

# Bugzilla Kills Godzilla

or How to report bugs the useful way

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# What is Bugzilla?

Bugzilla is a bug-tracking (issue-tracking) system. Among the most important features are:

- open source
- powerful bug tracking
- highly configurable
- history aware
- robust and stable
- secure
- various interfaces (configurable and localisable)

More at [www.bugzilla.org](http://www.bugzilla.org).

# Red Hat Bugzilla

Bugzilla is the bug-tracking system used at Red Hat. It is available to everyone (customers, collaborators, developers, QAs and more) interested in:

- Red Hat products
- JBoss products
- Fedora products
- Community projects
- Internal products

Red Hat Bugzilla lives at [bugzilla.redhat.com](https://bugzilla.redhat.com).

# Why bug tracking?

By tracking you bugs, you can

- receive information about a problem
- organize your time, plan, and estimate
- cooperate with others
- share knowledge and ideas
- see the progress
- find a solution.

# Why you should think about reporting bugs?

Reporting bugs is an important activity because you

- want a problem fixed
- have a unique hardware and setting
- have a new idea
- have different needs and expectations
- want to keep people informed

If you report bugs, you will contribute a lot with just a little cost.

# What could be a bug?

You would like to report a bug anytime you find out that something is not right. For example, when the program:

- does not start
- keeps crashing
- behaves incorrectly
- reports errors
- has problems with user interface
- lacks some features
- and more

# Before you report

It is good to report bugs when you have some information about them. You should be able to describe

- what happened
- when
- how
- how often
- why (if possible)
- why it should not have happened

# How to reproduce a bug?

Reproducing the bug is a very important thing. If you cannot reproduce it, tracking it down can be impossible.

- Try to make the bug happen again.
- Learn the steps that lead to the bug.
- Try changing some of the steps and see if it changes things.



# Getting and providing info

If your bug report should be good, you have to collect some info to provide, for example:

- system logs
- system info
- how to reproduce the bug
- screenshots
- videos

# ABRT

The **Automatic Bugzilla Reporting Tool** is a service that monitors your computer and analyzes problems.

- installed by default
- runs as a service
- collects data
- makes reporting easier
- sometimes useless

# journalctl

**journalctl** is a front-end to a service that collects the majority of logs of the system. You can filter the logs using various options.

`journalctl -b` shows logs from the latest boot

`journalctl -u` shows logs from a certain system unit

`journalctl -f` shows latest logs and continuously shows new records

`journalctl -S -U` shows logs between certain time

See `man journalctl` for more info.

# Collecting logs

Applications and services use logging to text files to keep track of all their activities. These logs can be examined, to see what went wrong. Logs can be located:

- journalctl
- /var/log/\*
- other locations (check settings)

# New at Bugzilla

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