Bugzilla for Humans

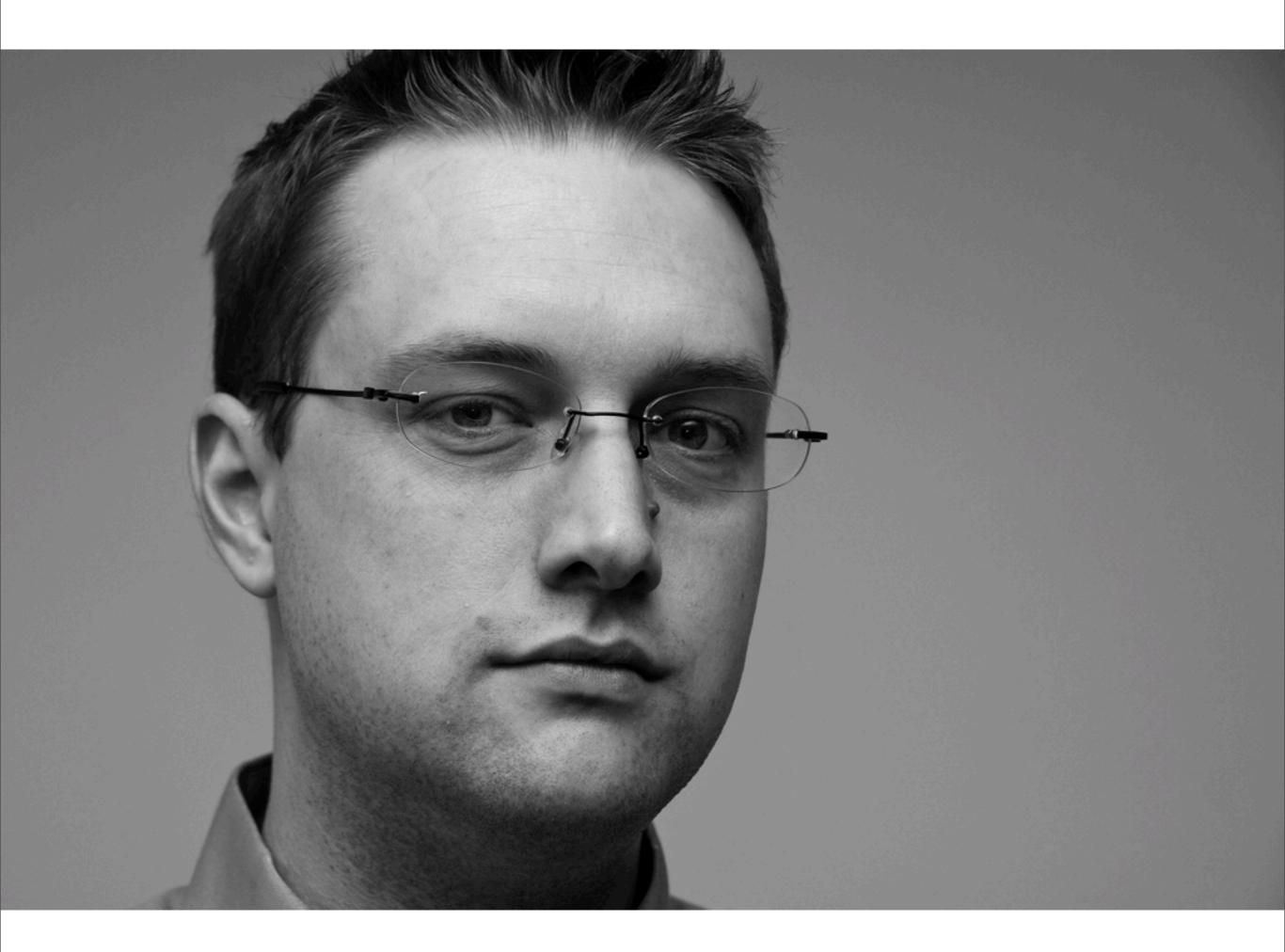
Introduction!

Johnathan Nightingale

(johnath)



that's not right...

