

We can't spell BUGs without U

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Why Bugs Matter

For the developer(s)

- They may use the app differently (or different env) from you
- More awareness of a known issue (duplicates happen)
- The more visible the app, the more useful the info is (ex: gnome-shell)

For the users

- In reality, issues often serve as documentation
- Worst case is a breadcrumb for others
- Your bug may get fixed, improving the app for everyone!

TIP: Detailed bug reports make bugs easier to fix!

Time Efficient Bug Filing

Challenge

- We are in a hurry; no time to file the bug
- Will your time investment be worth it?

Approach

- Details needed, to reduce back-and-forth iterations
- Be meticulous without spending your whole day

Solution

- Know where to search the project for existing issues
- File fast and efficient bugs

What does a **good** bug look like?

DOs:

- OS and software version
- relevant environment info
- relevant logs
- what happened and what you expected to happen
- reproducer steps

DO NOTs:

- Lacking critical information
- Highly opinionated
- Filed in the wrong place (make an educated guess)

Tools: Debian-based systems

Bug reporting tools

- Debian has **reportbug**
- Ubuntu has **ubuntu-bug** that automatically collects the relevant logs and system info to attach to the bug
- Ubuntu has **apport-collect** that can be used to collect and automatically attach info, after the bug has been filed (if ubuntu-bug wasn't used)

logs

- **dmesg** for booting issues
- run app from cli while **journalctl -f** running in another terminal window
- **journalctl -b0** (b0 for this boot) or browse `/var/log/syslog`
- if it was a crash, check for a `.crash` log in `/var/crash/`

Misc

- Get the version number and repo information: **apt-cache policy <package name>**

Tools: Fedora-based systems

Bug reporting tools

- **ABRT** can be configured for automatic bug reporting
- **sosreport** gathers logs, /etc/ config, networking info, disk details and more - Useful for troubleshooting directly with an engineer but contains sensitive information (don't post all on bug)

logs

- run app from cli while **journalctl -f** running in another terminal window
- **journalctl -b0** (b0 for this boot) or browse /var/log/syslog

Misc

- Get the version number: **rpm -qa | grep <package name>**
- What repo it came from: **dnf list installed | grep <package name>**

Questions that will help you file a good bug

Questions to ask yourself

- Are there journalctl logs generated when the issue appears?
- Is there stdout when you run the problematic app with the CLI?
- Is there any relevant environment info to the issue you can provide?
- Can you provide a short video showing the issue? Or screenshots?
 - GNOME: Hit the Print Screen button to capture screenshots/video
 - KDE: Hit the Print Screen button for screenshots, additionally Tools -> Record Screen for video
- What happened and what did you expect to happen?
- What were you doing when the problem occurred and can you get it to happen again?
- Bonus: Does it happen on another distro with the same app?

Issue filing analysis paralysis

“Don’t let the *perfect* bug be the enemy of the *good* bug.”

- *Softwaire*



Questions? Then email me :)

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