



Bugreports schreiben

Bug Reports schreiben für „Dummies“ - Jeder kann helfen

Susanne Vestner-Ludwig (Suzan)





Was ist ein „Bug“?



Wörtlich: Wanze, Käfer, Insekt.

Ein Bug in einer Software:

- Programmfehler
- Unvollständigkeiten
- Ungenauigkeiten
- Mehrdeutigkeiten
- Übersetzungsfehler, etc.

Es gibt keine Software ohne Bugs!

Pro 1000 Zeilen Code sind im Mittel etwa zwei Fehler enthalten.
Alleine der Linux-Kernel enthält knapp 2,5 Millionen Zeilen.



Bugmanagement bei Ubuntu

Anfangs wurde Bugzilla verwendet, nun eine von Canonical selbst entwickelte Software: **Launchpad** (dt. Startrampe).



Facts zu Launchpad:

- Management-Software
- Bug-Tracker (früher „Malone“)
- Koordination Übersetzungen (früher „Rosetta“)
- Hosting von Programmcode
- Teamverwaltung
- Knowlege-Base

<http://www.launchpad.net/ubuntu>



Warum Bugreports schreiben?

Mannigfaltige Hardware

Unmöglich für Entwickler sämtliche Hardware zu testen.

Fehler im eigenen Code findet man meist nicht selber

Unterstütze die Entwickler! Eigene Fehler zu finden ist oft schwer.

Ubuntu ist ein Community-Projekt

Ubuntu lebt von Vorschlägen und Verbesserungen der Community.

Konzept Geben und Nehmen

Freie Software lebt von dem Konzept „Geben und Nehmen. Du bekommst kostenlose, freie Software. Gib etwas zurück und hilf die Software besser zu machen ! :-)



Gibt es Hürden?

1. Keine Internet-Verbindung

Bugs werden im Internet berichtet, eine Internetverbindung ist notwendig.

2. Englische Sprache

Ubuntu ist ein internationales Projekt, daher wird in Launchpad die englische Sprache verwendet.

3. Angst, technisch nicht genug versiert zu sein

„Ich bin doch kein Programmierer, ich kenne mich technisch nicht aus!“

4. Der innere Schweinehund überwinden

„Irgendjemand wird es schon machen, warum sollte ich das tun?“

„Da könnte man schon mal.. müsste man mal.. wenn mal Zeit ist..“



Wie Hürden überwinden?

1. Keine Internetverbindung

Wohl die wirklich einzige richtige Hürde. Ohne Internet, keine Bugreports.

- Internetanschluß von Freunden nutzen
- Internet-Cafe
- Open-Access-Points...



Wie Hürden überwinden?

2. Englische Sprache

Um die englische Sprache führt im Computerbereich kein Weg herum, besonders wenn es um internationale Projekte geht. Bugreports sind keine Novelle, ihr müsst nicht „Lord of the Rings“ schreiben. Ein paar Brocken Englisch genügen meist.

- Online-Wörterbuch verwenden (z. B. <http://dict.leo.org/>)
- Hilfe von Freunden oder der deutschen Ubuntu-Community



Wie Hürden überwinden?

3. Angst, technisch nicht genug versiert zu sein

Man muss kein Programmierer sein, um Bugs zu berichten!

Berichtet einfach möglichst genau was wie passiert ist.

- Infos! Infos! Welches System verwendet ihr?
(Ubuntuversion, Kernelversion, Hardware, Sprache, etc...)
- Ist der Fehler reproduzierbar? Wenn ja, wie?
- Gibt es in der „Error-Log“-Datei Hinweise zum Fehler? Wenn ja, Textzeilen kopieren und dem Bugreport anhängen
(System > Systemverwaltung > Systemprotokoll)
- Evtl. aussagekräftigen Screenshot anhängen



Wie Hürden überwinden?

4. Den inneren Schweinehund überwinden

Erster Schritt zur Überwindung: einen Account bei Launchpad erstellen!
Und beim nächsten Bug nicht aufregen sondern berichten!

- Account bei Launchpad erstellen
- Launchpad kennen lernen (eigene Seite erstellen, Bugs durchforsten, Übersetzungen einreichen...)
- Dich nervt ein Bug? Statt (oder trotz) Aufregung: Bug berichten!



