



# Bugsquadding in GNOME

Akhil Laddha



Oh wait.  
That's not true.  
Akhil wanted to give this talk.  
But he didn't have time.  
And he honestly feels sorry!  
I'm André. Again.





# 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



## Welcome to GNOME Bugzilla



[File a Bug](#)



[Search](#)



[User Preferences](#)

[Quick Search help](#) | [Install the Quick Search plugin](#)

[Bugzilla User's Guide](#) | [Release Notes](#)

[My Bugs](#)





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



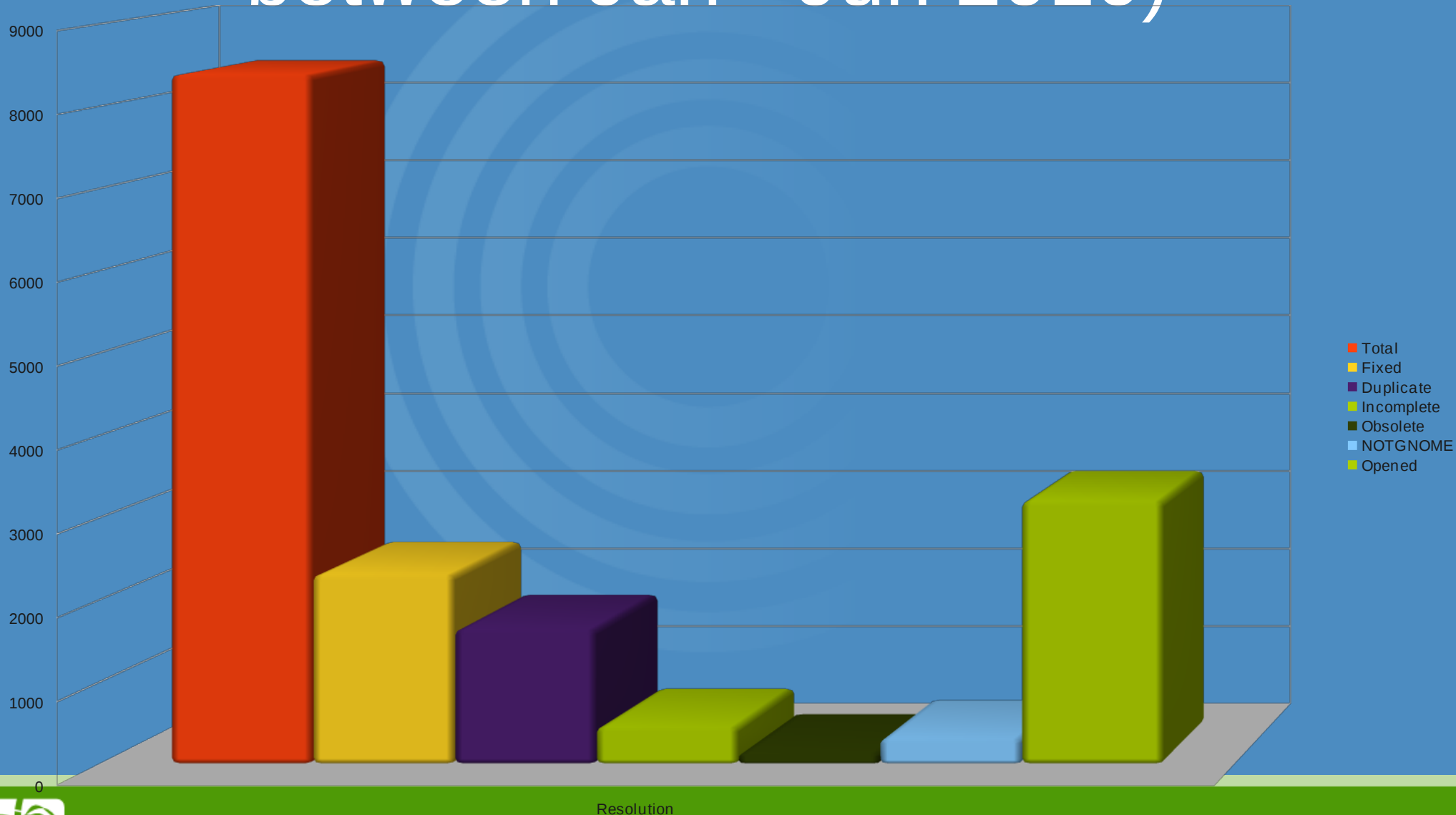
# Why? (again)



