LibreOffice
The Document Foundation

TIRANA
2018 EDITION
ALBANIA

Bugzilla: one script to rule them all

Xisco Fauli

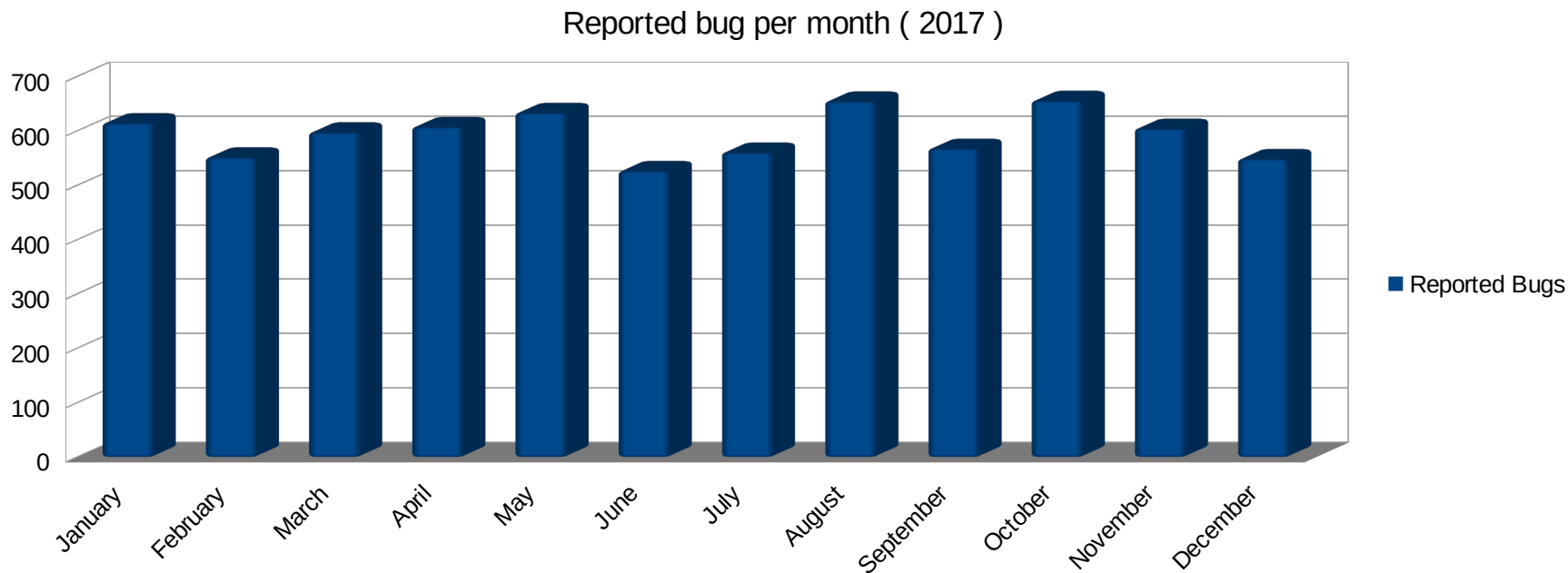xiscofauli@libreoffice.org

TIRANA | 27 Sept. 2018

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General Overview

		Total
UNCONFIRMED	484	484
NEW	13007	13007
ASSIGNED	121	121
REOPENED	35	35
RESOLVED	43819	43819
VERIFIED	2265	2265
CLOSED	1633	1633
NEEDINFO	559	559
Total	61923	61923

Status

Reported bugs in 2017

Reported bug per month (2017)

- Total: 7128 bugs (avg: 594) by 2841 users

2017 Overview

- 58348 comments by 3723 people
- 53401 changes to bugs by 2511 people
- 3120 new users

Should we limit user's power ?

WE WANT FREEDOM!

*Priority and Severity

Script

- https://cgit.freedesktop.org/libreoffice/contrib/dev-tools/tree/qa

```
Name
bugzillaAutomation.py
bugzillaChecker.py
bugzillaDataAnalyzer.py
common.py
createBlogReport.py
createCrashesList.py
createMassPingLists.py
createWeeklyReport.py
createWikiStats.py
```

Version

** Please read this message in its entirety before responding **

To make sure we're focusing on the bugs that affect our users today, LibreOffice QA
is asking bug reporters and confirmers to retest open, confirmed bugs which have not
been touched for over a year.

