

Improving MediaWiki quality: How everybody can help with bug report triaging

Andre Klapper
<aklapper@wikimedia.org>



Software misbehavior („bugs“ / „issues“) and feature / enhancement requests



92

9/9

0800 Antan started
 1000 " stopped - antan ✓

13°C (032)	MP - MC	1.982647000	1.2700	9.037 847 025
(033)	PRO 2	2.130476415		9.037 846 995 condct
	condct	2.130476415		4.615925059(-2)
		2.130676415		

Relays 6-2 in 033 failed special speed test
 in relay .. 11.000 test .

Relay 3145
 Relay 3376

1100 Started Cosine Tape (Sine check)
 1525 Started Multi-Adder Test.

1545



Relay #70 Panel F
 (moth) in relay.

First actual case of bug being found.

~~1630~~ Antan started.
 1700 closed down.

Crashes,
functionality failures,
feature requests,
missing/wrong documentation,
...



<https://bugzilla.wikimedia.org> =
Wikimedia's issue
tracking system





Bugzilla

Navigation

- [Search bugs](#)
- [Advanced search](#)
- [Enter a new bug](#)
- [Help](#)

Links

- [Reports](#)
- [Weekly Summary](#)
- [Requests](#)

Welcome to MediaWiki Bugzilla

This is the bug tracker for [MediaWiki](#) and its extensions and site-specific problems on [Wikimedia](#) wikis.

If you would like to file a bug report, please read [How to report a bug](#) for some pointers.



[Report a Bug \(Account Needed\)](#)



[Search Bugs](#)



[Help on Bugzilla](#)



[Reports / Charts](#)



[Open a New Account](#)

Enter a bug # or some search terms:

[\[Help\]](#)

Bugzilla version 4.2.4

[Privacy policy](#) [About MediaWiki.org](#) [Disclaimers](#)



Structure in Bugzilla: Products

MediaWiki,
MediaWiki Extensions,
Wikimedia,

...

<https://bugzilla.wikimedia.org/describecomponents.cgi>



Structure in Bugzilla: Components

Database

Email

Installer

JavaScript

Search

User Preferences

...

[https://bugzilla.wikimedia.org/describecomponents.cgi?
product=MediaWiki](https://bugzilla.wikimedia.org/describecomponents.cgi?product=MediaWiki)



Developers interested in a certain area
of the codebase look at these reports



People in Bugzilla

Users / Reporters
Bugsquad / Triaging Community
Software Developers
Product Managers
Bugzilla Technical Administrators



Scope

Bug management is an ongoing activity.

Improving, cleaning up, and organizing the open bug reports and enhancement requests in Bugzilla



