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Curicó, 25 de Septiembre de 2010.

Temario:

Un poco de mi. Bugsquad. Bugzilla. Reportes. Triagers. Estadisticas. Ejemplos.



Bugsquad

El Bugsquad es el equipo de control de calidad(QA)del proyecto GNOME.

Principal tarea del equipo es hacer un seguimiento de bugs o errores en el software actual de GNOME y tratar de asegurarse de que los bugs más importantes no pasen desapercibidos para los desarrolladores.



Bugzilla:

Bug-tracking System

Open Source.

Iniciativa de la fundación Mozilla

Url: http://bugzilla.gnome.org



Bugzilla GNOME

GNOME Bugzilla - Main Page





version 3.4

Le damos clic a Nueva cuenta (New Account)

Find | Reports | New Account | Log In | Forgot Password

GNOME Bugzilla - Main Page

Home | New | Browse | Search |



version 3.4.8+

 $\mathbf{GNOME}^{^{\mathsf{TM}}}$

Ingresamos nuestro correo.

| GNOME Bugzilla – Create a new Bugzilla account |
|---|
| Home New Browse Search Find Reports Help New Account Log In Forgot Password |
| To create a Bugzilla account, all you need to do is to enter a legitimate email 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 may contact the maintainer of this Bugzilla installation at bugmaster@gnome.org . |
| PRIVACY NOTICE: Bugzilla is an open bug tracking system. Activity on most bugs, including email addresses, will be visible to the public. We recommend using a secondary account or free web email service (such as Gmail, Yahoo, Hotmail, or similar) to avoid receiving spam at your primary email address. |
| Email address: |
| Send |
| Home New Browse Search Find Reports Help New Account Log In Forgot Password |



Confirmación del registro.

From: <u>bugzilla@gnome.org</u>

To: fabiognome@gmail.com

Subject: Bugzilla: confirm account creation

Date: Wed, 22 Sep 2010 21:55:09 +0000 (UTC) (09/22/2010 05:55:09 PM)

Bugzilla has received a request to create a user account using your email address (fabiognome@gmail.com).

To continue creating an account using this email address, visit the following link by September 25, 2010 at 21:55 UTC:

https://bugzilla.gnome.org/token.cgi?t=OnlqBwbpEK&a=request new account

If you did not receive this email before September 25, 2010 at 21:55 UTC or you wish to create an account using a different email address you can begin again by going to:

https://bugzilla.gnome.org/createaccount.cgi

PRIVACY NOTICE: Bugzilla is an open bug tracking system. Activity on most bugs, including email addresses, will be visible to the public. We recommend using a secondary account or free web email service (such as Gmail, Yahoo, Hotmail, or similar) to avoid receiving spam at your primary email address.

If you do not wish to create an account, or if this request was made in error you can do nothing or visit the following link:

https://bugzilla.gnome.org/token.cgi?t=OnlqBwbpEK&a=cancel new account

If the above links do not work, or you have any other issues regarding your account, please contact administration at bugmaster@gnome.org.





Respuesta: SI



Respuesta: SI

Pregunta: y como?



Respuesta: SI

Pregunta: y como?

Respuesta: Un ejemplo es reportando fallos.



Reportando un fallo (Bug)

GNOME Bugzilla - Main Page





version 3.4

Seleccionamos el producto.

Desktop: Software part of the GNOME Desktop

alacarte: Simple freedesktop.org compliant menu editor.

brasero: CD/DVD mastering tool for the Gnome Desktop. It has been designed to be simple and easy to use.

bug-buddy: A graphical bug reporting tool

cheese: Take photos and videos with your webcam, with fun graphical effects

dasher: Predictive text entry

deskbar-applet: A GNOME applet to allow easy access to various actions within the gnome desktop, like seaching, application launching and so on.

eel: An extensions library with code intended to be part of glib, gtk+, or one of the other gnome platform libraries some day. Used only by Nautilus at the time of this

vriting.

ekiga: SIP and H.323 VoIP, IP Telephony and VideoConferencing softphone. Previously known as gnomemeeting.