There have been thousands of bug fixes and commits since anyone checked on this bug
report. During that time, it's possible that the bug has been fixed, or the details
of the problem have changed. We'd really appreciate your help in getting confirmation
that the bug is still present.

If you have time, please do the following:

Test to see if the bug is still present with the latest version of LibreOffice from
https://www.libreoffice.org/download/

If the bug is present, please leave a comment that includes the information from Help
- About LibreOffice.

If the bug is NOT present, please set the bug's Status field to RESOLVED-WORKSFORME
and leave a comment that includes the information from Help - About LibreOffice.

Please DO NOT

Update the version field
Reply via email (please reply directly on the bug tracker)
Set the bug's Status field to RESOLVED - FIXED (this status has a particular meaning
that is not
appropriate in this case)

If you want to do more to help you can test to see if your issue is a REGRESSION. To
do so:
1. Download and install oldest version of LibreOffice (usually 3.3 unless your bug
pertains to a feature added after 3.3) from
http://downloadarchive.documentfoundation.org/libreoffice/old/

2. Test your bug
3. Leave a comment with your results.
4a. If the bug was present with 3.3 - set version to 'inherited from OOo';
4b. If the bug was not present in 3.3 - add 'regression' to keyword

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Version

*The earliest version of the software in which the bug can be reproduced.

Auto-confirmed bugs

- No one should confirm their own bugs, unless...
  - You intend to fix it
  - The bug is bisected
- Otherwise, they go unnoticed

  → Triage it!

Auto-fixed bugs

1. Closed as RESOLVED FIXED?

2. Target in whiteboard is missing?

3. Commit?

   → Change it to WORKSFORME?

   → Fixed in release branches?

   → BackportRequest?

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CrashReport (1)

Reported: 2018-08-16 10:12 UTC by oo.o+libreoffice@windbuechse.samba-tng.org
Modified: 2018-09-14 08:14 UTC (History)
CC List: ☒ Add me to CC list
1 user (edit)
Ignore Bug Mail: ☐ (never email me about this bug)

See Also: (add)
Crash report or crash signature: ["sdext::presenter::PresenterSlideShowView::LateInit()"]

http://crashreport.libreoffice.org/stats/signature/
sdext::presenter::PresenterSlideShowView::LateInit()

CrashReport (2)

Reported: 2018-08-16 10:12 UTC by oo.o+libreoffice@windbuechse.samba-tng.org

Modified: 2018-09-26 01:30 UTC (History)

CC List: 2 users including you (edit)

Ignore Bug Mail: ☐ (never email me about this bug)

See Also: https://crashreport.libreoffice.org/stats/signature
/sdext::presenter::PresenterSlideShowView::LateInit() ☐ Remove
(add)

rash report or crash signature: ["sdext::presenter::PresenterSlideShowView::LateInit()"]

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Keywords

- "Patch" → Gerrit?

- "PossibleRegression" → Regression?

    The point of this status is so that QA can confirm that there is a regression and do the follow up steps needed for regressions (bibisect, etc . . .)

- "regression" → bibisectRequest?

- "bibisectRequest" → regression?

- "needsUXEval" → libreoffice-ux-advise?

Assigned bugs

- ASSIGNED added → add assignee?
- ASSIGNED removed → remove assignee?
- Assignee added → add ASSIGNED?
- Assignee removed → remove ASSIGNED?

Inactive assigned bugs

- After 3 months of no activity
  - Change status to NEW
  - Remove Assignee
    → Send message

Xisco Faulí   2018-03-02 09:18:32 UTC   Comment 3 [tag] [r

Dear rking,
This bug has been in ASSIGNED status for more than 3 months without any
activity. Resetting it to NEW.
Please assigned it back to yourself if you're still working on this.

Bug is fixed?

1. Last comment done by the 'Commit Notification' bot ?

2. 1 month of inactivity?

