



\* Character from MeeGo Project,  
<http://meego.com>,  
Creative Commons Attribution license,  
you know what I mean

# Handling bug reports in `bugs.meego.com`

André Č. Klapper (maemo.org Bugmaster)  
<[aklapper@openismus.com](mailto:aklapper@openismus.com)>

# Why a Bugtriage team (bugsquad)?

"If the developers don't have enough time to triage the bugs, a triage team is expected to sit in the middle and help ensure the reported bugs are assessed and then routed to the right developers."

(from Jono Bacon's "The Art of Community", page 136)

Luis Villa: „Why everyone needs a bugmaster“

<http://tieguy.org/talks-files/LCA-2005-paper-html/index.html>

# Maemo! What have we learned?

Bug reports from users and community contact create more work. That is something to avoid.

Maemo had successful approaches for this and MeeGo should try to copy them. Let's take a look...

# Have no one and only bugtracker

Also have an internal one to keep decision processes  
intransparent & avoid community noise („feedback“)!  
There are already enough colleagues to discuss with!

Maemo:



# Have no one and only bugtracker

MeeGo:

**Od:** Michael Leibowitz <[michael.leibowitz@intel.com](mailto:michael.leibowitz@intel.com)>  
**Komu:** <[meego-touch-dev@meego.com](mailto:meego-touch-dev@meego.com)>, <[meego-dev@meego.com](mailto:meego-dev@meego.com)>  
**Předmět:** Re: [MeeGo-dev] [MeeGo-touch-dev] libmeegotouch 0.20.44-1 has been tagged.

On Thu, 2010-09-23 at 04:56 -0700, Natalia Dobrovolskaya wrote:

> libmeegotouch 0.20.44-1 has been tagged.

> CHANGES

> Fixes: NB188568 - View menu doesn't close when tapping Home button

> Fixes: NB#187235 - madvancedlist item - calling setItemStyle more

What are all these NB# bugs. I can't see them. I don't see any BMC#'s.  
Does this release only fix bugs that I can't see and don't know about?

[https://bugs.maemo.org/show\\_bug.cgi?id=4900](https://bugs.maemo.org/show_bug.cgi?id=4900)

# Make it hard to contribute patches

...as they have to be reviewed and tested.

Have no centralized code repository!

Provide no overview what code parts are open / closed!

Real hackers will find out if they are really interested in your software!

