Bugzilla Kills Godzilla

or How to report bugs the useful way

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Fedora QE

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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.

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`.

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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.

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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, your will contribute a lot with just a little cost.

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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

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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

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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.

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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

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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

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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)

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New at Bugzilla

Welcome to Red Hat Bugzilla

Thank you for visiting Red Hat Bugzilla. Red Hat Bugzilla is the Red Hat bug-tracking system and is used to submit and review defects that have been found in Red Hat distributions. Red Hat Bugzilla is not an avenue for technical assistance or support, but simply a bug tracking system. If you submit a defect, please provide detailed information in your submission after you have queried Red Hat Bugzilla to ensure the defect has not been reported yet. Defects will go directly to the engineer responsible for the component you filed the defect against. Engineers have many responsibilities and will get to your defect in due time.

If you are a Red Hat customer with an active subscription, please visit the Red Hat Customer Portal for assistance with your issue.

If you are a Fedora Project user and require assistance, please consider using one of the mailing lists we host for the Fedora Project.

File a Bug   **Search**   **Open a New Account**   **Documentation**

Enter a bug # or some search terms   Quick Search   [?]

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Logged into Bugzilla

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File a Bug   **Search**   **User Preferences**   **Documentation**

Enter a bug # or some search terms   Quick Search   [?]

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Classify the bug

🏠　New　🔍▾　My Links ▾　Saved Searches ▾　Help ▾　Agile ▾　Administration

First, you must pick a classification on which to enter a bug:

All:　　　　Show all products

Red Hat:　　Red Hat Products

JBoss:　　　JBoss Products

Fedora:　　Fedora Products

Community: Community Projects

oVirt:　　　oVirt Virtualization Management Projects

Internal:　Internal Projects.

Other:　　　Other Miscellaneous Products

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Choose the correct product

| ⌂ | New | 🔍 ▾ | My Links ▾ | Saved Searches ▾ | Help ▾ | Agile ▾ | Administration |

Next, you must pick a product on which to enter a bug:

Fedora: Fedora Products

Fedora: Bugs related to the components of the Fedora distribution. If you are reporting a bug against a is Fedora 30. If you have a bug to report against the daily development tree (rawhide) please

Fedora Container Images: Fedora Container Images

Fedora Documentation: Fedora Documentation

Fedora EPEL: For bugs relating to EPEL (Extra Packages for Enterprise Linux) run by Fedora Project

Fedora Localization: Localization (Translations into other Languages)

Fedora Management Console: For bugs related to the Fedora Management Console Software Development Kit

Fedora Modules: Fedora Modules

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File the bug (part 1)

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File the bug (part 2)

* Summary:
Description:

Comment | Preview

```
Description of problem:


Version-Release number of selected component (if applicable):


How reproducible:


Steps to Reproduce:
1.
2.
3.
Actual results:


Expected results:


Additional info:
```

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Description of problem

- What is the problem?
- When does it appear?
- How much does it affect work?
- Why is it a problem?
- others

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Version of selected component

Provide the version number of the problematic components and also of the affected components.

- **About** menu in GUI
- -v or -version option on CLI (or man)
- rpm -q for installed packages
- dnf info for installed and available packages

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How reproducible

- Always
- Sometimes
- Under certain conditions – describe them
- Heisenbug

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Steps to reproduce

Procedure that leads to reproducing the bug.

- One activity in one step.
- Do not skip steps, even if you think the step is obvious.
- Be exact and detailed.

Others want to see that bug, too.

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Results

Actual – what is the result of the current behaviour

Expected – how you think the system should behave

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File the bug (part 3)

Make description and any new attachment private (visible only to members of the **redhat** group)

Attachment: Add an attachment

Dependent Products:

Add External Bug: Bug ID URL Or paste full URL here +

Submit Bug

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No clue about anything?

File the bug anyway!