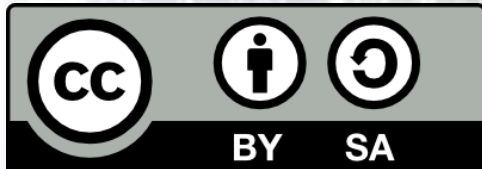


Getting Started with QA

*Robinson Tryon
LibreOffice Conference
Milano, 27 Sep. 2013*



The QA Team

- We're a diverse group
- We get a lot of work done
- But we have fun as well
- Thank you for joining us at this talk and for agreeing to triage dozens of bugs with us



Clockwise from top-left:
Joren, Bjoern, Robynson, Florian R., and Joel

Okay, you haven't signed up yet...

- But we *appreciate* help, even if it's 1hr/week
- We want *you* to have fun and enjoy your work
- Don't feel obligated to help – we're not your boss
 - But please keep us informed if you need more time to finish your Action Items (i.e. any projects you take on)
- Don't be afraid to ask for help

Interrupt me, please!

- This talk is intended to give you a taste of the QA Team
- If something I say is unclear or if you have a question, raise your hand or just start talking to me
- We have an entire hour, so don't worry about the time
- I might call on you as well
 - Q: *How many people here have experience doing QA for LibreOffice?*

QA Communication Channels

- Effective communication is key to consistent triaging and testing in QA
 - **IRC:** #libreoffice-qa
 - We often hang out here; feel free to ping any of us
 - Casual conversation helps us get to know one another
 - **Mailing List:** libreoffice-qa@lists.freedesktop.org
 - Venue for most of our discussion
 - Discussion about bugs, QA, and the QA Team are all on-topic
 - For private q's or concerns, email Joel Madero or me (Robinson Tryon)
 - Our email addresses are in the list archive
 - **QA Meetings** (*more on this later*)
 - **Bugzilla:** The primary conduit for communication with devs, users, & other volunteers
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Bugzilla

- Bugzilla is our bug tracker
- Hosted on shared Freedesktop.org infra.
 - <https://bugs.freedesktop.org/>
- Migrating to our own instance this year
- Very powerful, but the interface can be daunting
 - Remember: The QA Team is here to help!
- We serve as ambassadors when we interact with users
 - Be professional when posting comments on bug reports
 - There's no button to delete your post

The screenshot shows the Bugzilla search interface with the following sections:

- Product:** accountsservice, Androgenizer, apoc, at-spi2, avahi, burn
- Component:** * Other, A11y test suite, Account Modification Requests, ActiveSync, Administration, Android Impress Remote
- Status:** UNCONFIRMED, NEW, ASSIGNED, REOPENED, RESOLVED, VERIFIED
- Detailed Bug Information:** Narrow results by the following fields: Comments, URL, Whiteboard, Keywords. Each field has a dropdown menu set to "contains all of the strings".
- Bugs numbered:** A text input field followed by "should be" and a dropdown menu set to "only included in".
- Version:** (See in Summary), 0.0.1, 0.1.3, 0.2.0, 0.3.5, 0.4
- Severity:** blocker, critical, major, normal, minor, trivial
- Priority:** highest, high, medium, low, lowest
- Search By People:** Narrow results to a role (i.e. Assignee, Reporter, Commenter, etc.) a person has. Three columns of checkboxes are shown, each with "Any of:" above them. The first column has "the Bug Assignee" checked. The second and third columns have "the Bug Assignee", "the Reporter", and "the QA Contact" checked.

The Bug Submission Assistant (BSA)

- User-friendly “Fisher-Price” interface to Bugzilla
 - <https://www.libreoffice.org/get-help/bug>
- Fewer options listed
- Targeted at non-technical users
- BSA “hand-holds” bug reporters through the steps of a good report
 - Simpler interface → better, more-complete bug reports
- Not a complete drop-in replacement
 - The BSA requires an existing Bugzilla account
 - User can't view and update bug report from Bugzilla



Do you have a Bugzilla account?

- It's easy – let's get you one right now...
- Go to <https://bugs.freedesktop.org/> and click on the [New Account](#) link
- Register by entering your *email address*
- Receive confirmation via email and follow the instructions to activate your account
- You'll be asked to
 - Make up a new password
 - (OPTIONAL) Fill-in your REAL NAME
- You're done!