empathy: Empathy is a messaging program which supports text, voice, and video chat and file transfers over many different protocols. Empathy uses Telepathy for protocol

support and has an user interface based on Gossip. Empathy is the default chat client in current versions of GNOME, making it easier for other GNOME applications

to integrate collaboration functionality using Telepathy.

eog: Eye of GNOME (EOG) is the image viewer for the GNOME desktop.

epiphany: Epiphany is the GNOME web browser based on the WebKit rendering engine.

epiphany-extensions: Extensions for the GNOME web browser (Epiphany)

evince: Evince is a document viewer supporting several formats like postcript, pdf and dvi. It's designed to be a simple multi-page document viewer.

Evolution: Spiffy mail/calendar/addressbook/task list application.

Evolution Exchange: Evolution connector [formerly known as Ximian Connector] for Microsoft Exchange

Evolution Webcal: Web calendar subscription utility for Evolution Data Server

Evolution-Data-Server: The Evolution Data Server backend

evolution-mapi: evolution-mapi provides connectivity to Microsoft Exchange 2007 servers using Openchange's libmapi in Evolution.

fast-user-switch-applet: Applet for the GNOME panel which provides a menu to switch between users

file-roller: A viewer and creator for archive files. More information is available at http://file-roller.sf.net/

qcalctool: qcalctool is a powerful graphical calculator with financial, logical and scientific modes. It uses a multiple precision package to do its arithmetic to give a high degree

of accuracy.

gconf-editor: Configuration editor

gdm: Gnome Display Manager (the graphical login)

Añadimos descripción del fallo (Bug).

| GNOME Bugzill | a - Enter Bug: Evolution | | | |
|--------------------|---|--|--|---------------------------------------|
| Home New Bro | owse Search | Find Reports Prefere | nces Administration Help | <u>Log out</u> fabio@gnome.cl |
| • | | writing guidelines, please look at th | e list of most frequently repo | rted bugs, and please <u>search</u> o |
| Show Advanc | <u>ed Fields</u> | | | |
| Product: | Evolution | Reporter: | fabio@gnome.cl | |
| <u>Component</u> : | Calendar Conduits Contacts Developer Documentation Do Not Use | Component Descripti Select a component | on———————————————————————————————————— | |
| Version: | 2.26.x 2.27.x 2.28.x 2.29.x 2.30.x | Severity: | normal \$\displaystyle \text{Linux} | |
| | We've made a guess at your o | perating system. Please check it a | nd make any corrections if ne | cessary. |
| Summary: | | | | |
| Description: | | | | |
| | | | | |

Generando "Un buen reporte".

En lo posible Leer http://bugzilla.gnome.org/bug-HOWTO.html

Debe ser preciso.

Ser claro: explicarlo para que otros puedan reproducir el error.

Solo abra un reporte por bug, nunca mezclar.

Nunca un error es demasiado trivial.

Ejemplos de summary, (Encabezado):

Bueno: "Cancelling a File Copy dialog crashes File Manager"

Malo: "Software crashes"

Malo: "Browser should work with my web site"

La descripción de tu reporte debería incluir:

Detalle mas acabado del encabezado: "Copie una serie de archivos a la carpeta NN a la carpeta PP y cancele el Dialogo de copiado".

Pasos para reproducir:
Abrir \$HOME.
Copiar la carpeta NN.
Pegar en la carpeta PP.
Cancelar el dialogo de copiado.

Idealmente también incluir:

TraceBack (hilo de trazados de funciones):

Es una lista de llamadas a funciones que son llamados en un cierto punto por el programa