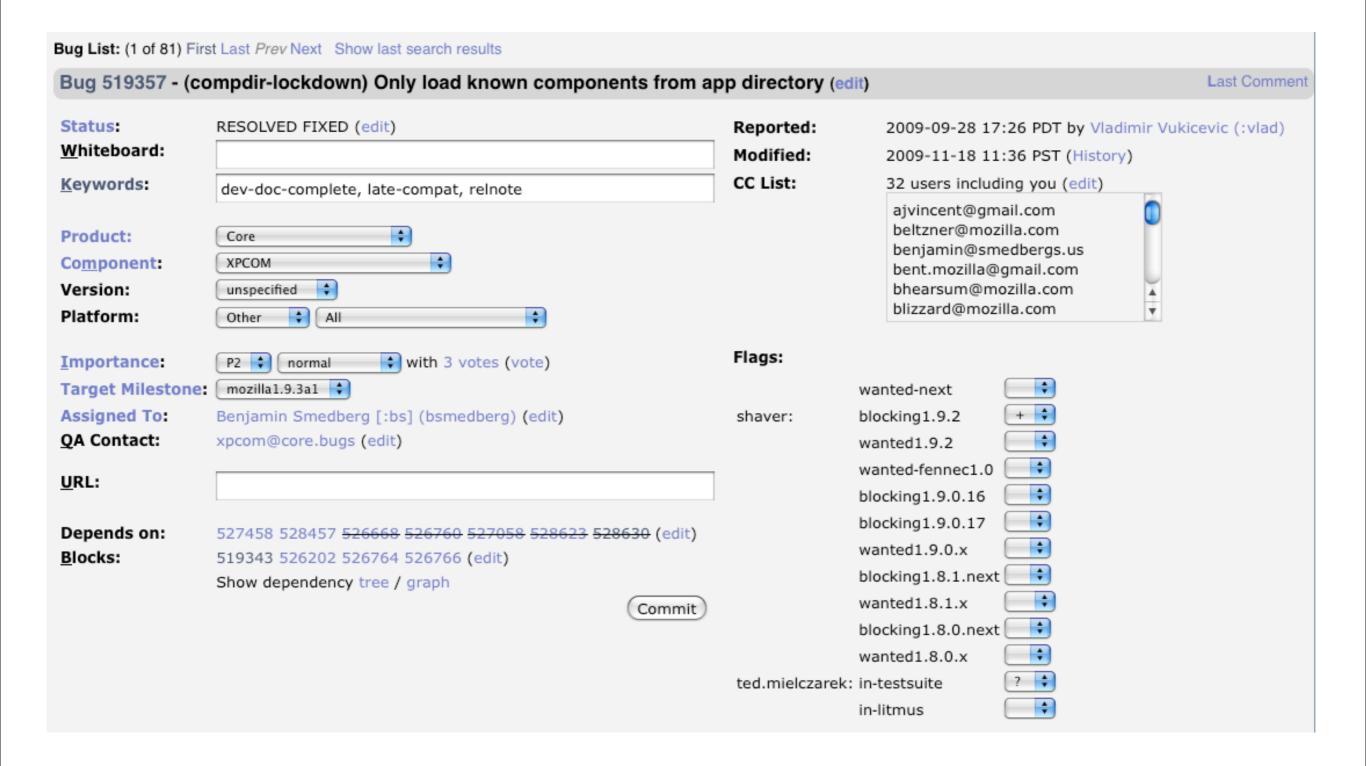


better. (o hai)

So You Want to Use Bugzilla

That is a lie.

No one wants to use Bugzilla.



Brett 2009-09-21 07:48:33 PDT

Comment 64 Private

I use to use this feature often to check the link to an image.

Now I have to select copy image, and paste it to an editable text box to see the link.

This bug fix is counter productive in so many cases. Just because 1 users pushes their idea shouldn't cause things to be committed to a product with million of existing users.

iDrugoy@gmail.com 2009-09-21 12:19:44 PDT

Comment 65 Private

You may thank Hitler for this...
..oops I meant Johnathan Nightingale

Gervase Markham (:gerv) 2009-09-21 14:02:11 PDT

Comment 66 Private

iDrugoy: about five seconds after this mail is sent, I will be disabling your Bugzilla account. Go and read about Godwin's Law. There is no reason why jonath should have to put up with that sort of thing.

Gerv

But Bugzilla is also one of the strongest tools we have.

- It scales to hundreds of thousands of bugs
- It can be molded to suit a variety of purposes
- It is the devil we know

And once you learn to read the matrix, you can bend it to your will.

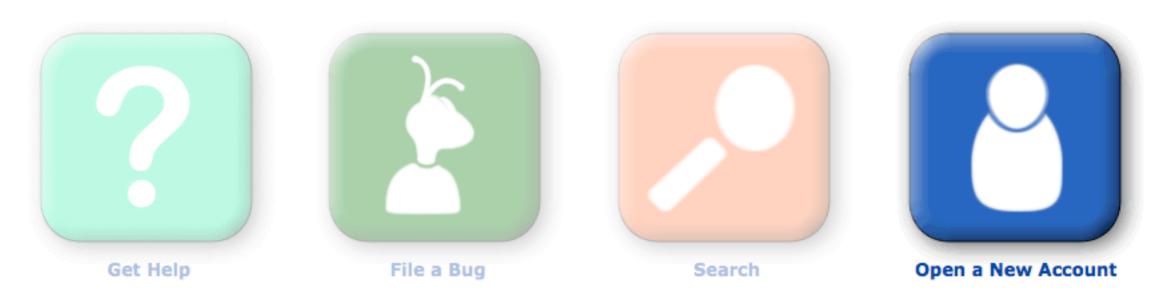
Let's Get Started

Bugzilla 101: Creating an Account

This part is surprisingly simple

As of Sunday, November 15, 10pm PST (0600 UTC) we're running Bugzilla 3.4.3. For a list of new features we picked up, check the <u>release</u> <u>notes</u>. If you find any regressions that came along with the upgrade, you can file them in the mozilla.org product, Bugzilla: Other b.m.o issues component, and put 'bmo-regressions' in the "Blocks" field.