Triaging Bugs

- Triaging includes *confirming* and *evaluating*
- The biggest job of the QA Team
- Work is mostly straightforward
 - We don't expect you to learn nuances immediately
- It's a big responsibility
- **Goal:** *Organize the collected bugs so the most common, reproducible, and important issues may be addressed by the developers first*
 - Devs decide their own priorities, but usually respect our assessments

How to Triage Bugs

- Basic documentation:
<http://wiki.documentfoundation.org/QA/BugTriage>
- Docs on Bugzilla fields, LibreOffice Components, etc..
<http://wiki.documentfoundation.org/QA/Bugzilla>
- Q's? Ask QA Team members via the QA Mailing List or IRC
- Think the docs have an error or omission? Ping us!
- **NEW!** – Currently planning a series of How-To screencasts for QA tasks including Bug Triage. Watch for those soon
 - Screencasts will assume no prior knowledge of Bugzilla or QA

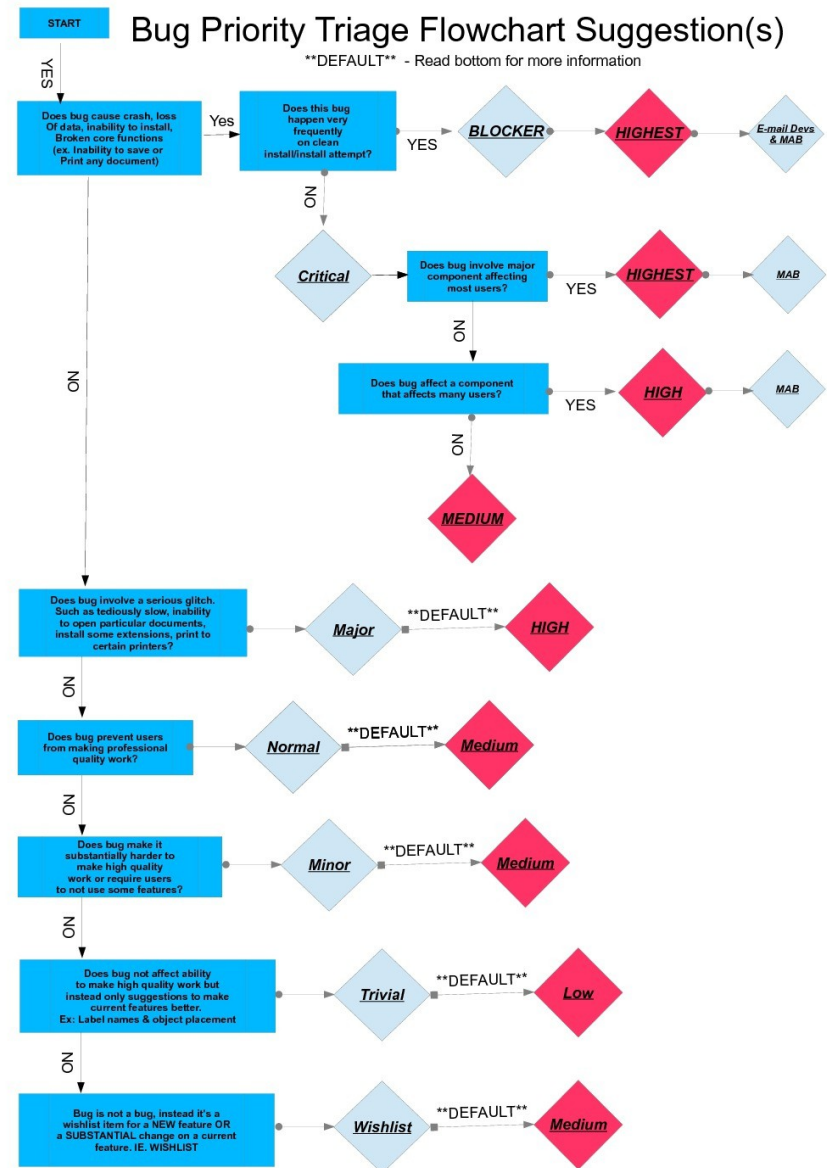
Tips for Triage

- Read the documentation carefully to understand how the LibreOffice project uses particular fields in Bugzilla.
- For example:
 - The **version** field stores *the earliest version of LO that can reproduce the bug*
 - The **OS** field indicates *which OSes are affected by this bug* (usually 'All')
 - The **STATUS** field *describes the current state of this bug in one or two words*