#<frame number> <random memory address> in <function name> () from library name>

Traceback BUENO!

```
[New Thread -1228469328 (LWP 7113)]
0xffffe410 in kernel vsyscall ()
#0 0xffffe410 in kernel vsyscall ()
#1 0xb770548b in waitpid nocancel ()
 from /lib/tls/i686/cmov/libpthread.so.0
#2 0xb7e048e6 in libgnomeui module info get ()
 from /usr/lib/libgnomeui-2.so.0
#3 <signal handler called>
#4 IA g str hash (v=0x0) at gstring.c:95
#5 0xb768e73f in IA_g_hash_table_lookup (hash_table=0x93ba780, key=0x0)
  at ghash.c:242
#6 0x080f0620 in get link files (target file=<value optimized out>)
  at nautilus-file.c:1355
#7 0x080f0713 in nautilus file emit changed (file=0x8d90080)
  at nautilus-file.c:5396
#8 0x080dcaea in nautilus directory emit change signals (directory=0x0,
  changed files=0x940b8b0) at nautilus-directory.c:762
```

Traceback MALO!

```
[New Thread -1227430208 (LWP 5459)]

0xb721c071 in __waitpid_nocancel () from /lib/tls/libpthread.so.0

#0 0xb721c071 in __waitpid_nocancel () from /lib/tls/libpthread.so.0

#1 0xb7ee01a8 in libgnomeui_module_info_get ()
from /usr/lib/libgnomeui-2.so.0

#2 <signal handler called>
#3 0xb7f7728a in image_loader_start () from /usr/lib/libgthumb-2.6.9.so

#4 0xb756223e in g_main_context_is_owner () from /usr/lib/libglib-2.0.so.0

#5 0x080e99c0 in ?? ()

#6 0xb75be218 in ?? () from /usr/lib/libglib-2.0.so.0

#7 0x08383c80 in ?? ()

#8 0xb75beaa4 in g_idle_funcs () from /usr/lib/libglib-2.0.so.0

#9 0xb756017a in g_source_is_destroyed () from /usr/lib/libglib-2.0.so.0

#10 0x08383c80 in ?? ()

#11 0xb7f77270 in image_loader_start () from /usr/lib/libglthumb-2.6.9.so
```

La descripción de tu reporte debería incluir:

Opcional (igual es importante)

Resultado actual:

File manager crash.

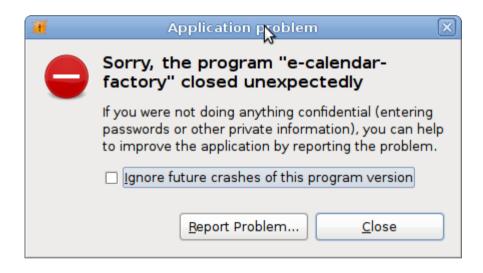
Resultado Esperado:

Cuando se cancele el dialogo de copiado se cierre y la Aplicación no haga crash.

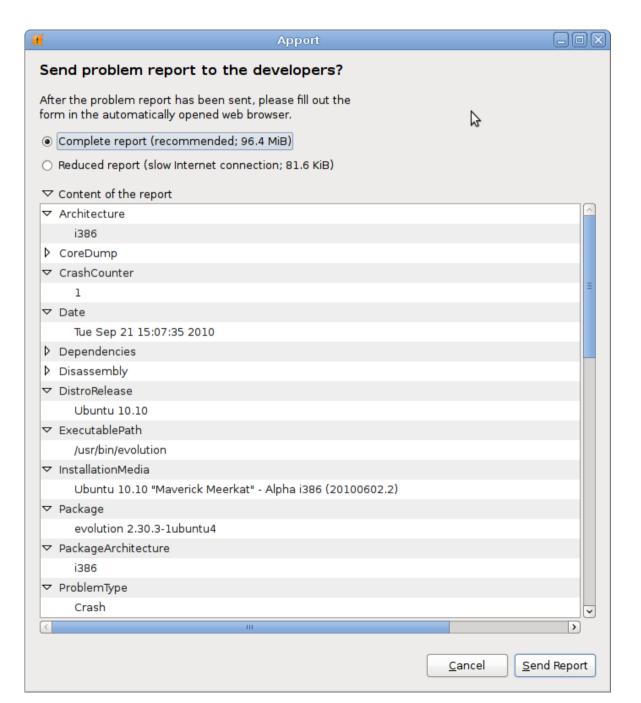
Idealmente incluir versión de la aplicación y versión de GNOME en uso.