Launchpad kennen lernen

<http://www.launchpad.net/ubuntu>

Ubuntu in Launchpad

Your location: [Home](#) > [Ubuntu](#)Logged in as Suzan - [Log Out](#)

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Lifecycle

Active milestones

Ubuntu

Ubuntu is a complete Linux-based operating system, freely available with both community and professional support.

Ubuntu also includes more software than any other operating system, on its network of software repositories. Once your system is installed you can simply call up a list of all the existing tools out there and choose any of them for immediate installation over the internet.

[Report a bug](#)[Ask a question](#)[Help translate](#)[Mentoring available](#)[Find a Package](#)

Coming events

2007-10-28: UDS Boston 2007

Series

Bug contact: [Ubuntu Bugs](#)**Security contact:** [Ubuntu Security Team](#)**Driver:** [Ubuntu Drivers](#)**Members:** [Ubuntu Members](#)**Translations:** Structured**Translation group:** [Ubuntu Translators](#)

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Report a bug

Please describe the bug in a few words, for example, "weather applet crashes on logout":

Summary:

This guided form will try to help you find out whether your bug has already been reported. You may prefer the [complicated bug filing form](#).

Most Frequently Reported Bugs

Summary

125400 [MASTER] package openoffice.org-common 2.2.1-Subuntu2 failed to install/upgrade: subprocess post-installation script returned error exit status 1

96138 [apport] beryl crashed with SIGSEGV in XPending()

91545 MASTER [apport] displayconfig-restore.py crashed with SIGSEGV in XRRGetScreenInfo()

88104 [apport] apt-check crashed with ImportError in <module>()

85776 [apport] gnome-panel crashed with SIGSEGV on package installation, valgrind log required

85627 MASTER firefox crash [@ IM_get_input_context]

76976 [feisty] no autopartitioning options presented?

72018 MASTER Firefox Crash [@gtk_style_realize] [@nsFilePicker::Show]

47848 should warn at partitioning stage if /boot is on XFS

47046 breaks if system partitions are not reformatted

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Latest bugs reported

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Please describe the bug in a few words, for example, "weather applet crashes on logout":

Summary: update feisty gutsy kernel

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Is the bug you're reporting one of these?

- #150739 GUTSY - Won't boot after update - Tries to boot A USB FLASH/PEN Drive and then hangs if none is inserted there
New, last updated 2007-10-15
- #134927 Kernel update fails from Feisty to Gutsy
Invalid, last updated 2007-08-27
- #151614 update from feisty to gutsy amd64 no boot with 2.6.22.14, works with 2.6.20-16
New, last updated 2007-10-14
- #144245 [gutsy] update to kernel 2.6.22 installs -386 kernel (-generic is needed)
New, last updated 2007-09-26
- #120624 [gutsy] x11-common (1:7.2-3ubuntu3) failed on apt-get update from feisty to gutsy
New, last updated 2007-08-11
- #147889 Feisty-Gutsy beta amd64 upgrade does not set default kernel correctly
New, last updated 2007-10-02
- #150528 debconf segfault during upgrade (was: Gutsy upgrade path from feisty fails (update-manager))
Incomplete, last updated 2007-10-15
- #153528 Boot failed on kernel 2.6.22-14 when upgrading feisty to gutsy
New, last updated 5 hours ago
- #96545 Edgy to Feisty: Kernel not updated - kernel panic
Fix Released, last updated 2007-03-29
- #106281 [feisty] since last update kernel update 2.6.20-14.23 can't boot, ata device broken
New, last updated 2007-04-13

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- #147889 Feisty-Gutsy beta amd64 upgrade does not set default kernel correctly
New, last updated 2007-10-02
- #150528 debconf segfault during upgrade (was: Gutsy upgrade path from feisty fails (update-manager))
Incomplete, last updated 4 hours ago
- #153528 Boot failed on kernel 2.6.22-14 when upgrading feisty to gutsy
New, last updated 2007-10-17
- #96545 Edgy to Feisty: Kernel not updated - kernel panic
Fix Released, last updated 2007-03-29
- #106281 [feisty] since last update kernel update 2.6.20-14.23 can't boot, ata device broken
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- No, I'd like to report a new bug



Bug #144245 in linux-sour...

