Bugzilla Kills Godzilla

or How to report bugs the useful way

Lukáš Růžička (Iruzicka@redhat.com)

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.



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.



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
- and more



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

- Make sure you can repeat the bug again (and again, and again).
- Record the steps needed to reproduce it.
- Try changing some of the steps to see if a change can affect the bug (or not).
- 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

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

iournalctl

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.

Collect information

```
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 shows logs since a time point
journalctl -U shows logs until a time point
```

See man journalctl for more info.



Collecting logs

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



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.



Logged into Bugzilla

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Classify the bug



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

AII: 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



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)

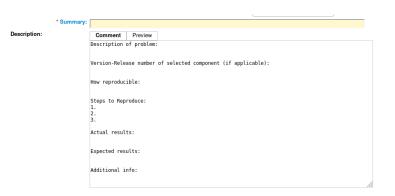
Fedora Management Console: For bugs related to the Fedora Management Console Software Development Kit

Fedora Modules: Fedora Modules

File the bug (part 1)

Show Advanced Fields * Product:		Reporter:	(* = Required Field) Reporter: Iruzicka@redhat.com Component Description		
* Component:	Type a component name. Ctrl+Shift+A to lis	Compone			
	dick to list all components				
* Version:	30 ▼	Severity:	unspecified	•	
		Hardware:	Unspecified	•	
		OS:	Unspecified	•	

File the bug (part 2)



Description of problem

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



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.



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:	Add an attachment							
Dependent Products:	•							
Add External Bug:	•	Bug ID	URL	Or paste full URL here	+			
	Submit Bug							

File the bug anyway!

Question time!

Thank you for coming!