Para obtener mas ayuda respecto a los Stacktrace http://live.gnome.org/GettingTraces/

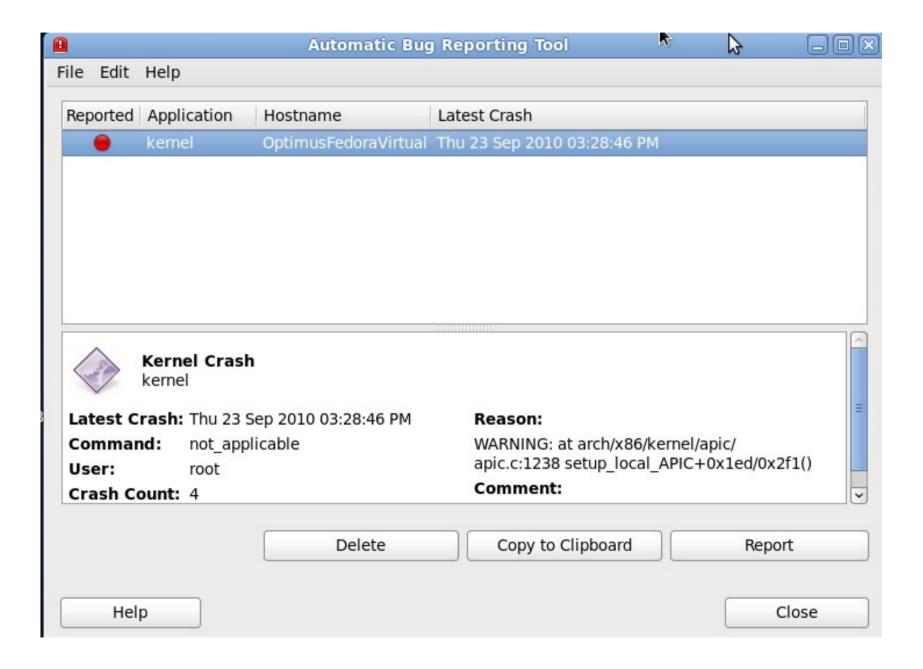
Apport para Ubuntu.



Apport para Ubuntu.



ABRT para Fedora.



BugBuddy.



Otro ejemplo de colaborar es el bug triage (Clasificar errores)





Que es el Bug triaging

Entregar la suficiente información a los desarrolladores y que esa información tenga sentido.

Que el Bug tenga una "Severidad" y una "prioridad" estimada.

El reporte este correctamente clasificado.