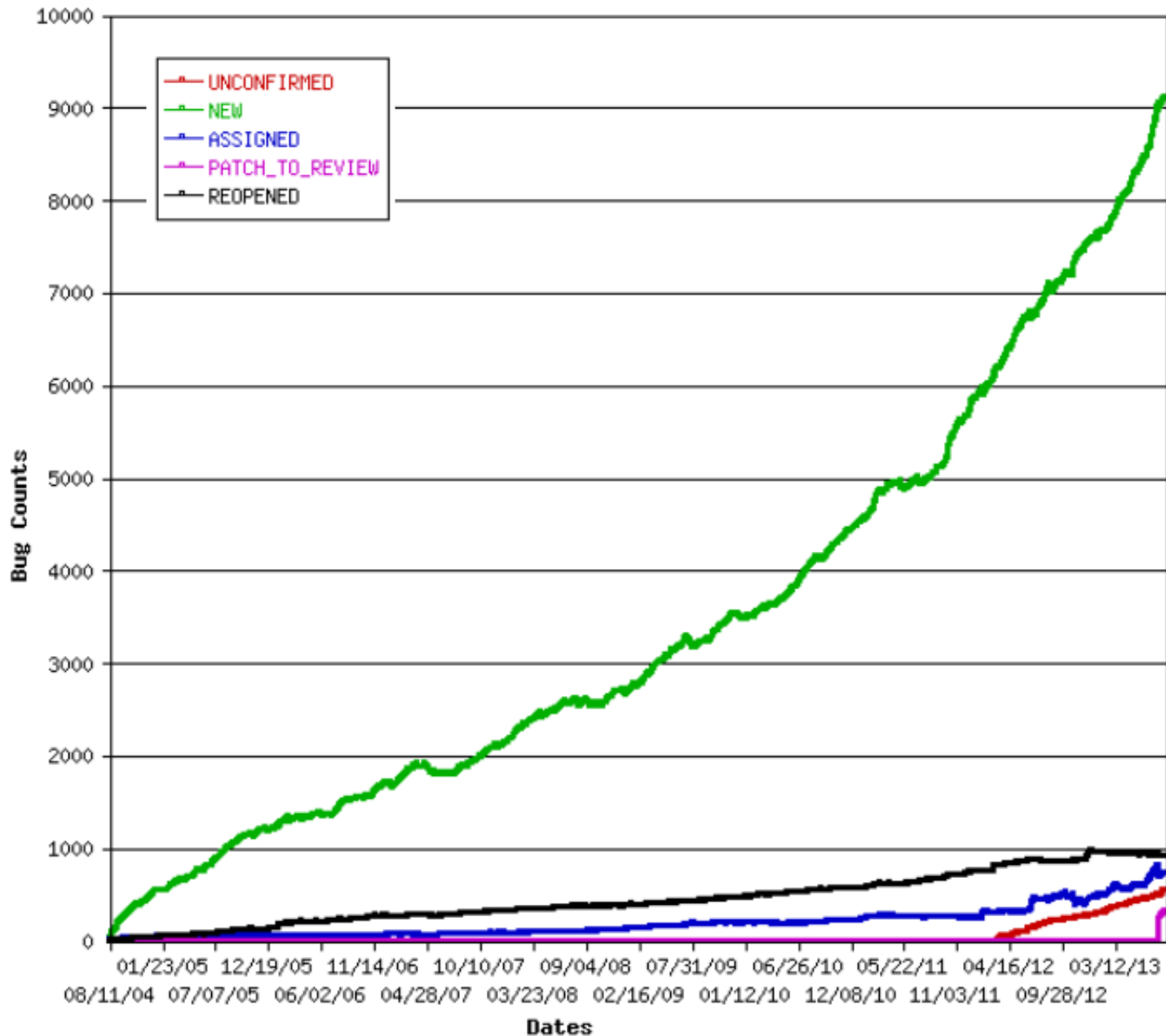
Scope

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

Help finding important issues and make sure that they get handled/fixed quickly.



**There
are
enough
open
bugs for
every-
body!**



https://bugzilla.wikimedia.org/reports.cgi?product=-All-&datasets=UNCONFIRMED&datasets=NEW&datasets=ASSIGNED&datasets=REOPENED&datasets=PATCH_TO_REVIEW

That's a lot.