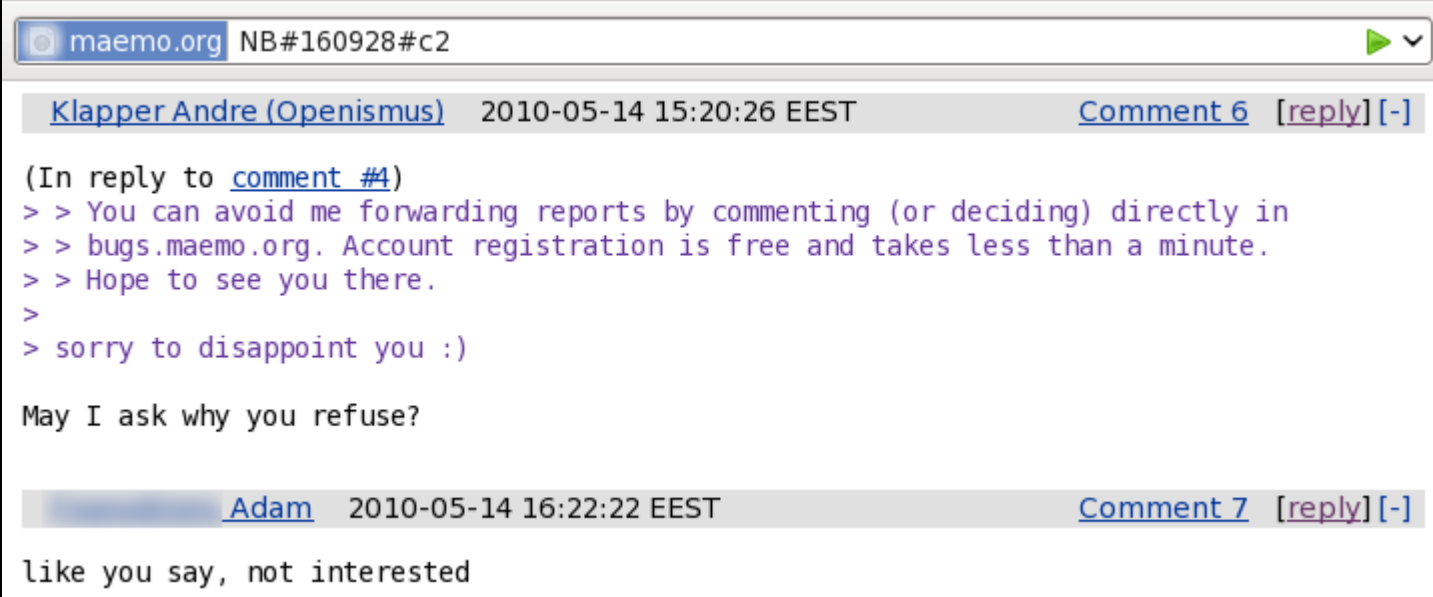
Maemo: [maemo.gitorious.org](http://maemo.gitorious.org), [git.maemo.org](http://git.maemo.org),  
[dvcs.projects.maemo.org](http://dvcs.projects.maemo.org), [garage.maemo.org](http://garage.maemo.org), ...

MeeGo: [meego.gitorious.org](http://meego.gitorious.org)

# Avoid interaction with community

Do not talk to users directly! It just creates more work!  
Stay away from Bugzilla, public mailing lists, or IRC!

Maemo:



maemo.org NB#160928#c2

[Klapper Andre \(Openismus\)](#) 2010-05-14 15:20:26 EEST [Comment 6](#) [\[reply\]](#) [\[-\]](#)

(In reply to [comment #1](#))

> > You can avoid me forwarding reports by commenting (or deciding) directly in  
> > bugs.maemo.org. Account registration is free and takes less than a minute.  
> > Hope to see you there.  
>  
> sorry to disappoint you :)

May I ask why you refuse?

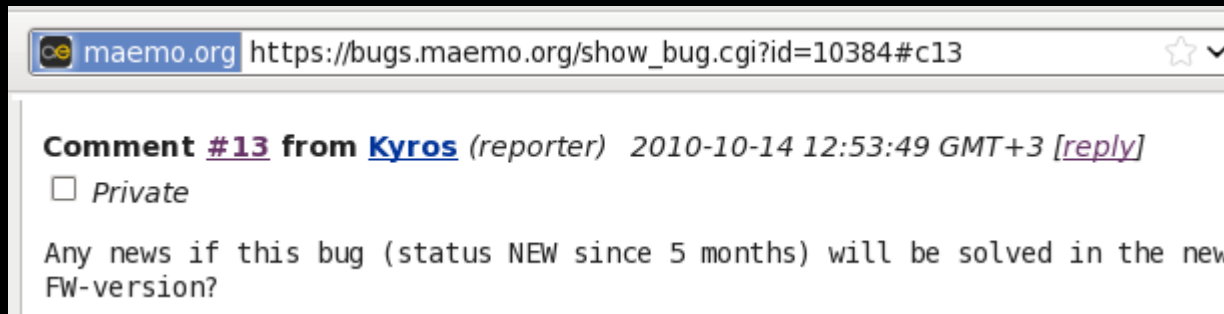
[Adam](#) 2010-05-14 16:22:22 EEST [Comment 7](#) [\[reply\]](#) [\[-\]](#)