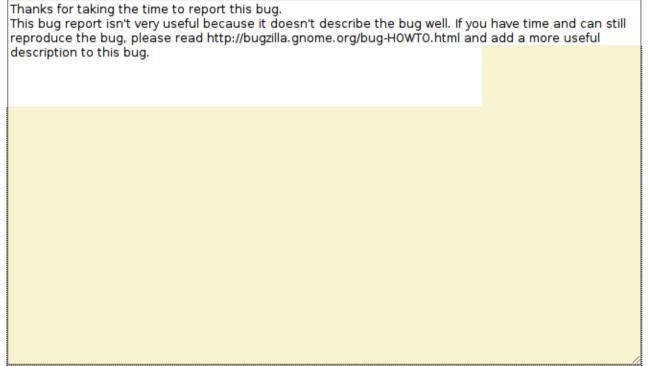


Campos en Bugzilla

| [need_stacktrace] [b [fixed_in_stable] [fixe | ad_description] [bad_description+crasher] [bad_stack d_in_head] | trace] [obsol | ete] [mozilla] [not_gnome] [duplicate] [dupe+needinfo] [| dupe+fixed] |
|---|--|---------------|--|-------------|
| Status: UNCONFIRM Mark as Dup | | | | Commit |
| Attachments | | | | |
| Add an attachment (| proposed patch, testcase, etc.) |] | | |
| | | | | |
| <u>Status</u> : | UNCONFIRMED (<u>edit</u>) | - | 2010-06-23 22:31 UTC by <u>Fabio Durán Verdugo</u> | |
| Product: | [rhythmbox \$\circ\$] | | 2010-06-23 22:31 UTC (<u>History</u>) | |
| | | CC List: | Add me to CC list | |
| <u>Component</u> : | Internet Radio 0 | | 0 users (<u>edit</u>) | |
| Version: | 0.12.x \$ | Son Also: | Add Bug URLs: | |
| os: | | See Also. | Add Bug OKEs. | |
| | Linux | | | |
| Importance: | Normal 0 critical 0 | | Commit | |
| <u>Target Milestone</u> : | ¢ | | | |
| Assigned To: | RhythmBox Maintainers (edit) | | | |
| <u>Q</u> A Contact: | RhythmBox Maintainers (edit) | | | |
| Whiteboard: | | | | |
| | | | | |
| <u>Keywords</u> : | | | | |
| | | | | |

Continua... Stock Response

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: NEEDINFO | \$\(\text{Mark as Duplicate} \)

Commit

Continua... Importancia

Importance

The importance of a bug is described as the combination of its priority and severity, as described below.

Priority

This field describes the importance and order in which a bug should be fixed. This field is utilized by hackers to prioritize their work to be done. While each term has a description, it it important to note that priority is highly subjective, and bugs can move up or down the priority scale based on subjective questions like 'would we be embarassed to release the software with this bug.'

Immediate This bug blocks development or testing work and should be fixed ASAP, or is a security issue in a released version of the software.

Urgent This bug blocks usability of a large portion of the product, and really should be fixed before the next planned release.

High Seriously broken, but not as high impact. Should be fixed before next major release. Frequently includes cosmetic bugs of particularly high visibility, regressions from functionality

provided in previous releases, and more minor bugs that are frequently reported.

Normal Either a fairly straightforward workaround exists or the functionality is not very important and/or not frequently used.

Low Just not all that important. Rarely used in GNOME.

Severity

This field describes the impact of a bug.

Blocker Blocks development and/or testing work

Critical Crashes, causes loss of data, or is a severe memory leak

Major loss of functionality - menu item broken, data output extremely incorrect, or otherwise difficult/useless to use.

Normal A minor part of the component is nonfunctional or broken.

Minor Minor loss of function, or other problem where easy workaround is present.

Trivial Cosmetic problem like misspelled words or misaligned text.

Enhancement Request for a new feature or functionality.

Continua... Keyword

| Name | Description | Open Bugs | Total Bugs |
|-------------------|---|---------------|---------------|
| accessibility | Keyword for bugs related to accessibility issues. | <u>Search</u> | <u>6363</u> |
| API | Application Programming Interface | <u>Search</u> | <u>1164</u> |
| BLOCKED_BY_FREEZE | This keyword should be used for bugs for which action can be taken by the maintainer once feature/ui/string/code freeze is removed, but for which all further actions are blocked until that time. Should be reserved for bugs containing a patch. | <u>Search</u> | 81 |
| build | problems with the build system, source tree, etc (but not packages) | <u>Search</u> | <u>679</u> |
| documentation | This bug (or something in it) needs documenting. | <u>Search</u> | 1789 |
| gnome-love | Marking a bug with this keyword means that you're willing to help someone fix the bug, or that it should be fixable by a beginner without any help. This should ONLY be set by a maintainer or people familiar with the code base, and ONLY when it looks like a project suitable for a new developer looking for a task. | <u>Search</u> | 2850 |
| HELPWANTED | Usually added by component owner: help appreciated here! | <u>Search</u> | <u>184</u> |
| HIG | Bug reporting an area where an application does not follow the HIG. | <u>Search</u> | 612 |
| I18N | This is a internationalization issue. This includes strings not marked for translation, things not working in certain locales etc. This is the infrastructure to support L10N. | <u>Search</u> | <u>2865</u> |
| keynav | Bug involves keyboard navigation (or lack of). | <u>Search</u> | <u>815</u> |
| L10N | This is a localisation issue. Including errors in localisations, typos, etc. Adding locations and weather stations is one example. Correcting date and time formats is another. | <u>Search</u> | 2932 |
| memory | Keyword for bugs filed about various problems regarding memory, from excessive memory use due to poor design to usage of uninitialized values identified by a tool such as valgrind. | <u>Search</u> | <u>436</u> |
| mozilla | Caused by mozilla bugs | Search | 182 |
| multihead | Keyword for bugs related to multihead displays. | Search | 128 |
| perf | A keyword for performance bugs. | Search | 617 |
| portability | This keyword indicates that this bug is related to the porting of GNOME to non-linux platforms, to compilers other than gcc, or to architectures other than ia32. | <u>Search</u> | <u>582</u> |
| pref | The bug is a request for adding a configuration option. | <u>Search</u> | <u>78</u> |
| printing | printing / preview issues | <u>Search</u> | 323 |
| probabledup | This bug is probably a duplicate of another bug but the person who added the designation doesn't have the time to search for the original offhand. | <u>Search</u> | <u>1566</u> |
| qa | bugs that describe testing that needs to be done (and can be done by non-programmers) | <u>Search</u> | 242 |