Welcome to mozilla.org's Bugzilla



Enter a bug # or some search terms

Quick Search

Quick Search help | Install the Quick Search plugin

Soon you'll start getting bugmail

and you will be sad

I'll get to that in a minute.

Review Slide!

- Bugzilla is scary
 - but it's important
 - and getting started is really easy.

Bugzilla 101: Filing a Bug

Which product is affected by the problem you would like to report?



Core:

Shared components used by Firefox and other Mozilla software, including handling of Web content (HTML, CSS, scripts, images, networking, etc.).



Firefox:

The Mozilla Foundation's next-generation web browser (more info)



Thunderbird:

The Mozilla Foundation's next-generation email client (more info)



Calendar:

The Mozilla Calendar project (more info)



Camino:

Camino is a native Mac OS X browser-only project (more info)



SeaMonkey:

This product covers SeaMonkey, the further developed code of the former Mozilla 1.x application suite, including web browser, e-mail and newsgroup client, and HTML composer. (more info) Looking for technical support or help getting your site to work with Mozilla? Visit the mozilla.org support page before filing bugs.

Client Software End User Products developed by mozilla.org contributors

```
Calendar: The Mozilla Calendar project (more info)
```

Camino: Camino is a native Mac OS X browser-only project (more info)

Composer: Next-generation gecko-based standalone HTML/XHTML authoring tool

Fennec: Fennec is the code name of the effort to build a mobile version of Firefox (more info)

Firefox: The Mozilla Foundation's next-generation web browser (more info)

Mozilla Localizations: Translation, spelling and other errors in language packs and localized builds (more info)

Other Applications: For bugs in CCK, Chatzilla, DOM Inspector, Venkman, and other applications which aren't large enough to warrant an entire Bugzilla product.

Penelope: Eudora meets Thunderbird (more info)

SeaMonkey: This product covers SeaMonkey, the further developed code of the former Mozilla 1.x application suite, including web browser, e-mail and newsgrou

composer. (more info)

Thunderbird: The Mozilla Foundation's next-generation email client (more info)

Weave: Weave is Mozilla's experiment with web services

Components Standalone components that can be used by other products. Core, Directory, NSPR, NSS and Toolkit are used by Gecko (which is in the Thunderbird, SeaMonkey, Fennec, and others)

Core: Shared components used by Firefox and other Mozilla software, including handling of Web content (HTML, CSS, scripts, images, networking, etc.).

Directory: The Lightweight Directory Access Protocol (LDAP) project (more info)

JSS: Network Security Services for Java - a Java interface to NSS (more info)

MailNews Core: Mail and news components common to Thunderbird and SeaMonkey

NSPR: The Netscape Portable Runtime - Mozilla's cross-platform portability layer (more info)

NSS: Network Security Services - a cross-platform security library (more info)

Rhino: An implementation of JavaScript in Java (more info)

Tamarin: Next-generation JavaScript 2 virtual machine (more info)

Testing: For bugs related to automated testing of Mozilla client code (Firefox, Thunderbird, Fennec, Gecko, etc)

Toolkit: The platform toolkit underlying Mozilla's "Aviary"-style applications.

Server Software Web Server software developed by mozilla.org contributors to aid the development of mozilla.org products

addons.mozilla.org: The website hosting add-ons for Mozilla products (addons.mozilla.org).

AUS: The Application Update Service is used by client software to check for updates to application software.

Bespin: Bespin is a product, designed in Mozilla Labs, that proposes an open, extensible, web-based framework for code editing that aims to increase devel compelling user experiences, and promote the use of open standards.

Bugzilla: The Bugzilla bug-tracking system (more info)

note: This is not the place to request configuration changes to this installation of Bugzilla (bugzilla.mozilla.org). File such changes under the appro mozilla.org product.

Testopia: Testopia is a test case management system that sits on top of Bugzilla.

Webtools: For bugs in the tools that mozilla.org uses. This includes web-based tools like LXR, Bonsai, and Tinderbox but not Bugzilla (see above). It also include the control of the cont

Consider using the Bugzilla Helper instead of this form. Before reporting a bug, make sure you've read our bug writing guidelines and double checked the of most frequently reported bugs and search through descriptions of previously reported bugs.