like you say, not interested

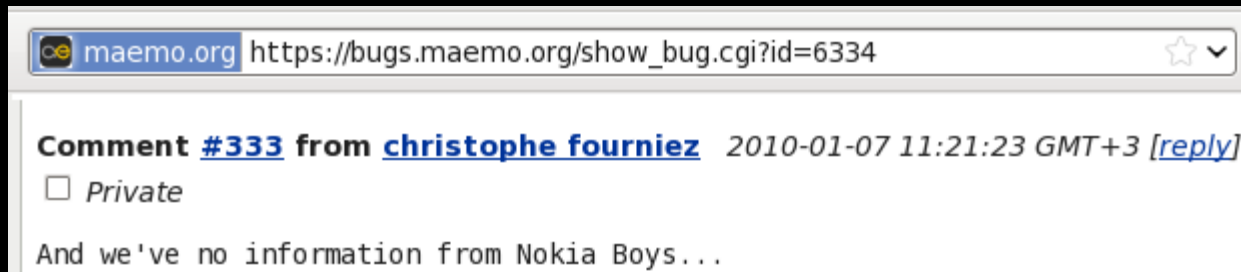
# Remain silent

Don't communicate your plans, e.g. when/if bugfixes are planned. Let community guess and nag. Buzz is good!

Maemo:



A screenshot of a web browser window showing a comment on the Maemo bug tracking site. The address bar displays 'maemo.org https://bugs.maemo.org/show\_bug.cgi?id=10384#c13'. The comment is titled 'Comment #13 from Kyros (reporter) 2010-10-14 12:53:49 GMT+3 [reply]' and includes a 'Private' checkbox. The text of the comment asks: 'Any news if this bug (status NEW since 5 months) will be solved in the new FW-version?'.



A screenshot of a web browser window showing a comment on the Maemo bug tracking site. The address bar displays 'maemo.org https://bugs.maemo.org/show\_bug.cgi?id=6334'. The comment is titled 'Comment #333 from christophe fournier 2010-01-07 11:21:23 GMT+3 [reply]' and includes a 'Private' checkbox. The text of the comment says: 'And we've no information from Nokia Boys...'.

Also works on mailing lists (e.g. meego-qa)!

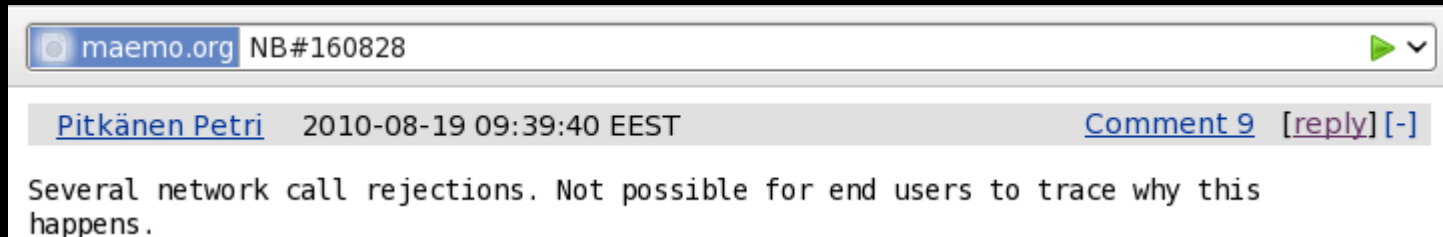


# Make it hard to debug problems

Don't provide options to debug! They just slow down performance!

If options exist, don't document them! At least keep them inconsistent through all your apps! Real hackers will find out anyway, and others are kept away!