https://bugzilla.gnome.org/describekeywords.cgi

Continua... Whiteboard

Bugzilla Whiteboard Topics

evolution[accounts] Search Bugzilla

Bugs related to account setup, management, implementation, etc. Primarily for mail accounts but may also apply to remote address book or calendar accounts.

evolution[attachments] Search Bugzilla

Bugs related to email and iCalendar attachments. Applies to both Evolution and Evolution-Data-Server products.

evolution[caldav] Search Bugzilla

Bugs related to interacting with CalDAV servers. Applies to both Evolution and Evolution-Data-Server products.

evolution[categories] Search Bugzilla

Bugs related to categories for calendar events, tasks and memos. Applies to both Evolution and Evolution-Data-Server products.

evolution[cleanup] Search Bugzilla

Bugs related to cleanup chores: fixing compiler warnings, refactoring, migrating away from deprecated API, etc.

B

evolution[compeditor] Search Bugzilla

Bugs related to the editor window for calendar events, tasks and memos.

evolution[composer] Search Bugzilla

Bugs related to Evolution's mail composer. Applies to both Evolution and GtkHtml products.

evolution[dbus] Search Bugzilla

Topic for bugs related to the replacement of Bonobo with D-Bus in Evolution-Data-Server 2.30.

evolution[disk-summary] Search Bugzilla

Transient topic for bugs related to the SQLite-based disk-summary feature in Evolution 2.24.

evolution[etable] Search Bugzilla

Bugs related to Evolution's infamous ETable widget.

evolution[express] Search Bugzilla

Bugs related to Evolution's "express" mode.

http://live.gnome.org/Evolution/BugzillaTopic

Tipos de Bug Los más comunes serían:

Crash.

Fallo dentro de una Función.

Requerimiento.

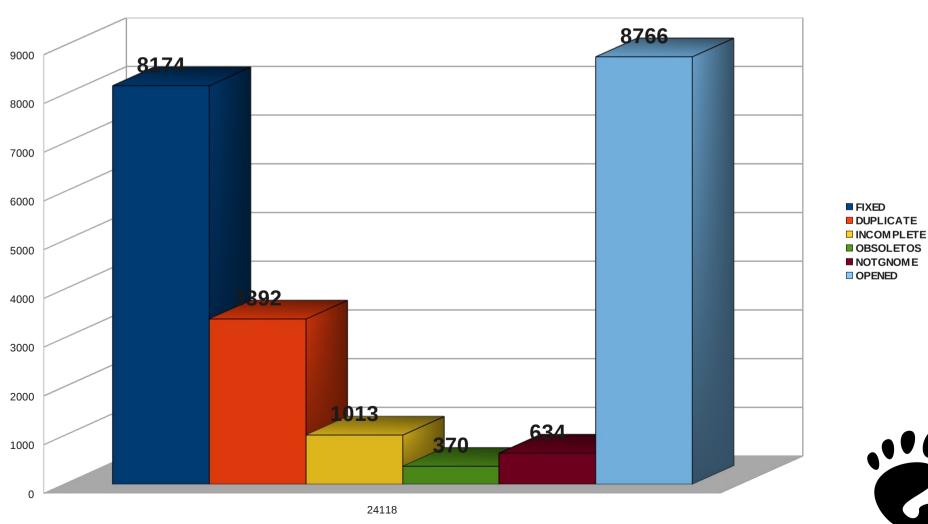
Error de Usabilidad.