Show Advanced Fields

Summary:



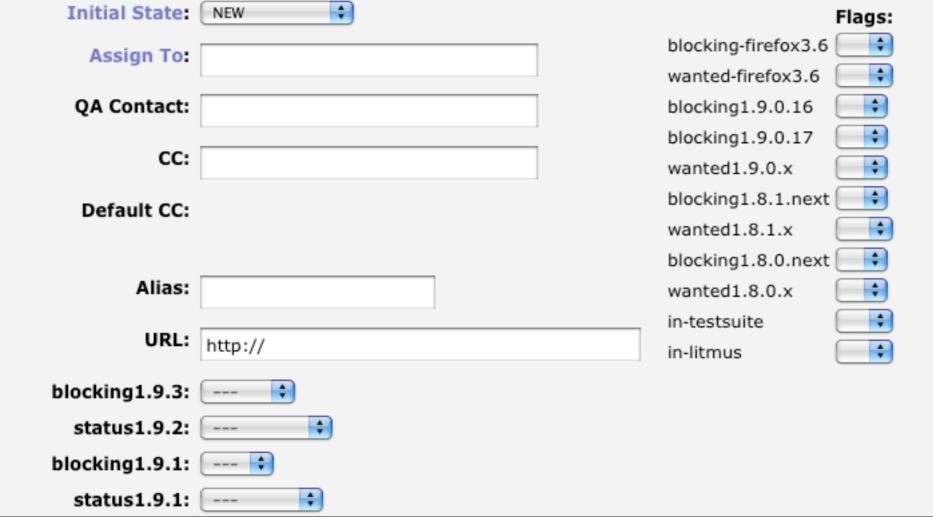
We've made a guess at your operating system and platform. Please check them and make any corrections if necessary.

Description:		
A 4 4 5 5 6 6 7 8 8 9 1		
Attachment:	Add an attachment This is a security problem that should be kept confidential until addresse Commit	d (security policy).

Hide Advanced Fields

Product: Firefox		Reporter: johnath@mozilla.com		
Component:	Bookmarks & History Build Config Disability Access Extension Compatibility File Handling General Help Documentation	Component Description Select a component to read its description.		
Version:	2.0 Branch 3.0 Branch 3.5 Branch 3.6 Branch Trunk	Severity: normal + Hardware: All + OS: All		
Target Milestone:	\$	Priority: 💠		

We've made a guess at your operating system and platform. Please check them and make any corrections if necessary.



Remember! The point of filing a bug is to get it resolved.

That means:

- CC list matters
- Component choice matters
- Summary matters
- Helpfulness matters

Bug 507077 - Stupid java scripts (edit)

Status: RESOLVED INVALID (edit)

Bug 416307 - (fbi-plant) Microsoft Vista is a piece of shit (edit)

Status: VERIFIED INVALID (edit)

Bug 38437 - Read this you craps (edit)

Status: VERIFIED INVALID (edit)

Bugzilla 101: Reading a Bug

Summary

Bug List: (4 of 5) Firs	t Last Prev Next Show last search results			
Bug 520535 - XI (edit)	JL windows with dependent=true and titlebar	=no do not re	ceive keyboard & mouse events Last Comment	
Status: Whiteboard: Keywords:	ASSIGNED (edit) [needs new patch, feedback, ETA] regression	Reported: Modified: CC List:	2009-10-05 04:06 PDT by aNDreas Bolotă 2009-11-27 08:54 PST (History) 14 users including you (edit) dietrich@mozilla.com	
Product: Component: Version: Platform:	Extension Compatibility Trunk x86		dtownsend@mozilla.com ekzot@email.cz enndeakin@gmail.com jmathies@mozilla.com johnath@mozilla.com	
<u>I</u> mportance:	to normal to (vote)	Flags:		
Target Milestone	:	beltzner: block	king-firefox3.6 + 🕏	
Assigned To:	neil@parkwaycc.co.uk (edit)	beltzner: want		
QA Contact:	extension.compatibility@firefox.bugs (edit)	block	king1.9.0.16	
<u>U</u> RL:		block	king1.9.0.17	
		want	ed1.9.0.x	
Depends on:			king1.8.1.next	
Blocks:	510686 (edit)		ed1.8.1.x	
<u></u>	Show dependency tree / graph Commit	blocking1.8.0.next		
			ed1.8.0.x	
			stsuite	
		in-litr	mus 💮 🗘	