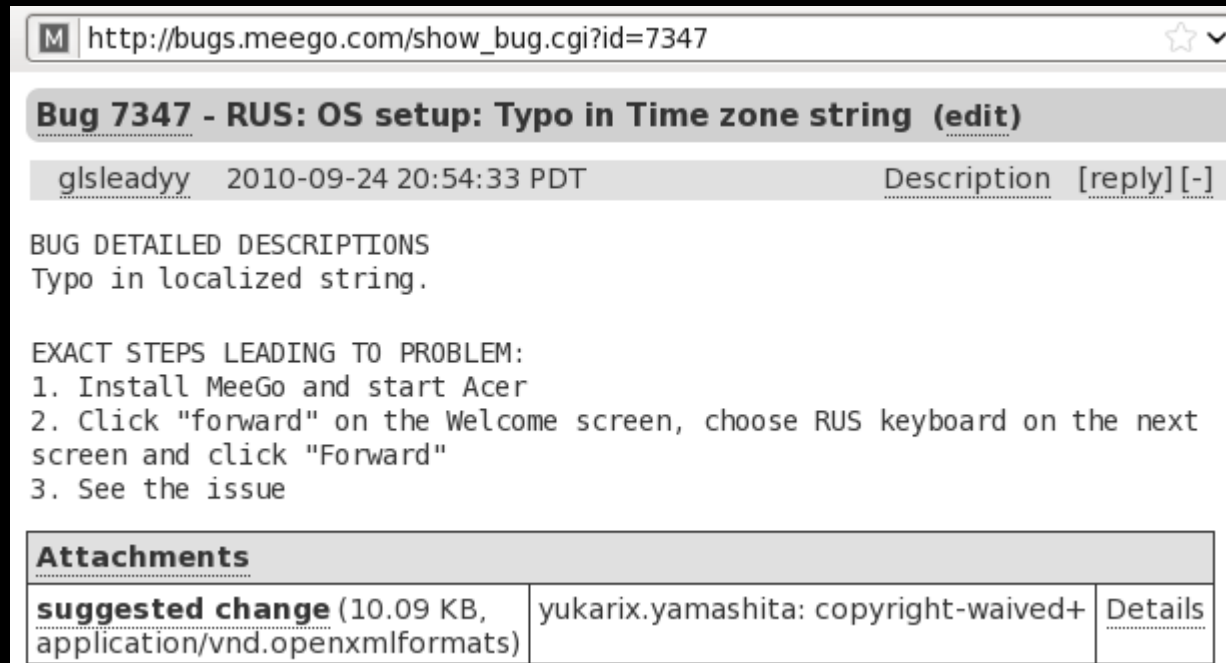
Maemo:

A screenshot of a web browser showing a comment on the Maemo.org website. The browser's address bar displays 'maemo.org' and 'NB#160828'. The comment is by 'Pitkänen Petri' and is dated '2010-08-19 09:39:40 EEST'. It has '9' comments and a '[reply] [-]' link. The text of the comment reads: 'Several network call rejections. Not possible for end users to trace why this happens.'

# Don't put error messages or the exact badly translated string in reports

We want duplicates! Don't mention the faulty string in the bug summary or text to avoid finding it through search!

MeeGo:



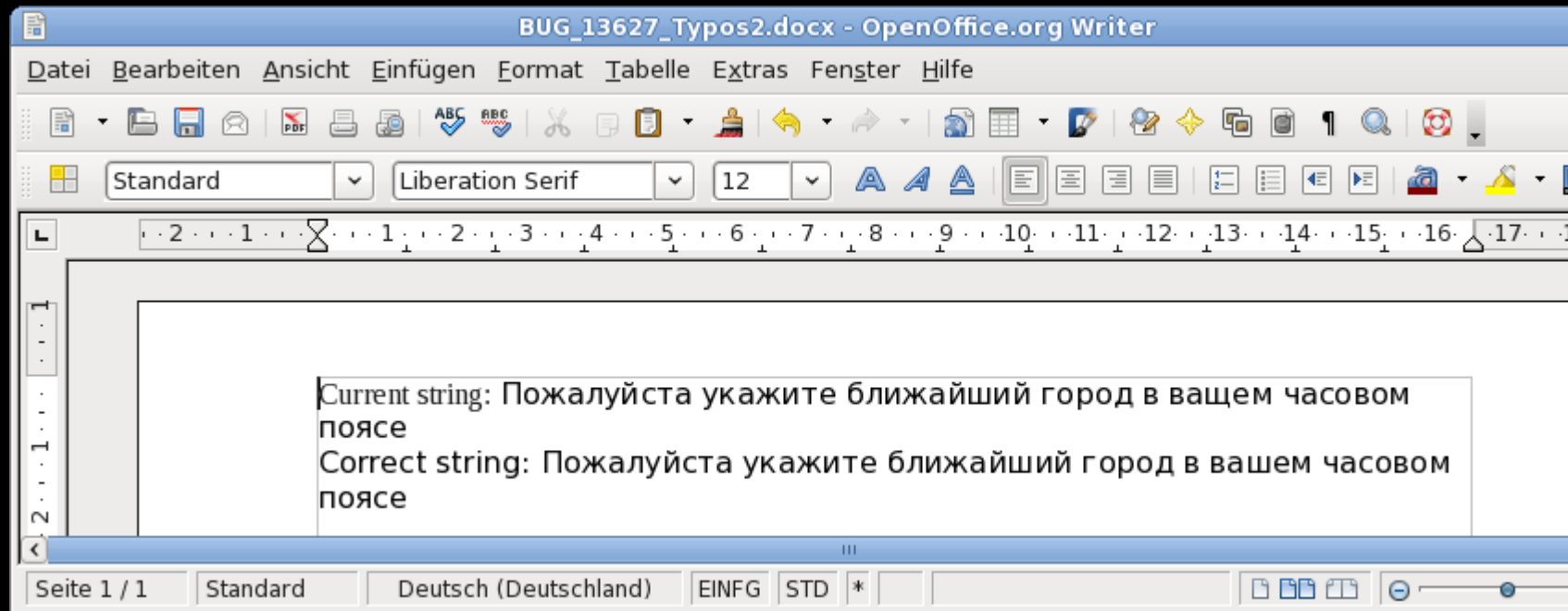
The screenshot shows a web browser window with the URL `http://bugs.meego.com/show_bug.cgi?id=7347`. The page title is "Bug 7347 - RUS: OS setup: Typo in Time zone string (edit)". The reporter is "glsleadyy" and the report was made on "2010-09-24 20:54:33 PDT". The description is "BUG DETAILED DESCRIPTIONS Typo in localized string." The "EXACT STEPS LEADING TO PROBLEM:" section lists three steps: 1. Install MeeGo and start Acer; 2. Click "forward" on the Welcome screen, choose RUS keyboard on the next screen and click "Forward"; 3. See the issue. There is an "Attachments" section with one attachment: "suggested change (10.09 KB, application/vnd.openxmlformats)" by "yukarix.yamashita: copyright-waived+", with a "Details" link.

Attachments		
<a href="#">suggested change</a> (10.09 KB, application/vnd.openxmlformats)	yukarix.yamashita: copyright-waived+	<a href="#">Details</a>

# Don't put error messages or the exact badly translated string in reports

Putting text in binary attachments also helps hiding information from finding it through Bugzilla search.