Regresión.



Por qué Necesitamos triagers?

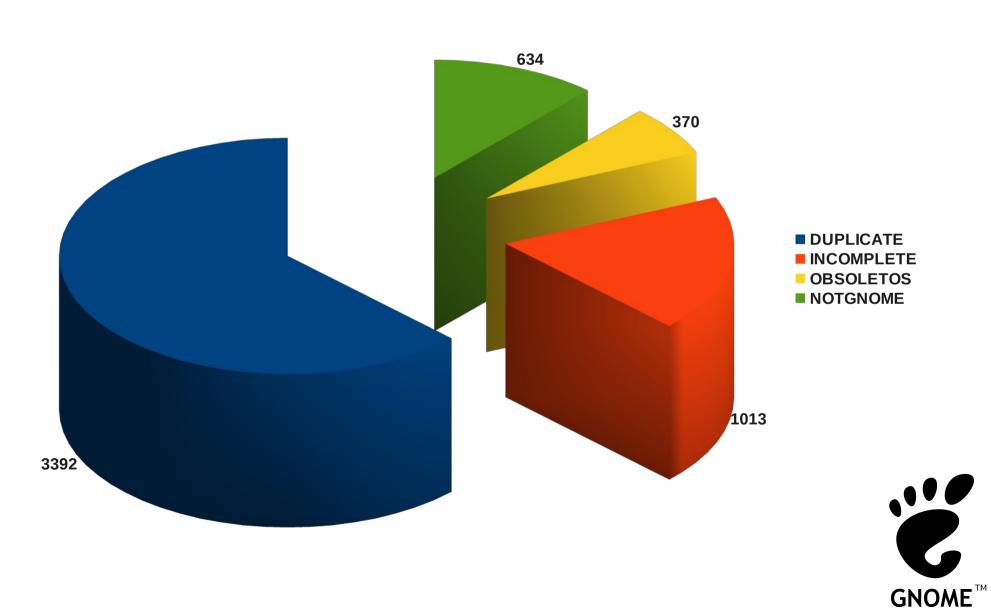
Bugs 2010





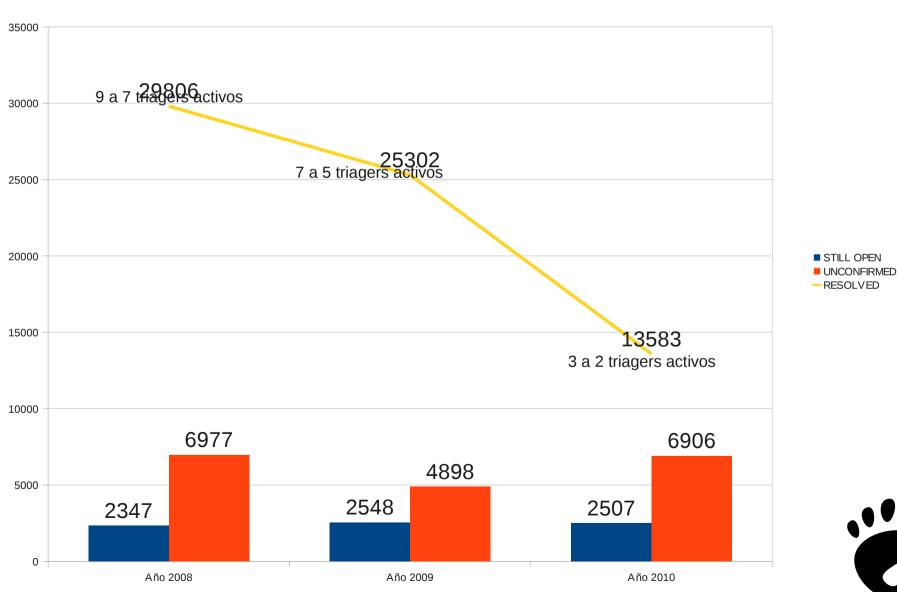
Por qué Necesitamos triagers?