Summary

Bug List: (4 of 5) First Last Prev Next Show last search results					
Bug 520535 - XUL windows with dependent=true and titlebar=no do not receive keyboard & mouse events Last Comment (edit)					
Status: Whiteboard: Keywords:	ASSIGNED (edit) [needs new patch, feedback, ETA] regression	Reported: Modified: CC List:	2009-10-05 04:06 PDT by aNDreas Bolotă 2009-11-27 08:54 PST (History) 14 users including you (edit) dietrich@mozilla.com		
Product: Component: Version: Platform:	Firefox Extension Compatibility Trunk x86		dtownsend@mozilla.com ekzot@email.cz enndeakin@gmail.com jmathies@mozilla.com johnath@mozilla.com		
Importance: Target Milestone Assigned To: QA Contact: URL: Depends on: Blocks:	neil@parkwaycc.co.uk (edit) extension.compatibility@firefox.bugs (edit) 510686 (edit) Show dependency tree / graph Commit	beltzner: want block want block want block	king-firefox3.6 +		
			estsuite 💮 💮		

Patch History

Restrict Group Visibility: Only users in all of the selected groups can view this bug: (Unchecking all boxes makes this a more public bug.) Confidential Mozilla Corporation Bug Confidential Mozilla Project Bug (use another group if possible) Security-Sensitive Core Bug				
Attachments				
I can't believe this is more than a thousand lines long (34.28 KB, patch) 2009-08-27 17:44 PDT, Johnathan Nightingale [:johnath]	vladimir: review+ vladimir: superreview+	Details Diff		
Missed the jar manifest for the dtd/properties (35.96 KB, patch) 2009-08-27 18:49 PDT, Johnathan Nightingale [:johnath]	no flags	Details Diff		
Eef. (48.00 KB, patch) 2009-08-28 08:10 PDT, Johnathan Nightingale [:johnath]	vladimir: review+ jonas: superreview+ beltzner: approval1.9.2+	Details Diff		
Screenshot of dialog that was removed (27.12 KB, Image/pjpeg) 2009-09-08 06:30 PDT, Kurt Schultz (supernova_00)	no flags	Details		
Add an attachment (proposed patch, testcase, etc.)	Hide Obsolete	(2) View All		

Collapse All Comments - Expand All Comments

Johnathan Nightingale [:johnath] 2009-08-27 17:29:04 PDT

Description Private [reply] [-]

Comments

```
David Bolter [:davidb] 2009-08-31 10:39:54 PDT
                                                                      Comment 22 Private [reply] [-]
(In reply to comment #21)
> While exposing this through ally APIs, which is mostly done already, as David
> suggested, is useful for the screen reader itself to give users info about a
> link, it does not cover the scenario Jamie was pointing out, which is being
> able to copy parts of a link address. Also, the ally APIs don't yet have a
> means to expose whether a link opens in something other than the current page
> (although I believe this could be useful info for screen readers).
Spun off bug 513715 for this.
I think Jamie should file a bug for the easier link copying.
> So, I'm all for better UI solutions, we just need to make sure they're not
> tooltips only. ;) That was the primary intent of my comment.
Good point.
Sounds like this can land IMHO.
 Johnathan Nightingale [:johnath] 2009-08-31 14:47:00 PDT Comment 23 ☐ Private [reply] [-]
Tryserver ran without incident, I'll aim to land this tomorrow.
  Rob Campbell [:rc] (robcee) 2009-08-31 14:51:58 PDT
                                                                      Comment 24 Private [reply] [-]
(In reply to comment #2)
> cc'ng robcee too, on the off chance that firebug uses this?
don't think so. we have our own "Inspect Element" menu item.
```

Review Slide!