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

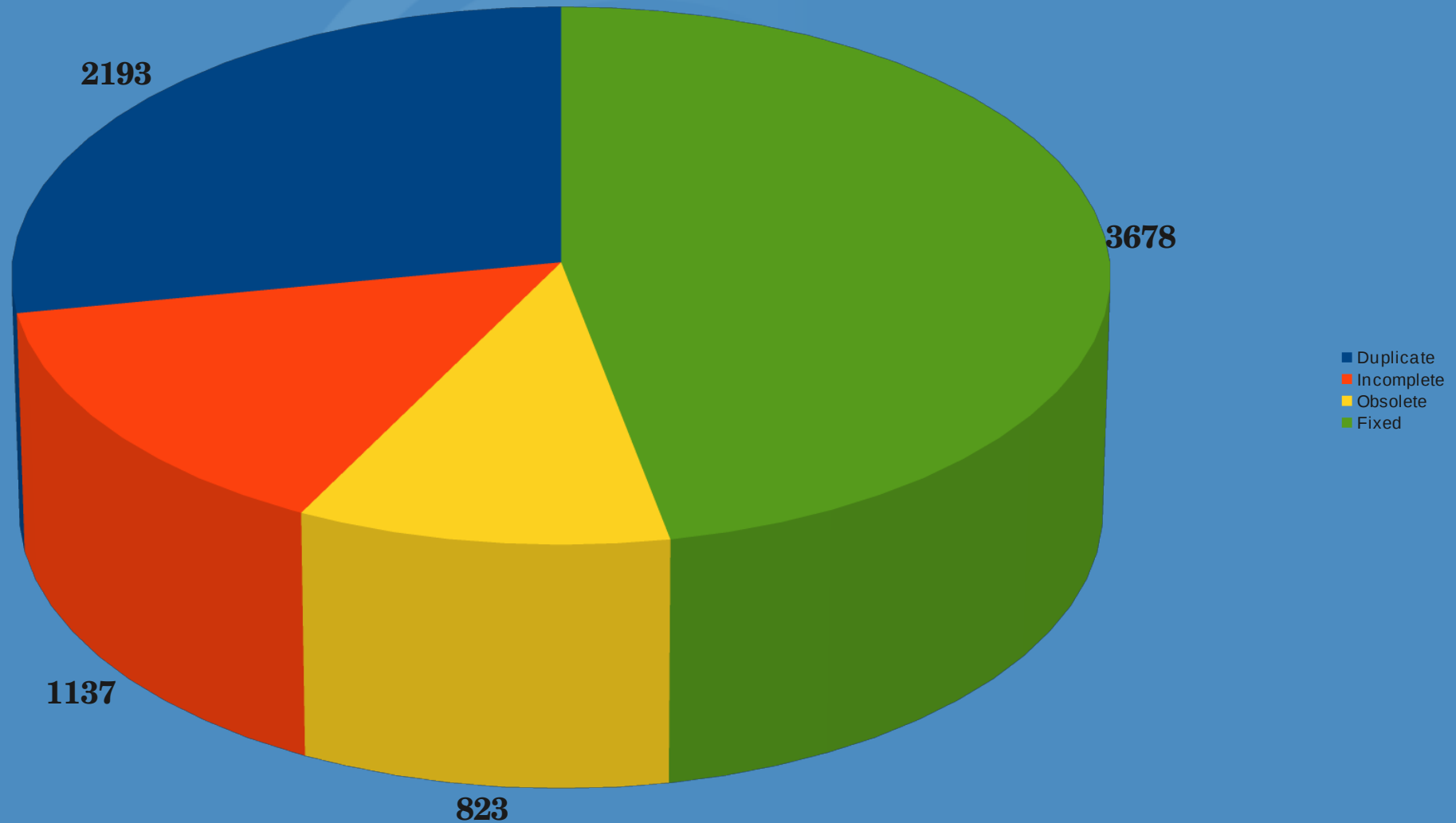


# New bugs (Desktop) that were filed between Jan - Jun 2010





# 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](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](#)

### Attachments

[Add an attachment](#) (proposed patch, testcase, etc.)