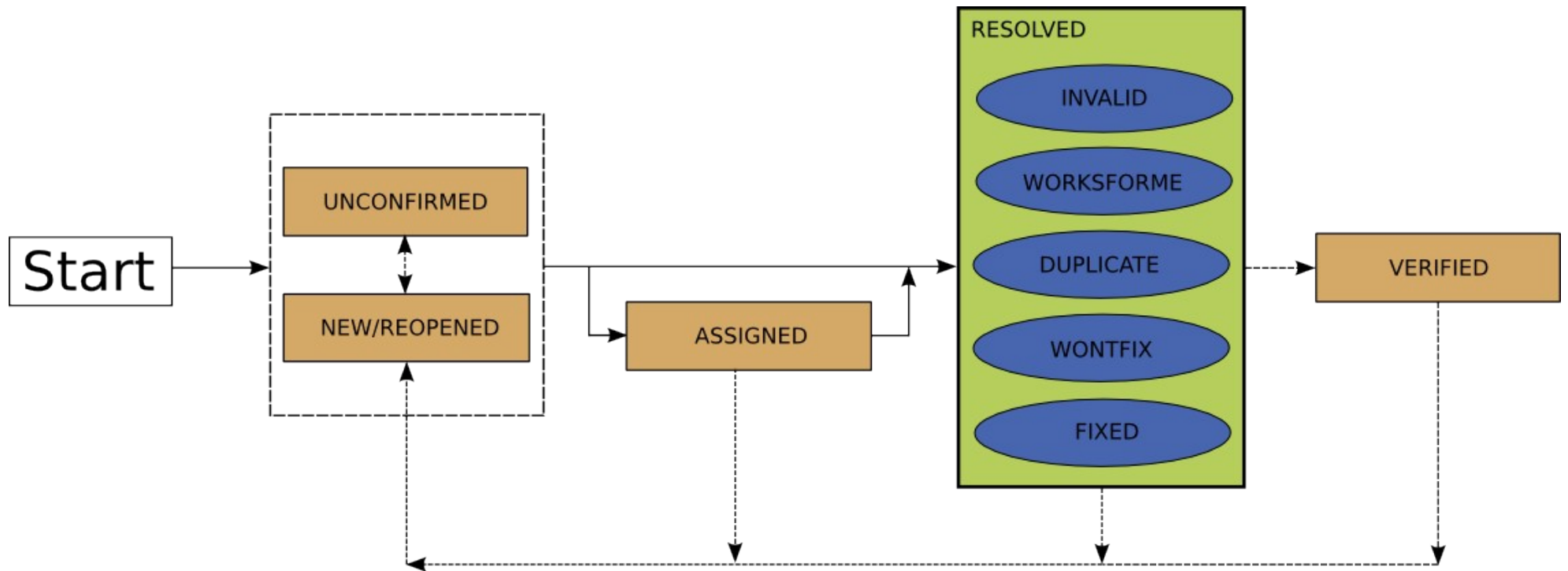


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The Life of a Bug Report



https://www.mediawiki.org/wiki/File:Bug_Life_Cycle_Diagram.png
(by Valerie Juarez, CC BY-SA 3.0)



Triaging: What?

Report makes sense?

Enough information provided?

Filed under right product / component?

Severity / Priority?

https://www.mediawiki.org/wiki/Bug_management/How_to_triage



Most helpful to understand for triaging:
What makes a good bug report?



Asking reporters for more info

- What were you trying to do and why?
- What did you do?
- What happened?
- What were your expectations?
- Does it happen again if you try again?
- What are you running (browser, version)?



**[https://www.mediawiki.org/
wiki/How_to_report_a_bug](https://www.mediawiki.org/wiki/How_to_report_a_bug)**



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Triaging: How?

Sensible
Exact
Patient
Friendly
Listening



Getting Started with Triageing

Create a Bugzilla account.

Read the Triage guide:

https://www.mediawiki.org/wiki/Bug_management/How_to_triage



All those fields!

Basic idea what all those fields are:

[http://www.mediawiki.org/
wiki/Bugzilla/Fields](http://www.mediawiki.org/wiki/Bugzilla/Fields)



One useful thing: Keywords

Keywords („categories“
across products):

i18n, accessibility, performance, ...

[https://bugzilla.wikimedia.org/
describekeywords.cgi](https://bugzilla.wikimedia.org/describekeywords.cgi)



The Outside world

Making sure that bug reports end up in Bugzilla where developers see them (VillagePumps, IRC, mailing lists, ...)



Some things not handled in Bugzilla

Requests for specific personal rights on a wiki: Contact a steward

Mark a gadget as default:
Ask a sysop on wiki



Advanced Helper Tools: Scripts

Greasemonkey script for stock answers:

<https://git.wikimedia.org/tree/wikimedia/bugzilla/triagescripts>



Personal opinion, in short:

- 1) Use good judgement.
- 2) If unsure, ask first.



Do it!

[https://www.mediawiki.org/
wiki/Bug_management](https://www.mediawiki.org/wiki/Bug_management)

„Triage guide“
„Easy tasks and entry points“



...and don't be afraid!

[...] 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.“

(Luis Villa)



Alright!



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Late questions? Contact!

[https://www.mediawiki.org/
wiki/Bug_management](https://www.mediawiki.org/wiki/Bug_management)

Email: aklapper@wikimedia.org

Chat: [andre__](#) on Freenode IRC

...or come to IRC Office Hours!