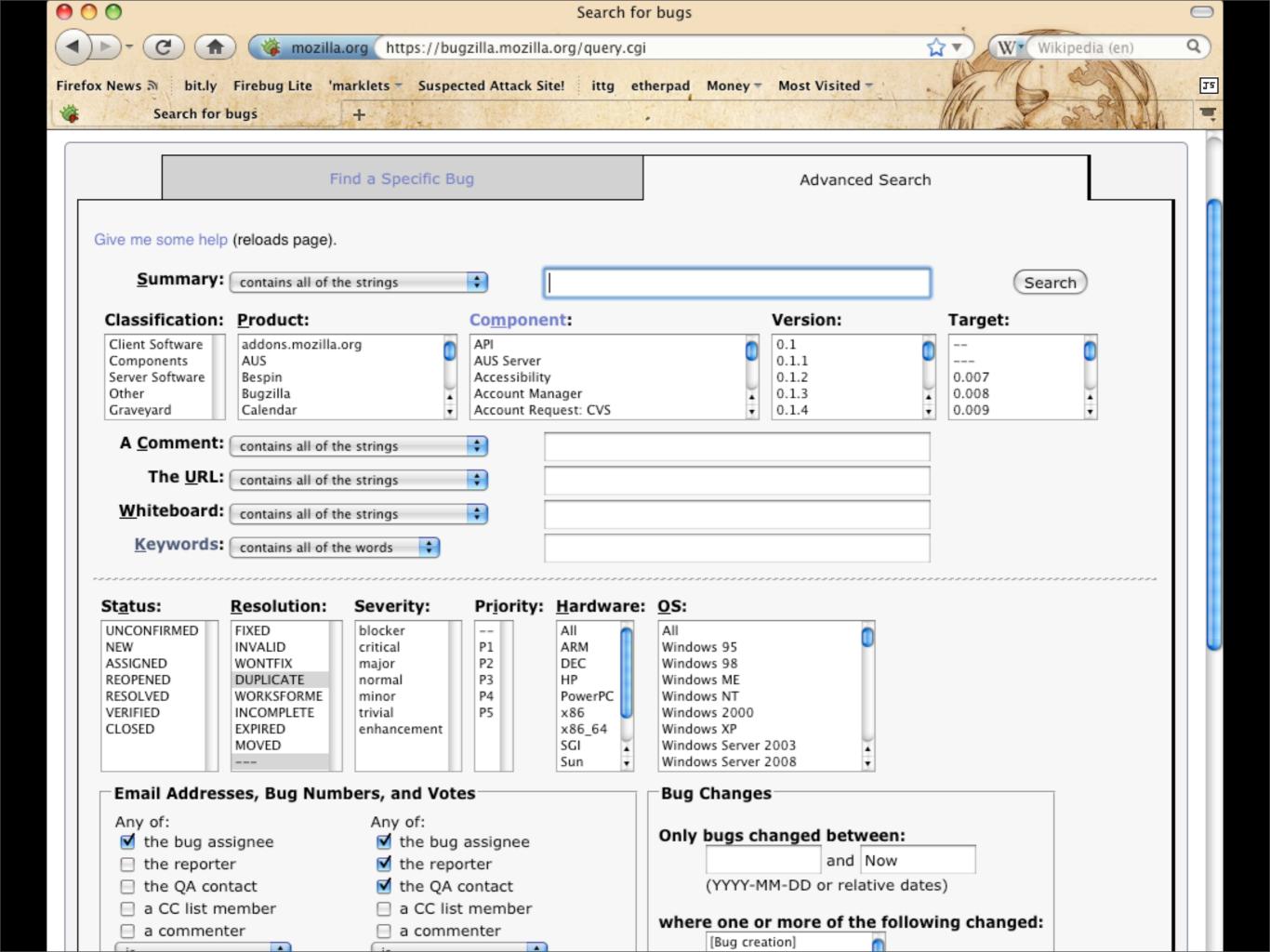
- Bugzilla is scary, but important; and getting started is really easy.
- Filing bugs is about helping people help you
 help them find you, help them understand you
- Reading bugs is about learning what to ignore (most of it)