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linux-source-2.6.22

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Bug #144245 in linux-source-2.6.22 (Ubuntu)

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- > Comment or attach file
- > Nominate for release
- > Add branch
- > Link to CVE
- > View activity log

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Bug #144245, first reported on 2007-09-23 by Suzan

[gutsy] update to kernel 2.6.22 installs -386 kernel (-generic is needed)

Affects	Status	Importance	Assigned to
linux-source-2.6.22 (Ubuntu)	New	Undecided	—

Also affects: Project... Distribution/Package...

Bug description

Binary package hint: linux-image-2.6.22-12-generic

I use Gutsy on a Dell Inspiron with 2 processors and I use the standard -generic kernel.

After the latest update to kernel 2.6.22-12, Ubuntu installed beside the right -generic kernel the -386 kernel, too.

So the kernel 2.6.22-12-386 was automatically choosed after restart. With that kernel sound doesn't work, wlan doesn't work. Doesn't wonder with the false kernel.

After rebooted with kernel 2.6.22-12-generic, which was also installed, everthing is OK.

I don't see, why the -386 kernel was installed, I got not meta-packages for this kernel installed!

I got these kernel related metapackages installed:

linux-image-generic
linux-restricted-modules-common
linux-restricted-modules-generic



Datei Bearbeiten Ansicht Chronik Lesezeichen Extras Hilfe ⚡



Report a bug about Ubuntu

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No, I'd like to report a new bug

In what package did you find this bug?

I don't know

(Choose...)

Summary: update feisty gutsy kernel

Further information, steps to reproduce, version information, etc.:

This bug is a security vulnerability

The security contact for Ubuntu, [Ubuntu Security Team](#), will be notified.

[Submit Bug Report](#)



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Select a Package [\[cancel\]](#)

linux-image [Search](#)

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- [linux-image](#)
This package will always depend on the latest gen...
- [linux-image-2.6](#)
Not uploaded
- [linux-image-2.6-386](#)
Linux kernel image for version 2.6 on i386. This p...
- [linux-image-2.6-686](#)
Linux kernel image for version 2.6 on PPro/Celeron...
- [linux-image-2.6-686-smp](#)
Linux kernel image for version 2.6 on PPro/Celeron...
- [linux-image-2.6-amd64-generic](#)
Linux kernel image for version 2.6 on x86_64. Thi...
- [linux-image-2.6-amd64-k8](#)

Report a bug about Ubuntu

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No, I'd like to report a new bug

In what package did you find this bug?

I don't know

linux-image [\(Choose...\)](#)

Summary: y to gutsy installs additionally false -i386 kernel

Further information, steps to reproduce, version information, etc.:

I've updated my Feisty machine to Gutsy via update-manager. With Feisty I used only the generic-kernel, which is the right one for my machine.

After the update to Gutsy, there was additionaly the -i386-kernel installed. I've got no metapackages for the 386-kernel installed!

The update installed the right new -generic-kernel, too. But in the boot-list the wrong 386-kernel is on first place and was booted as default.

I think this bug is related to bug #144245, which i reported, too. But that happens not on a regular Gutsy update on a different machine.

Facts to this machine:

A nearly "virgin" Feisty, desktop-pc, nvidia-card, amd processor updated via update-manager to Gutsy. Update went flawlessly except the wrong kernel.

This bug is a security vulnerability

The security contact for Ubuntu, [Ubuntu Security Team](#), will be notified.

[Submit Bug Report](#)

File Edit Bearbeiten Ansicht Chronik Lesezeichen Extras Hilfe

Bug #154048 in linux-met...

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- > Add branch
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- > View activity log

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Thank you for your bug report.

Bug #154048, first reported 1 seconds ago by Suzan

[gutsy] update from feisty to gutsy installs additionally false -i386 kernel

Affects	Status	Importance	Assigned to
linux-meta (Ubuntu)	New	Undecided	-

Also affects: + Project... + Distribution/Package...

Bug description

Binary package hint: linux-image

I've updated my Feisty machine to Gutsy via update-manager. With Feisty I used only the generic-kernel, which is the right one for my machine.

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A nearly "virgin" Feisty, desktop-pc, nvidia-card, amd processor updated via update-manager to

Fertig bugs.launchpad.net PR:n/v ABP



Bugreports schreiben

Fazit:

Bugreports schreiben kann (fast) jeder!

Auch DU! ;-)

Hilf mit, Ubuntu immer besser werden zu lassen.

Im Namen aller Ubuntu-Entwickler: DANKE!





Bugreports schreiben

Vielen Dank für die Aufmerksamkeit!

So long and thanks for all the fish.

