

# Bugzilla Kills Godzilla

or How to report bugs the useful way

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Fedora QE



# 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?

- 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 features<sup>1</sup>
- and more

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<sup>1</sup>If 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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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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# 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

# Choose the correct product

 [New](#) [Q ▼](#) [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 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

# 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)

**Description:**

\* **Summary:**

Comment	Preview
<p>Description of problem:</p> <p>Version-Release number of selected component (if applicable):</p> <p>How reproducible:</p> <p>Steps to Reproduce:</p> <ol style="list-style-type: none"><li>1.</li><li>2.</li><li>3.</li></ol> <p>Actual results:</p> <p>Expected results:</p> <p>Additional info:</p>	

# 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.