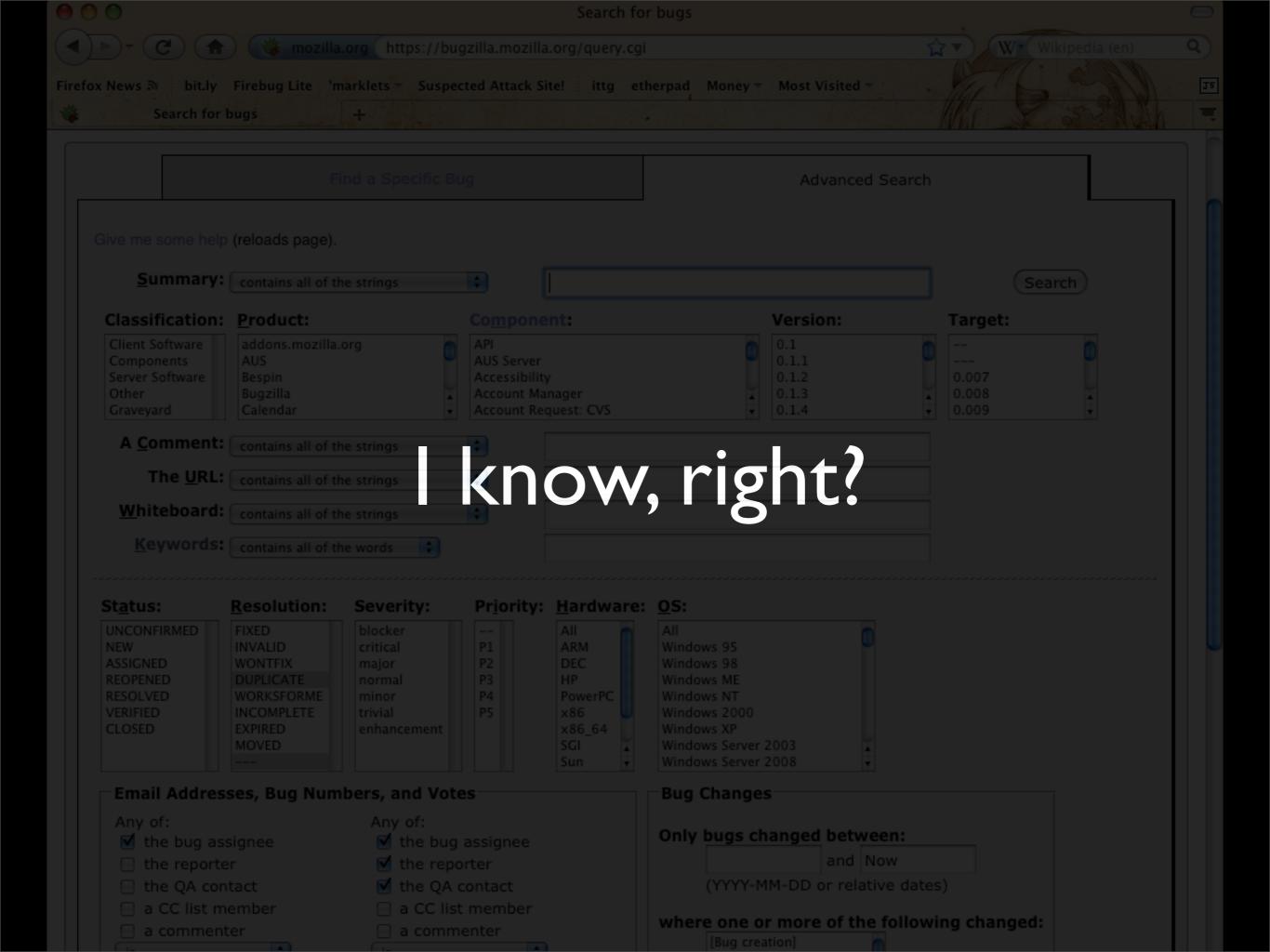
Bugzilla 201: Finding Bugs

There are 2 or 3 different search interfaces in Bugzilla

(of course there are)

One is complete, and terrible.





The other is beautiful, but only works 99% of the time

product:Firefox RealPlayer reporter:johnath

Quick Search

Quick Search help | Install the Quick Search plugin

isn't that lovely?

If you're not sure what the keyword should be: Guess!

Field whi is not a known field. The legal field names are listed here.

Please press Back and try again.

Review Slide!

- Bugzilla is scary, but important; and getting started is really easy.
- Filing bugs: help me help you help me find you, help me understand you.
- Learn to ignore what you don't need.
- Learn quicksearch. Love quicksearch.

Bugzilla Pro Tip: Etiquette

https://bugzilla.mozilla.org/page.cgi?id=etiquette.html

Remember that you represent the community

Remember that bugzilla is full of humans

You don't have to "win"

You also don't have to lose

Bugzilla Pro Tip: Finding bugmail addresses

Bugzilla cannot make a conclusive match for one or more of the names and/or email addresses you entered on the previous page.

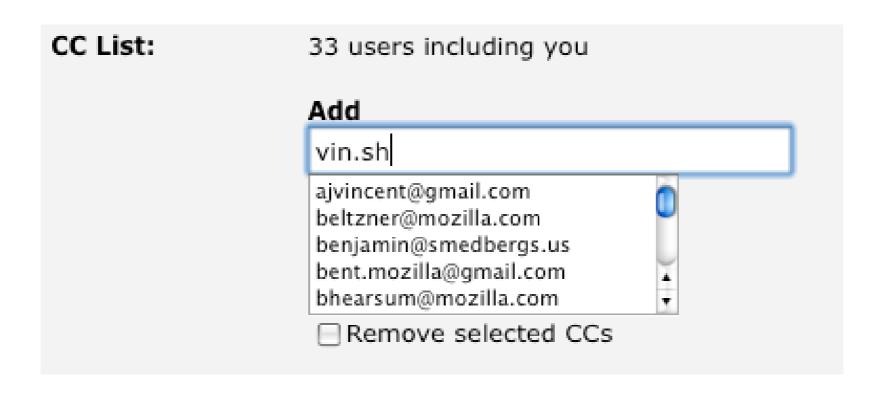
Please examine the lists of potential matches below and select the ones you want, or go back to the previous page to revise the names you entered.

CC: madhava matched:

abhinesh <abhinesh.sethumadhavan@gmail.com>
Anantha <anantha.madhava@mphasis.com>
Anil Madhavapeddy <anil@recoil.org>
Madhava Challa <cmadhav@hotmail.com>
Madhava <maddy.ns2@gmail.com>

Continue

substrings work



which is why we all do this stupid thing



which is why we all do this stupid thing

Comment 29	☐ Private	[reply] [-]
Comment 30	☐ Private	[reply] [-]
Comment 31	☐ Private	[reply] [-]
	Comment 30	Comment 30 Private Comment 31 Private

Bugzilla Pro Tip: Watching

User Watching

If you watch a user, it is as if you are standing in their shoes for the purposes of getting email. Email is sent or not according to your preferences for their relationship to the bug (e.g. Assignee).