Por qué Necesitamos triagers?

Bugs desde 01-01-2008 a la Fecha





Que hace un bug triagers?

Motiva a los del bugsquad.

Mantenedores

Equipo del Release team.

Usuarios avanzados.



Las cualidades de un Bug triage

Sensible.

PACIENTE.

Amistoso.

Saber escuchar. (leer).

Ser seguro en lo que se plantea.



Roles y Responsabilidades.

Priorizar los defectos o errores.

Asignar los defectos o errores a los desarrolladores adecuados.

Ayudar a mejorar la calidad de GNOME.



Como empezar?

Creando una cuenta en Bugzilla.
Leyendo la guia de Bug triage
http://live.gnome.org/Bugsquad/TriageGuide
Leer los Stock Responses.
Entrar al canal de #Bug (Gimpnet)
Lista de correos GNOME Bugsquad
Solicitar los permisos.



"Hi andre:

I want be team gnome bugsquad, i do triage.

I read the guide of GNOME Bugsquad

(http://live.gnome.org/Bugsquad/TriageGuideand).

I reported this bugs, with the help of Pedro Villavicencio.

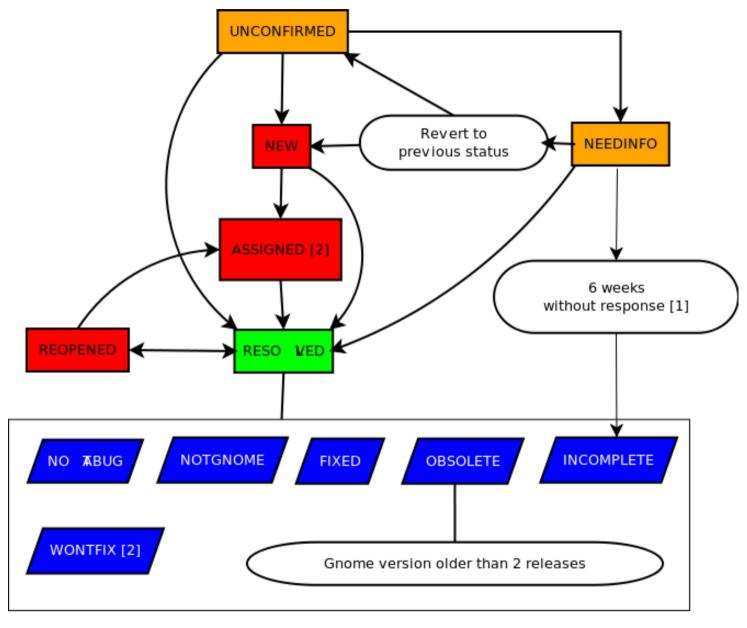
http://bugzilla.gnome.org/show_bug.cgi?id=569815 http://bugzilla.gnome.org/show_bug.cgi?id=569905 http://bugzilla.gnome.org/show_bug.cgi?id=569920

Could you give me your permission to perform triage? Thank, and i wait your answer."

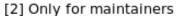


fabio@gnome.cl 09 de Enero de 2008.

Estado del Bug









Busca información y participa en:

Home page - http://live.gnome.org/Bugsquad
Mailing list gnome-bugsquad@gnome.org
http://mail.gnome.org/mailman/listinfo/gnome-bugsquad
#bugs on gimpnet
Organizando BugDay.



Metas para GNOME 3

Renovar nuestra experiencia de usuario. Racionalizar de la Plataforma. Promocionar GNOME.

Cerrar la mayor cantidad de bug no reproducibles.



Conclusiones:

GNOME necesita tu ayuda, **GNOME** necesita mas triagers.

Es fácil empezar.

Buena oportunidad de devolver una mano a GNOME.



PREGUNTAS iii?????

Comentarios

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