Bug Priority Triage Flowchart

- Often overlooked
- Use it and look smart!
- **Severity** in blue diamonds
- **Priority** in red diamonds

https://wiki.documentfoundation.org/File:Prioritizing_Bugs_Flowchart.jpg



****DEFAULTS****

Default priorities are just to match to the severity of the bug but can/should be changed if appropriate. Some questions that can be asked while bug triaging to determine if raising/lowering priority is appropriate:

1. How many people will benefit from this bug getting fixed (most, many, few, almost none)
2. How easy is the fix for this bug (really easy → really hard)
3. How much of a time saver would fixing the bug cause for end user.
4. Is there currently a workaround? If so, how hard is the workaround?
5. Does the bug reflect poorly on LibreOffice to the community (example might be a simple typo that should be fixed)

****REGRESSIONS****

Special attention should be made to prioritizing regressions. Usually a regression calls for increased priority unless there is a specific reason not to raise it, in which case a comment in the bug is probably a good idea

Communicating with developers

- Developers are very busy
 - Often juggling multiple issues at the same time
- Many devs are volunteers like you and me, and we want to encourage them to work on the project
 - To maintain a healthy relationship between QA and the devs, each QA member needs to be mindful of his actions
 - Repeated pinging on IRC or cc'ing on bugs may wear a dev out, so think carefully and ping judiciously
- If you find a **blocker** bug, or a bug that qualifies as our **highest priority**[†], that's an appropriate time to cc: the appropriate developers^{††}

[†]See the *Bug Priority Triage Flowchart*

^{††} See https://wiki.documentfoundation.org/Find_the_expert



What do I do when I don't know?

- The QA Team is very knowledgeable in aggregate
- No one single team member knows everything about QA
- I started out on non-bug projects (Wiki, BSA, new tools, etc..)
- I have less triage experience than many other members, so I often defer to others and ask for their advice
- When starting out, please ask tons of questions
 - We'll try to answer them all, but sometimes we get busy
 - Please feel free to ask your question again in a couple of days

QA Meetings

- Every 2 weeks
- Schedule, Agenda, Minutes, etc... all up on the wiki
<https://wiki.documentfoundation.org/QA/Meetings>
- Connect via Talkyoo Phone Conferencing software or Google Hangout
- Minutes in collaborative online editor Etherpad
- Action Items track our projects and tasks
- Meetings encourage us to finish our projects and take on new projects!
- A much more human interaction than IRC or a mailing list

QA Pub Chat

- Fun, informal, Pub-style chat
- We're geographically spread-out; this is the best alternative to meeting in person
- Organized and hosted on the same teleconference/Google Hangout setup that we use for QA Meetings
- No strict agenda: We discuss q's and topics raised in the chat
- Flexible environment for newcomers to learn and grow as a QA Team member
- We've trialed in the US/North America, and would like to expand

Informal Meeting of the QA Team (US) <i>prev - next</i>	
Date and Time	15:00 EST (19:00 UTC ↗)
G+ Hangout	[See QA/IRC 5min before meeting starts]
Bartenders	Joel Madero, Robinson Tryon
Started	(not yet)
Adjourned	
Participants	
Pad	http://pad.documentfoundation.org/p/qa ↗
Talkyoo Room Number	537138



Ask LibreOffice

- Ask LibreOffice is a Q-and-A site for LibreOffice, the LibreOffice websites, the Android Impress Remote, and anything else related to TDF or LibreOffice
 - <http://ask.libreoffice.org/>
- Site can get hectic with lots of question
- Many people report bugs here *instead* of in Bugzilla
- Need volunteers to comb site looking for bugs
 - Comment on bug masquerading as a question and suggest that the user report a bug via the BSA
 - Can use form language to ask the user to submit a bug (and check for dupes first, etc..)