3. Is reverted ?

Xisco Faulí   2018-09-20 08:43:58 UTC   Comment 21   [tag] [reply] [−]

A polite ping to Szymon Kłos:
Is this bug fixed? if so, could you please close it as RESOLVED FIXED ? Otherwise,
Could you please explain what's missing?
Thanks

1 month after pinging the developer...

1. Is still open?

2. Last comment is the ping comment?

→ Try to test, if fixed, close it!

1. A bug got fixed?
2. Is a regression?
   → Verify it!
   → Play around with it a bit!
   → If there are duplicate bugs, test them as well!
3. Needs backporting?
   → Cherry-picked in gerrit

Unconfirmed bugs

1. All comments written by the reporter?
2. 1 month of inactivity ?

→ Triage it!

   → Prevent bugs from getting lost in the unconfirmed list

   → Reduce responsive time

Unconfirmed bugs (2)

1. Comments written by different people?

2. Last comment is not written by the reporter?

3. Is it asking for information? → NEEDINFO

   If not → triage it!

Confirmed bugs

1. Is it confirmed?

   (listed in the QA getInvolved page)

2. Was the version changed?

   → If not, reproduce it with older versions

   → Key to find regressions!

Metabug missing?

1. Is confirmed?

2. Is properly triaged?

→ If possible, add the metabug

(useful to find duplicates)

NEEDINFO bugs

1. Status is NEEDINFO?

2. Last comment written by the reporter?

→ Triage it!

Fixed bugs reopened ?

1. The bug was moved from RESOLVED FIXED back to NEW

2. Was it RESOLVED for more than a month?

→ Close the bug with the following comment

Xisco Faulí   2018-04-27 07:30:45 UTC   Comment 36 [tag] [reply] [−]

(In reply to Axel Braun from comment #35)
> I'm running 6.0.3.2 and still have the issue that I cant delete a blank page
> following on a table

Dear Axel Braun,
This bug has been in RESOLVED FIXED status for more than 6 months.
If the issue is still reproducible with the latest version of LibreOffice from
https://www.libreoffice.org/download/libreoffice-fresh/, please report a new issue in
https://bugs.documentfoundation.org/enter_bug.cgi providing, if   needed, the steps
and documents to reproduce it.
Thanks for your understanding and collaboration.
Closing as RESOLVED FIXED

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New Contributors

1. Account created within the last month?

2. Contributed to at least 3 bugs?

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New Contributors (2)

→ Send welcoming email

```
Hello ,

On behalf of the QA Team I would like to give you a warm welcome to the LibreOffice project and
express my sincere gratitude for your contributions to our bugtracker[1].
As you might know, LibreOffice depends on volunteers like you to keep the software alive &
improving and any help is much appreciated.

In the QA team, we identify problems in our software, confirm problems reported by users, and
validate proposed fixes and enhancements so each new version of LibreOffice is more reliable
and robust.

You can find more information about QA in our wiki page[2] and the most 'bleeding edge' version
of LibreOffice can be downloaded from here[3].
If you need to contact us, you can do it via IRC [4], Telegram [5] or the mailing list [6].

Keep up the good work.

Regards

[1]. https://bugs.documentfoundation.org/
[2]. https://wiki.documentfoundation.org/QA
[3]. https://dev-builds.libreoffice.org/daily/master/
[4]. https://wiki.documentfoundation.org/QA/IRC
[5]. https://t.me/LibreOffice_QA
[6]. https://wiki.documentfoundation.org/QA/Mailing_List
```

Old Contributors

1. Inactived for more than 6 months?
2. Contributed to more than 20 bugs?

→ Send "we miss you" email

```
Hello,

I'm writing you this email on behalf of the LibreOffice QA Team to express my sincere gratitude
for your past contributions to the project.
As you might know, LibreOffice depends on volunteers like you to keep the software alive &
improving and we really appreciate your work.

We have noticed your activity in Bugzilla has stopped for some time now and we know
volunteering is something most of us do in our spare time, so it is normal to have periods
where you need to concentrate on other items, however, we would love to have you back whenever
you have time again.
On the other hand, if there is anything we can do to help you with, we would love to hear it.

Thanks in advance
```

Thank you !

Questions ?

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