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

- Softwaire
Questions? Then email me :) 

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