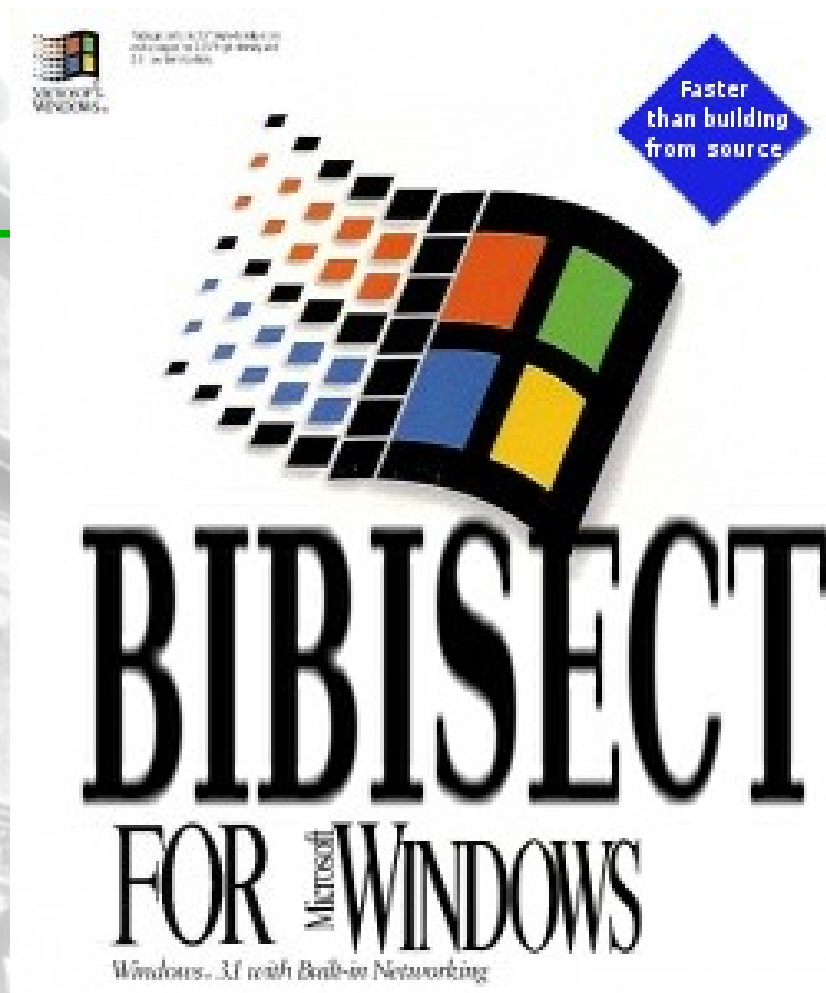
Bibisect

- Bibisect is a powerful QA tool that couples **binary search**, the version control software **Git**, and a set of **pre-built LibreOffice binaries** to easily determine when a regression was introduced into our code
 - <https://wiki.documentfoundation.org/QA/HowToBibisect>
- Some requirements:
 - GNU/Linux 64-bit system
 - > 10GB of free space
 - Git
 - Experience using Git
- We're currently working on new bibisect tools that would make bibisect easier to use, including...

Bibisect

Improvements

- We're working on “Bibisect for Windows”
- Also working on a GUI for bibisect so that users won't have to know how to use git or the command line
- Can't do much to reduce the space requirements (but disk space is getting cheaper... :-)
- New tutorial coming (sometime) soon



Fin

Questions?

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Identi.ca: @qubit

Prosciutto: So delicious

Image Credits

Images listed (roughly) in order of appearance in the presentation

- *QA Team Members* – Joren De Cuyper, Björn Michaelsen, Robinson Tryon, Florian Reisinger, Joel Madero
- *Bugzilla Search Interface Screenshot, Bug Submission Assistant Screenshot* – Robinson Tryon
- *Unconfirmed Bugs Status Flowchart* – Joel Madero
https://wiki.documentfoundation.org/File:Unconfirmed_Bugs_Status_Flowchart.odg
- *QA Pub Chat Screenshot* – Robinson Tryon
- *Bibisect For Windows Logo* – Robinson Tryon
(based on Windows for Workgroups design -
https://en.wikipedia.org/wiki/Windows_3.1x#Windows_for_Workgroups_3.11)