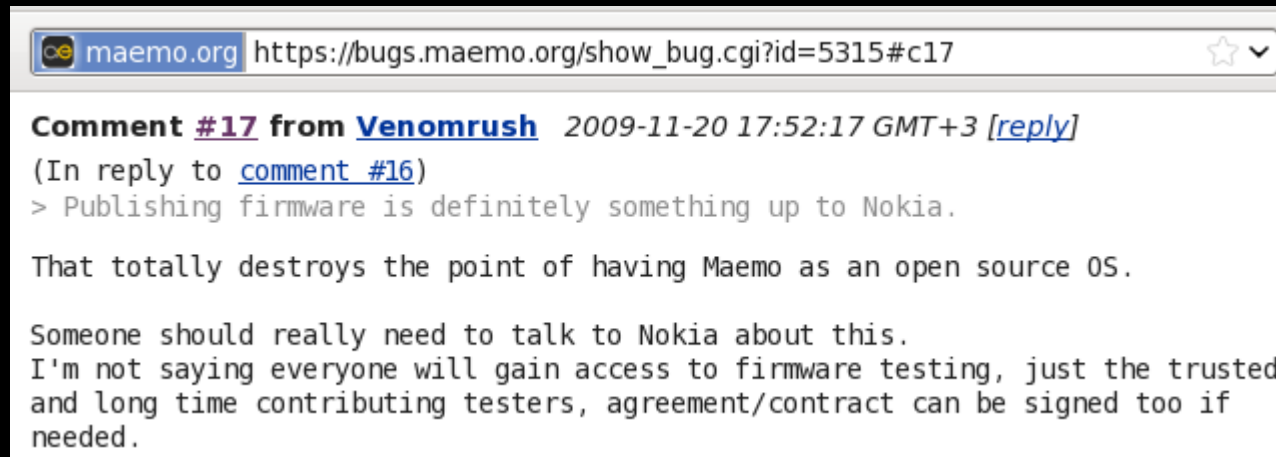
MeeGo:



# Provide no public test builds

They just create more bug reports and might lead to identifying problems before the next major release, and fixing them means more work!

Maemo:



MeeGo: <http://repo.meego.com/MeeGo/builds/trunk/>

# Make it hard to join the Bugsquad

Don't tell how to contact Bugsquad or how to learn triaging. Announce IRC meetings that won't take place.

Maemo: <https://wiki.maemo.org/Bugsquad>:

- Triage Guide for Newbies

- Stock answers to share debug knowledge to improve feedback

- Contact info (IRC, mailing list)

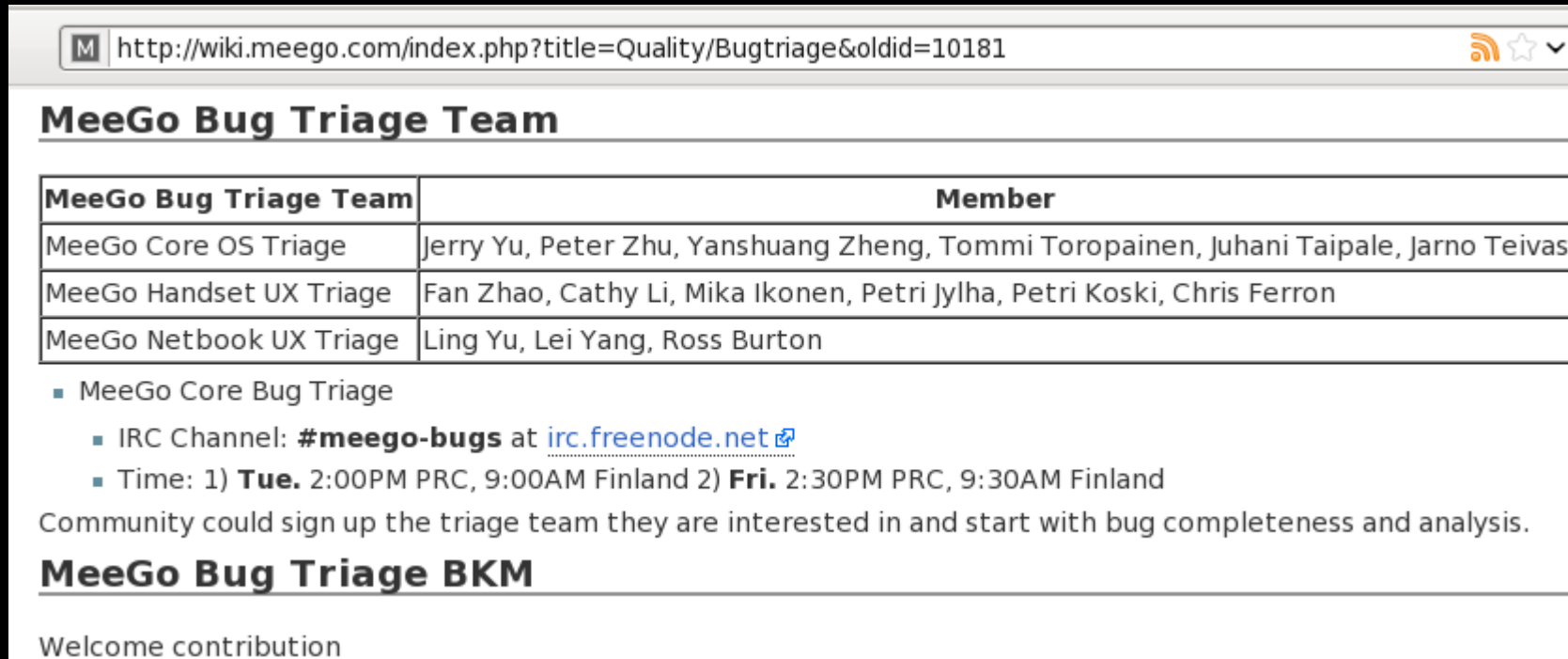
MeeGo:

