Bug report management in GNOME

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Why?

Help developers to spend their time on developing, not on „bad“ bug reports that miss enough info.

Help finding important issues and make developers aware of them.

Where?

GNOME's bug tracking system:

https://bugzilla.gnome.org

What?

Report makes sense?
Enough info provided, version?
Severity / Priority?
Filed under right product?

https://wiki.gnome.org/Bugsquad/TriageGuide

Report types:
Crash,
Functionality failure,
Feature request,
User support?

How?

Sensible
Patient
Friendly
Listening

Lots of reports!

New tickets filed in 2014

Resolution										
Classification	open	closed								Total
		FIXED	WONTFIX	DUPLICATE	NOTABUG	NOTGNOME	INCOMPLETE	INVALID	OBSOLETE	
Core	1162	808	34	313	48	67	11	41	26	2510
Platform	1075	992	25	102	67	25	2	23	20	2331
Applications	734	702	28	144	49	27	9	21	27	1741
Bindings	56	56	3	5	1	1	0	6	0	128
Infrastructure	130	129	5	7	5	1	2	9	3	291
Deprecated	14	0	1	1	1	0	0	2	2	21
Other	1056	728	22	164	56	26	16	41	9	2118
Total	4227	3415	118	736	227	147	40	143	87	**9140**

~400 new tickets per week

Getting involved

Create a Bugzilla account

Read the Triage guide:
https://wiki.gnome.org/
Bugsquad/TriageGuide

Go to #bugs on GNOME IRC

Ask for permissions

Find an area to start with

https://bugzilla.gnome.org/page.cgi?id=weekly-bug-summary.html

https://bugzilla.gnome.org/browse.cgi?product=gnome-shell

Fields and settings in a bug report

Additional Comments:

[need_stacktrace] [bad_description] [bad_description+crasher] [bad_stacktrace] [obsolete] [mozilla] [not_gnome] [duplicate] [dupe+needinfo] [dupe+fixed] [fixed_in_stable] [fixed_in_head]

Status: UNCONFIRMED

Mark as Duplicate

Commit

Attachments
Add an attachment (proposed patch, testcase, etc.)

Status: UNCONFIRMED (edit) **Reported:** 2007-04-18 09:14 UTC by

Status: UNCONFIRMED (edit)

Reported: 2007-04-18 09:14 UTC by [redacted]

Modified: 2007-05-18 21:11 UTC (History)

Product: Evolution

Component: Mailer

Version: 2.8.x

OS: All

CC List: ☐ Add me to CC list
0 users (edit)

See Also: **Add Bug URLs:**

Importance: Normal normal

Commit

Target Milestone: ---

Assigned To: evolution-mail-maintainers@ximian.com (edit)

QA Contact: Evolution QA team (edit)

Whiteboard: evolution[filters]

Keywords: probabledup

Depends on:

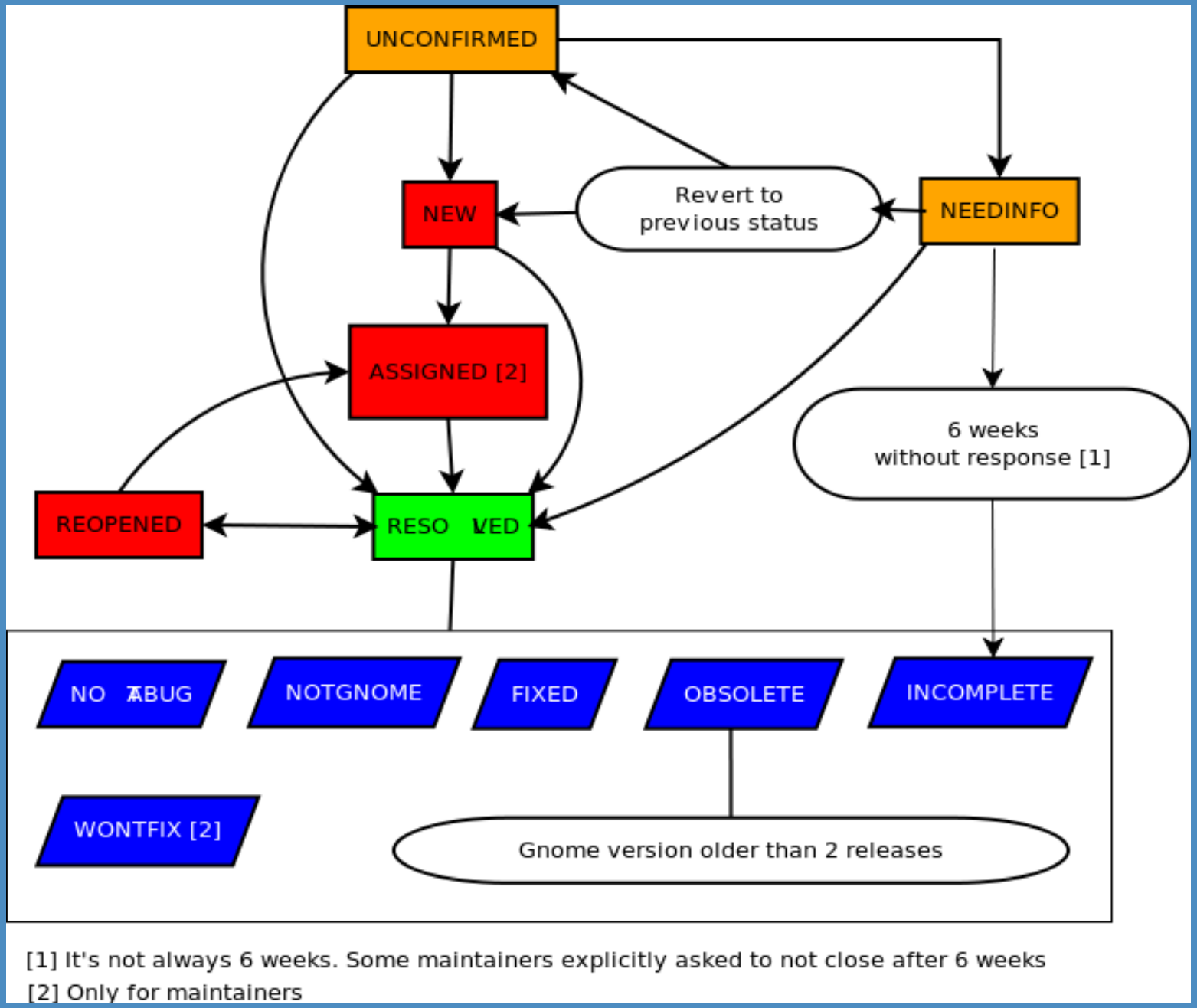
Blocks:

Show dependency tree

Most important statuses:
UNCONFIRMED/NEW
ASSIGNED
NEEDINFO
RESOLVED (+resolutions)

https://bugzilla.gnome.org/page.cgi?id=fields.html#status

The triaging flowchart
(only for those that love flowcharts,
you can survive without!)



[1] It's not always 6 weeks. Some maintainers explicitly asked to not close after 6 weeks
[2] Only for maintainers

Good practices

The triage guide
(as mentioned before)

https://wiki.gnome.org/
Bugsquad/TriageGuide

Stock answers / Canned responses (the links below the comment field) to help you save time

Keywords („categories“ across products): https://bugzilla.gnome.org/describekeywords.cgi

Personal opinion, in short:

1) Use common sense.
2) If unsure, ask first (IRC chat, mailing list).
3) Keep in mind that you help developers and users

https://mail.gnome.org/mailman/listinfo/gnome-bugsquad

#bugs channel on GimpNet IRC

https://wiki.gnome.org/Bugsquad

Encouragement

Remember that this is only the first step. At least a couple other people will read and have the opportunity to correct your mistakes. That isn't to say "make lots of mistakes" but it is to say "don't be afraid to make them." Especially once you get used to it, your work will make the lives of the GNOME developers - and as a result GNOME itself - a heck of a lot better. -- LuisVilla

Questions?

Let's triage?