

# Efficient Bug Reporting

Semen Cirit

June 19, 2009

## 1 Efficient Bug Report Draft

**A smooth bug report is so valuable for its developer or maintainer. Therefore, the first thing, you should read the informations of this webpage very carefully:**

- <http://bugs.pardus.org.tr/page.cgi?id=bug-writing.html#why>
- For the description part of bugzilla, a template is prepared. All Pardus testers will use this template to report bugs. In Description textbox

Reproducible: (Always or arbitrary)

Give a short description of the bug here.

Steps to reproduce:

1. First step.
2. Second step
3. ...

Actual results: Describe the actual results here. You can add the bug outputs.

Expected results: Describe the expected according your computer hardware and system settings.

- An efficient bug reporting example:

[http://bugs.pardus.org.tr/show\\_bug.cgi?id=10043](http://bugs.pardus.org.tr/show_bug.cgi?id=10043)

- And also if you solved the problem you can add the related patch to your bug.
- And also one additional thing, if you don't know the erroneous product exactly, you can find it with this command

```
pisi sf 'which <variable>'
```

The variable can be any related file about the product. For example a bin file, a library file.

For our example the effects can be configured from system settings. But there is no product about system settings so we can use the its binary file. So the command:

```
pisi sf 'which systemsettings'
```

And the output:

```
/usr/kde/4/bin/systemsettings file searching  
kdebase-workspace paketi iinde usr/kde/4/bin/systemsettings file is find.
```

So this means, the bug is for the kdebase-workspace package.

- **The attachments are also important for developers in order to understand the bug:**

!!!For some commands you have to be root Execute this command try to be root enter your root password:

```
su
```

1. For X bugs:

- The outputs of these commands should be attached.

```
lspci -nn > lspci.txt  
dmesg > dmesg.txt
```

- If the computer or the keyboard was not lock, you can take the log from

```
cat /var/log/Xorg.0
```

- If not, restart your computer and open it in vesa mode and take the log from

```
cat /var/log/Xorg.conf.old
```

For all outputs, if X crashed, you can take the outputs of these command with the below procedure.

- \* Plug an usb stick to the computer.

- \* Mount it manually.

```
mount /dev/<your_usb_stick_partition> /mnt/flash
```

- \* Copy the outputs to /mnt/flash

```
cp <output> /mnt/flash
```

- \* Unmount it manually.

```
umount /dev/<your_usb_stick_partition>
```

2. For Pardus specific application bugs:

- For network-manager:

```
lspci > lspci.txt
```

- \* If the problem is about ethernet.

```
ifconfig -a > ifconfig.txt
```

- \* If the problem is about ethernet.

```
iwconfig > iwconfig.txt
```

- For disk-manager:

```
fdisk -l >fdisk.txt
```

```
cat /etc/fstab
```

- For service-manager:  
`service -N > service.txt`
  - For boot-manager:  
`cat /boot/grub/grub.conf`
  - For boot-manager:  
`service -N > service.txt`  
`iptables > iptables.txt`
3. For camera devices:  
The outputs of these commands should be attached:
- ```
lsusb > lsusb.txt
test-webcam > webcame.txt
```
4. For audio devices:  
The outputs of these commands should be attached:
- ```
cat /proc/asound/cards
cat /proc/asound/*/codec*
```