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

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Software misbehavior ("bugs" / "issues") and feature / enhancement requests
Andam started
stopped - andam
13°C (032) MP - MC
(033) PRO
7535769/5 49 615 925058 (-4)
9 037 826 595 coned
Relays 6-2 in 033 failed special speed test
In relay Relay 3145 relay (Sine check)
Started Cosine Tape
1100 Started Multi Adder Test
1525
1545
Relay #70 Panel F
(moth) in relay.
First actual case of bug being found.
1630 andam started.
1700 closed down.
Crashes, functionality failures, feature requests, missing/wrong documentation, ...

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

Enter a bug # or some search terms:

[Find] [Help]
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
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 everybody!

https://bugzilla.wikimedia.org/reports.cgi?product=-All-&datasets=UNCONFIRMED&datasets=NEW&datasets=ASSIGNED&datasets=REOPENED&datasets=PATCH_TO_REVIEW
That's a lot.
The Life of a Bug Report

(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
Triaging: How?

Sensible
Exact
Patient
Friendly
Listening
Getting Started with Triaging

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
One useful thing: Keywords

Keywords („categories“ across products):

i18n, accessibility, performance, ...

https://bugzilla.wikimedia.org/describekeywords.cgi
Making sure that bug reports end up in Bugzilla where developers see them (VillagePumps, IRC, mailing lists, ...)

The Outside world
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

„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!
Late questions? Contact!

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

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...or come to IRC Office Hours!