- <http://wiki.meego.com/Quality/Bugtriage>

- [http://wiki.meego.com/Quality/How\\_To\\_Report\\_Bugs](http://wiki.meego.com/Quality/How_To_Report_Bugs)

# Make it hard to join the Bugsquad

MeeGo:



The screenshot shows a web browser window with the URL <http://wiki.meego.com/index.php?title=Quality/Bugtrriage&oldid=10181>. The page title is "MeeGo Bug Triage Team". Below the title is a table with two columns: "MeeGo Bug Triage Team" and "Member".

MeeGo Bug Triage Team	Member
MeeGo Core OS Triage	Jerry Yu, Peter Zhu, Yanshuang Zheng, Tommi Toropainen, Juhani Taipale, Jarno Teivas
MeeGo Handset UX Triage	Fan Zhao, Cathy Li, Mika Ikonen, Petri Jylha, Petri Koski, Chris Ferron
MeeGo Netbook UX Triage	Ling Yu, Lei Yang, Ross Burton

Below the table, there is a list of items:

- MeeGo Core Bug Triage
  - IRC Channel: **#meego-bugs** at [irc.freenode.net](http://irc.freenode.net)
  - Time: 1) **Tue.** 2:00PM PRC, 9:00AM Finland 2) **Fri.** 2:30PM PRC, 9:30AM Finland

Community could sign up the triage team they are interested in and start with bug completeness and analysis.

**MeeGo Bug Triage BKM**

Welcome contribution

(has been improved a bit in the meantime)

# Don't document workflows / permissions

Why can't I edit typos in summaries of feature tickets?

Why can't I reset priorities of bug reports?

Why do both severity = enhancement and „MeeGo Features“ classification exist and how do they differ?

Who can and why, and how can I get rights?

Why are some bug reports unaccessible, and why (policy)? [https://bugs.maemo.org/show\\_bug.cgi?id=9943](https://bugs.maemo.org/show_bug.cgi?id=9943)

Who maintains MeeGo Bugzilla and how to contact?

[http://wiki.meego.com/Web\\_infrastructure](http://wiki.meego.com/Web_infrastructure)

# How to help retaining all this

Freenode IRC: #meego-bugs (and #meego-qa-tools)

Mailing list: <http://lists.meego.com/listinfo/meego-qa>

Get involved! It's an early stage and lots of things are still undefined and undiscussed!



# Don't discuss now

We have some minutes left, but that's just normal.

Thanks!

André Č. Klapper <[aklapper@openismus.com](mailto:aklapper@openismus.com)>