



Bugzilla zabije i Godzillu

aneb Jak užitečně hlásit bugy

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Fedora QE



Co je Bugzilla?



Bugzilla je systém na sledování chyb. Mezi nejdůležitější vlastnosti patří:

- ▶ open source
- ▶ vhodný na sledování chyb
- ▶ velmi konfigurovatelný
- ▶ pamatuje si historii
- ▶ robustní a stabilní
- ▶ bezpečný
- ▶ různá rozhraní (konfigurovatelná a lokalizovatelná)

Více na www.bugzilla.org.

Bugzilla ve Fedoře



Ve Fedoře se pro sledování chyb také používá Bugzilla. Kdokoliv se do ní může přihlásit a podílet se hlášení nebo řešení problémů a chyb. Fedoří Bugzillu hostuje Red Hat a také ji používá.

- ▶ Red Hat
- ▶ JBoss
- ▶ Fedora
- ▶ komunitní produkty
- ▶ vnitřní produkty

Red Hat Bugzilla lives at bugzilla.redhat.com.

Proč sledovat chyby?

- ▶ 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?



You want others know that 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

What could be a bug?



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

- ▶ does not start
- ▶ keeps crashing
- ▶ behaves incorrectly
- ▶ reports errors
- ▶ lacks some features¹
- ▶ and more

¹If you want to suggest new features, contact upstream developers.

Before you report



Think about basic information that you can say about the problem, for example ...

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

Reproducing the bug



1. Make sure you can repeat the bug again.
2. Record the steps needed to reproduce it.
3. Try to achieve a **minimal reproducer**.
4. Try changing some of the steps to see if situation changes.
5. Try to use clean user and application profiles.
6. Try to find out if the bug can be avoided by changing the workflow (workaround).

Getting and providing info



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

- ▶ system logs and info
- ▶ application messages
- ▶ screenshots and videos

ABRT



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

- ▶ installed by default
- ▶ records failures and collects data
- ▶ makes reporting easier
- ▶ sometimes is useless
- ▶ use `abrt`, `abrt-cli` for command line
- ▶ use `gnome-abrt` for GUI

Collecting logs using **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.

- **boot** logs from the latest boot
- **unit** logs from a certain system unit
- **follow** follow logs as they appear
- **since** logs since a time point
- **until** logs until a time point

See [man journalctl](#) for more info.

Collecting logs the old way



- ▶ inspect `/var/log/` for log files
- ▶ use `dmesg` for kernel logs
- ▶ run the application from the terminal and see if messages are printed to `stdout` and `stderr`
- ▶ inspect `~/.local`, `~/.config`, and `/etc` for settings
- ▶ run the command with `-v` for more verbosity

Redirecting output



Let's say we run a script to get the results. It sends messages to **stdout** and **stderr**. We may need to redirect that output.

- > stdout to file

- 2> stderr to file

- 2>&1 stderr to stdout

- &> everything to file

Getting logs from the machine



Sometimes, you cannot **copy&paste** logs from the testing (virtual) machine. There are several ways, how you can get them out:

- ▶ using **scp** or **rsync**
- ▶ using **fpaste** or **dpaste**

Using dpaste



Fedora offers **fpaste** by default, but it returns a long and hard to remember hash – Kut1tU1XWJvpwI2QEcX5EA.

dpaste returns a four letter hash, which is fairly easy to remember – vWVF.

You can get **dpaste** from <https://github.com/lruzicka/dpaste.git>.

You can collect the paste from <http://dpaste.de>.

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.



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Logged into Bugzilla



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Classify the bug



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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

Choose the correct product



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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 Fedora release, please specify the release. If you are reporting a bug against the daily development tree (rawhide) please specify rawhide.
- 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

File the bug (part 1)



Show Advanced Fields

* **Product:** Fedora

* **Component:**

⬇ Click to list all components

* **Version:**

(* = Required Field)

Reporter: lruzicka@redhat.com

Component Description

Severity:

Hardware:

OS:

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:

Description of problem

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



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

How reproducible

- ▶ Always
- ▶ Sometimes – specify when exactly
- ▶ Under certain conditions – describe them
- ▶ Heisenbug



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.
- ▶ Pay attention to details.
- ▶ Be exact.

Others want to see that bug, too.

Results



Actual – what is the result of the current behaviour

Expected – how you think the system should behave

File the bug (part 3)



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

Attachment:

Dependent Products:

Add External Bug: Bug ID URL

No clue about anything?

File the bug anyway!



Q&A



A lame tongue gets nothing.