Best practices for Bugzilla and Bug reporting

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Contribute to openSUSE

As a non-developer
- Recommend to others
- Help other users on IRC/mailing lists/forums
- Write documentation
- Blog/Twitter
- Test Milestones, Betas, RCs, GMCs and Factory
- Write Bug reports
- Screen/work on Bug reports

That's quite easy!
What is a Bug report?

You made a mistake!
Reaction can be different

😊 Happy about your feedback and interested in fixing problem quickly

😐 Neutral and maybe willing to fix

😔 Pushing back and not willing to fix

Be aware!
What makes work hard for developers

• Bad/incomplete bug reports
  - Not mentioning enough information (e.g. piece of software you are using, what in particular is not working for you)
  - Missing log files/screen shots
  - Assigned to wrong product or component

• Duplicate bug reports

• Adding other problems to existing Bug reports
  - also adding similar problems to Bug reports of other problems (e.g. add problems with 12.2 to 12.1 reports)

• Unresponsive reporters

Keep in mind!
openSUSE's tool for Bug reports

• Bugzilla
  - Access at bugzilla.novell.com
  - You need to have a Novell account
Demo – Creating a Bug report
Create a Bug report
#1

• Login to Bugzilla

• Notice part “Bug Writing FAQs” and link to “Submitting Bug Reports” documentation

• Select “New” in gray tool bar or “Enter a bug” link

• Select Product Line (“openSUSE”) and Product (e.g. “openSUSE 12.2”)
Create a Bug report
#2

• Step 1

Search for existing Bug reports

- Check “frequently reported bugs” section
- Use search text field
  - Case: Bugs exist
    → check if any of the Bugs really describes your problem exactly
    → add more helpful information if necessary
    → add yourself in CC list
  - Case: Bug does not exist
    → Create a Bug report
Create a Bug report

#3

• Step 2

Give Information

- Component (e.g. “YaST2”)
  - See green description next to box when selecting component!
- Hardware Platform (e.g. “x86-64”)
- Operating System (e.g. “openSUSE 12.2”)
- Product Version (e.g. “Final”)

Take the time!
Create a Bug report
#4

• Step 2 continued

Give Information

- Summary (very important!)
  - A sentence which summarizes the problem
  - Please be descriptive and use lots of keywords

- Details (most important!)
  - Expand on the Summary
  - Please be as specific as possible about what is wrong

- Reproducibility
  - Is problem happen all the time or just sometimes or under special circumstances (if so – also add to “Details”)
Create a Bug report

#5

• Step 2 continued

Give Information

- Steps to Reproduce
  - Describe how to reproduce the problem, step by step
  - Include any special setup steps.

- Actual Results
  - What happened after you performed the steps above?

- Expected Results
  - What should the software have done instead?

- Attachment
  - Upload a helpful attachment (e.g. a screenshot or a log file.)
Create a Bug report

#6

• Step 2 continued

Give Information

- Additional Information
  - Any additional information you feel may be relevant to this bug (e.g. window manager you are using, themes, special information about your computer's configuration, does problem also exist with a users with a new created home directory)
  - Any information longer than a few lines, such as a stack trace or HTML testcase, should be added as an attachment

- Severity
  - How serious s the problem?
  - Is your bug is a request for a new feature?
Create a Bug report

#7

• Step 3
  Submit the bug report

• Step 4
  Check for error messages and provide/correct information if necessary

• If necessary add more attachments
Maintain your Bug report

• You will get mails for every change in the Bug report that is not done by you
  - Read them
  - Check if there is any question or action item for you (e.g. add additional log files) – maybe no NEEDINFO
  - Check if a developer is picking up the problem – if not try to find out who could be responsible and assign bug to him/her
  - Check if comments of the developer make sense or tell him/her if he/she misunderstands the problem
  - Change the status of the Bug report accordingly
Hints (not just) for developers

• Make sure you are using the “NEEDINFO” flag correct

• Mark duplicate Bug reports just in case you are sure this is really the very same

• Always maintain status of your Bug reports

• Hint for experienced Bug reporters:
  - Remove the part “?format=guided” from URL to get the usual create Bug report view
Questions?
Links, Mailing lists & IRC

- http://bugzilla.novell.com/
- http://en.opensuse.org/openSUSE:Submitting_bug_reports

- opensuse-testing@opensuse.org
- opensuse-factory@opensuse.org

- irc://irc.freenode.net/opensuse-testing
Contribute to openSUSE!

Thank you.