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**Status:** UNCONFIRMED ([edit](#))

**Reported:** 2007-04-18 09:14 UTC by [\[redacted\]](#)



**Status:** UNCONFIRMED ([edit](#))

**Reported:** 2007-04-18 09:14 UTC by [\[redacted\]](#)

**Product:** Evolution

**Modified:** 2007-05-18 21:11 UTC ([History](#))

**Component:** Mailer

**CC List:**  Add me to CC list  
0 users ([edit](#))

**Version:** 2.8.x

**See Also:** **Add Bug URLs:**

**OS:** All

**Importance:** Normal normal

**Target Milestone:** ---

**Assigned To:** [evolution-mail-maintainers@ximian.com](mailto: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)

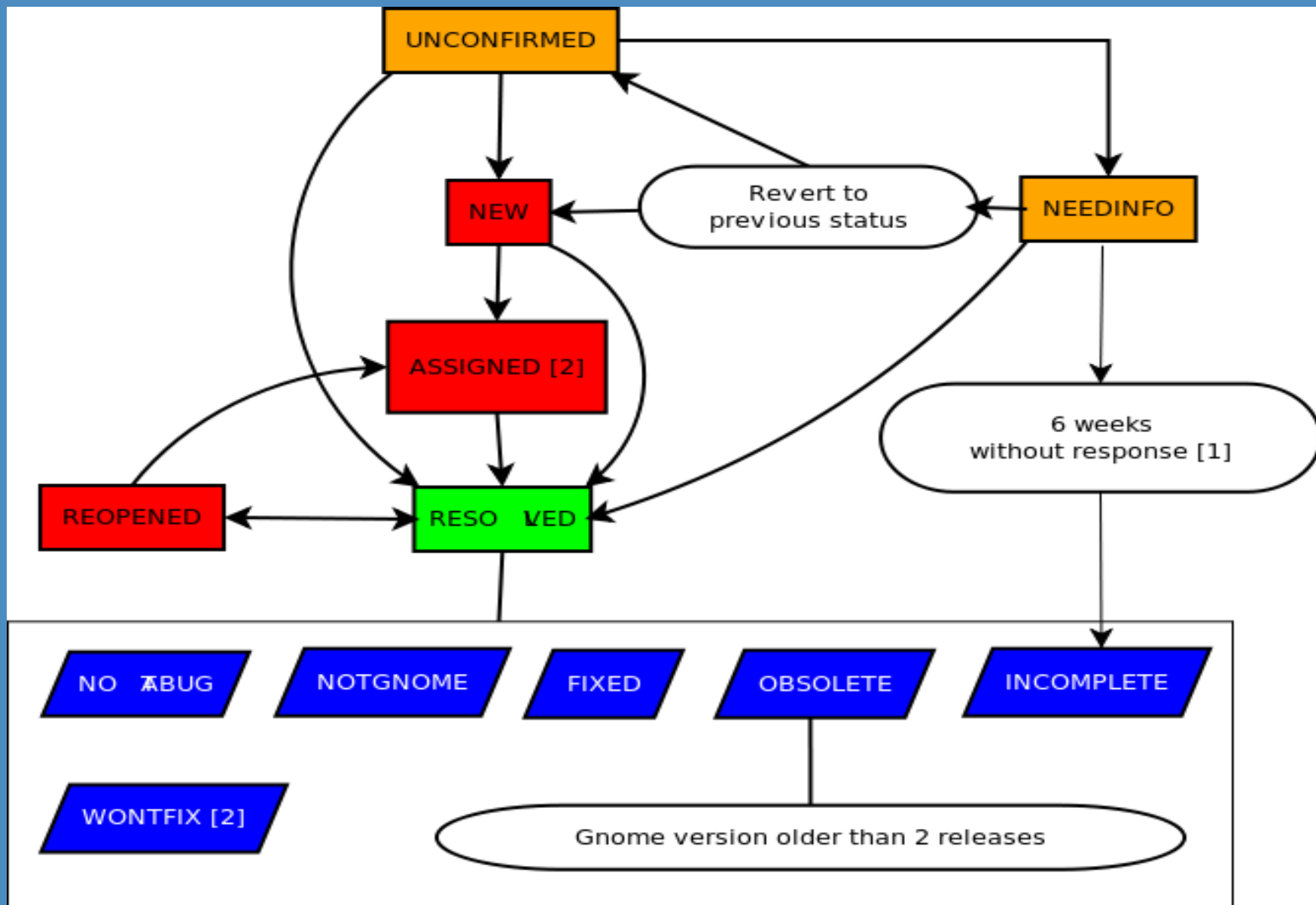
[https://bugzilla.gnome.org/  
page.cgi?id=fields.html#status](https://bugzilla.gnome.org/page.cgi?id=fields.html#status)





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](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](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/>