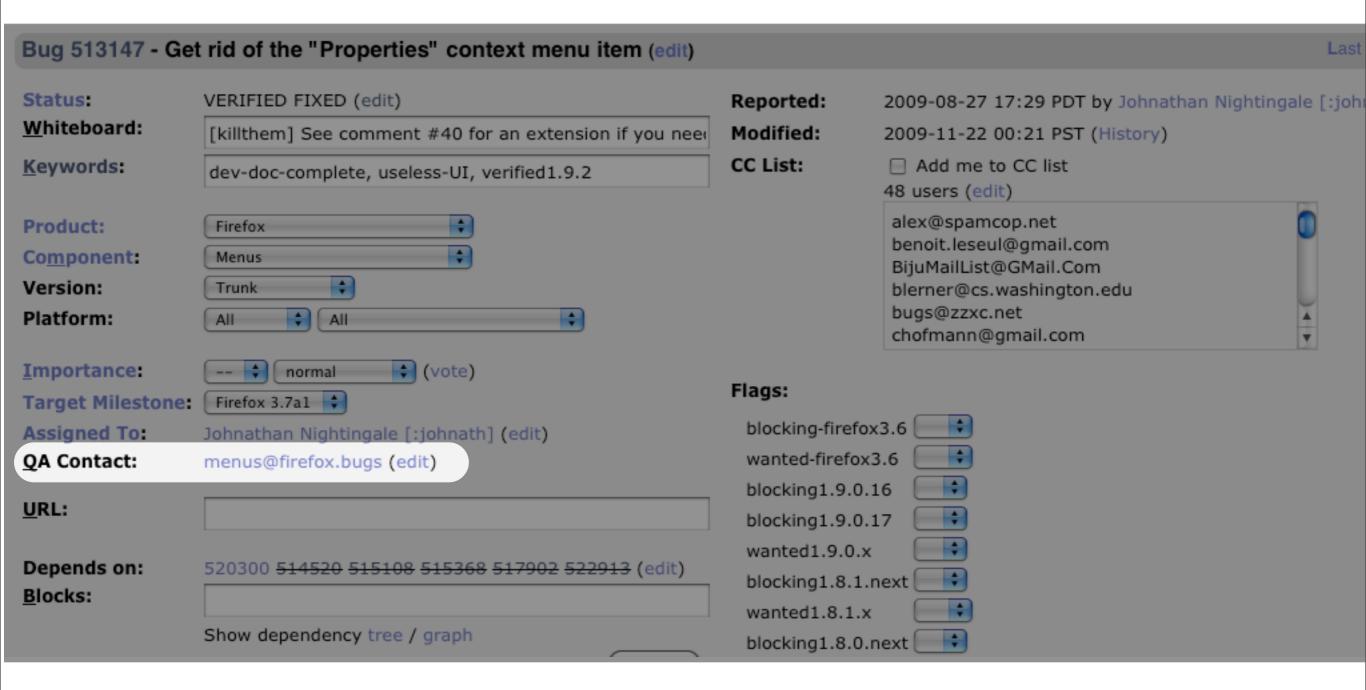
You are watching everyone in the following list:



Remove selected users from my watch list

Add users to my watch list (comma separated list):

Creepy, but useful!



Bugzilla Pro Tip: Managing Bugmail

By default, Bugzilla assumes you want to know everything

You do not.

General Preferences Email Preferences Saved Searches Name and Password Permissi	General Preferences	Email Preferences	Saved Searches	Name and Password	Permission
---	---------------------	-------------------	----------------	-------------------	------------

Email Preferences

If you don't like getting a notification for "trivial" changes to bugs, you can use the settings below to filter some or all notifications.

Enable All Mail Disable All Mail

Global options:

- ☑ Email me when someone asks me to set a flag
- Email me when someone sets a flag I asked for

Field/recipient specific options:

When my relationship to this bug is:		I want to receive mail when:			
Assignee	QA Contact	Reporter	CCed	Voter	want to receive mail when:
	✓	Н	✓		I'm added to or removed from this capacity
					A new bug is created
✓	✓	✓	✓	✓	The bug is resolved or reopened
		✓			The priority, status, severity, or milestone changes
ゼ	✓	✓	✓	✓	New comments are added
ゼ	✓	✓	✓		New attachments are added
	✓	✓	✓		Some attachment data changes
ゼ		✓			The keywords field changes
					The CC field changes
		✓			The dependency tree changes
					Any field not mentioned above changes
		but not when (overrides above):			
					The bug is in the UNCONFIRMED state
	✓	✓	✓		The change was made by me

Final Review Slide!

- Bugzilla is scary, but important
- Help me help you when filing bugs
- Learn to ignore what you don't need
- Quicksearch FTW
- Manage your bugmail
- Be nice

Now go set up your account

https://bugzilla.mozilla.org