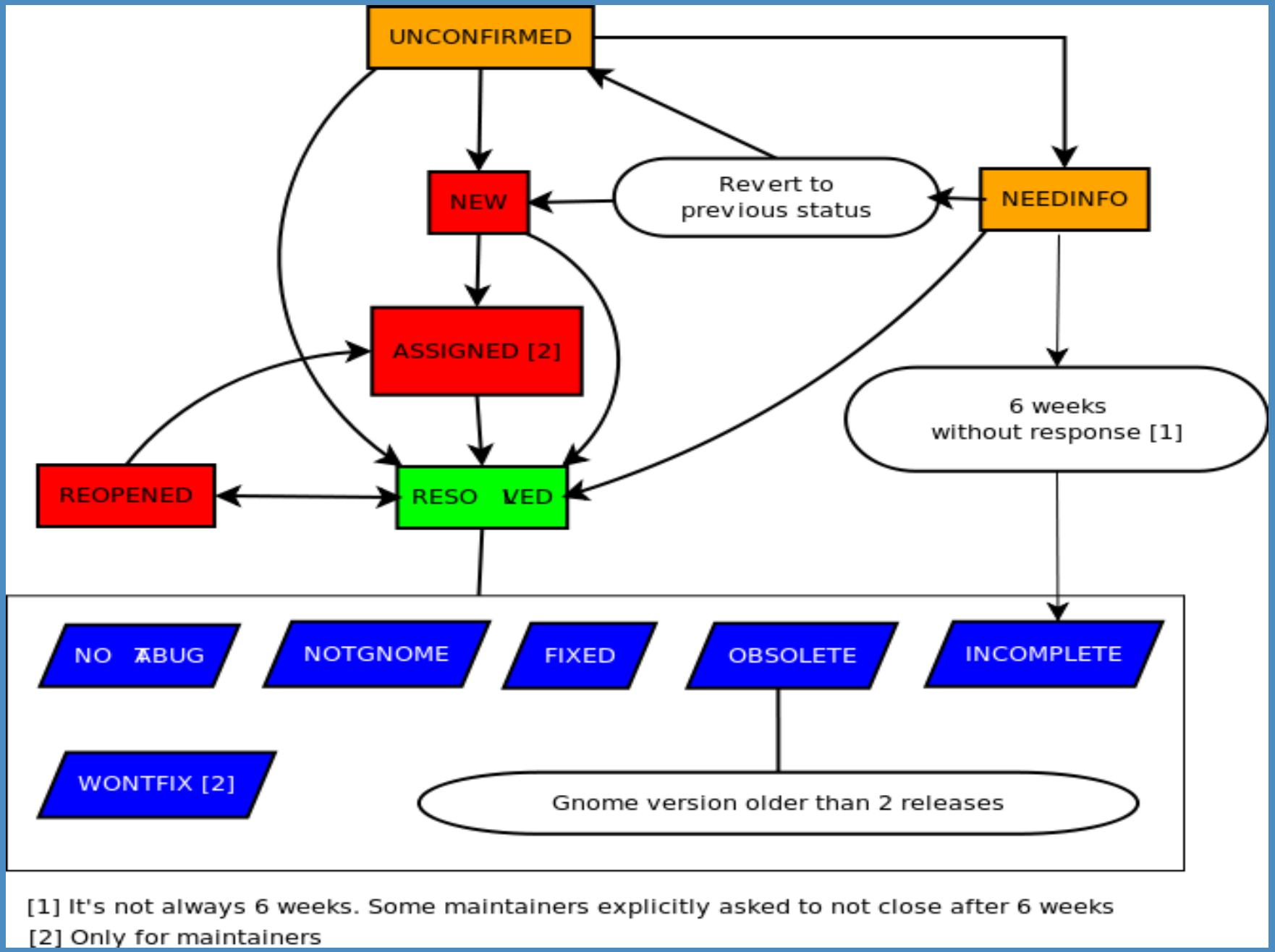
Blocks:

Show dependency tree

Most important Report Statuses:
UNCONFIRMED/NEW
ASSIGNED
NEEDINFO
RESOLVED (+resolutions)

https://bugzilla.gnome.org/page.cgi?id=fields.html#status

The triaging flowchart
(only for those that love flowcharts,
you can survive without!)



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

Good practices

The triage guide
(as mentioned before)

Keywords („categories“ across products): https://bugzilla.gnome.org/describekeywords.cgi

Stock answers
(the links below the comment field)

Personal opinion, in short:

1) Use common sense.
2) If unsure, ask first.

Contact

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

#bugs channel on GimpNet IRC

http://live.gnome.org/Bugsquad

Encouragement

Remember that this is only the first step. At least a couple other people will read and have the opportunity to correct your mistakes. That isn't to say "make lots of mistakes" but it is to say "don't be afraid to make them." Especially once you get used to it, your work will make the lives of the GNOME developers - and as a result GNOME itself - a heck of a lot better. -- LuisVilla

Credits

Akhil Laddha
(for most of the slides in this presentation)

Questions?

Slides available at:
http://people.gnome.org/~aklapper/gnome-asia2011/