Bugzilla for Humans
Introduction!
Johnathan Nightingale
(johnath)
that’s not right...
better.
(o hai)
So You Want to Use Bugzilla
That is a lie.
No one wants to use Bugzilla.
**Bug 519357 - (comdipr-lockdown) Only load known components from app directory**

**Status:** RESOLVED FIXED

**Reported:** 2009-09-28 17:26 PDT by Vladimir Vukicevic (:vlad)

**Modified:** 2009-11-18 11:36 PST (History)

**CC List:** ajvincent@gmail.com
beltzner@mozilla.com
benjamin@smedbergs.us
bent.mozilla@gmail.com
blearsum@mozilla.com
blizzard@mozilla.com

**Product:** Core

**Component:** XPCOM

**Version:** unspecified

**Platform:** Other

**Importance:** P2 normal with 3 votes (vote)

**Target Milestone:** mozilla1.9.3a1

**Assigned To:** Benjamin Smedberg [:bs] (bsmedberg) (edit)

**QA Contact:** xpcom@core.bugs (edit)

**URL:**

**Depends on:** 527458 528457 526668 526769 527058 528623 528639 (edit)

**Blocks:** 519343 526202 526764 526766 (edit)

**Flags:**
- wanted-next
- shaving
- blocking1.0.2
- wanted1.9.2
- wanted-fennec1.0
- blocking1.9.0.16
- blocking1.9.0.17
- wanted1.9.0.x
- blocking1.8.1.next
- wanted1.8.1.x
- blocking1.8.0.next
- wanted1.8.0.x
- ted.mielczarek: in-testsuite
- in-litmus
Brett  2009-09-21 07:48:33 PDT

I use to use this feature often to check the link to an image. Now I have to select copy image, and paste it to an editable text box to see the link.

This bug fix is counter productive in so many cases. Just because 1 users pushes their idea shouldn’t cause things to be committed to a product with million of existing users.

iDrugoy@gmail.com  2009-09-21 12:19:44 PDT

You may thank Hitler for this...
..oops I meant Johnathan Nightingale

Gervase Markham (:gerv)  2009-09-21 14:02:11 PDT

iDrugoy: about five seconds after this mail is sent, I will be disabling your Bugzilla account. Go and read about Godwin’s Law. There is no reason why jonath should have to put up with that sort of thing.

Gerv

Gervase Markham (:gerv)  2009-09-21 14:03:06 PDT
But Bugzilla is also one of the strongest tools we have.
• It scales to hundreds of thousands of bugs
• It can be molded to suit a variety of purposes
• It is the devil we know
And once you learn to read the matrix, you can bend it to your will.
Let’s Get Started
Bugzilla 101:
Creating an Account
This part is surprisingly simple
As of Sunday, November 15, 10pm PST (0600 UTC) we’re running Bugzilla 3.4.3. For a list of new features we picked up, check the release notes. If you find any regressions that came along with the upgrade, you can file them in the mozilla.org product, Bugzilla: Other b.m.o issues component, and put 'bmo-regressions' in the "Blocks" field.
Soon you’ll start getting bugmail
and you will be sad
I’ll get to that in a minute.
• Bugzilla is scary
  • but it’s important
  • and getting started is really easy.
Bugzilla 101: Filing a Bug
Looking for technical support or help getting your site to work with Mozilla? Visit the mozilla.org support page before filing bugs.

Which product is affected by the problem you would like to report?

**Core:**
Shared components used by Firefox and other Mozilla software, including handling of Web content (HTML, CSS, scripts, images, networking, etc.).

**Firefox:**
The Mozilla Foundation's next-generation web browser (more info)

**Thunderbird:**
The Mozilla Foundation's next-generation email client (more info)

**Calendar:**
The Mozilla Calendar project (more info)

**Camino:**
Camino is a native Mac OS X browser-only project (more info)

**SeaMonkey:**
This product covers SeaMonkey, the further developed code of the former Mozilla 1.x application suite, including web browser, e-mail and newsgroup client, and HTML composer. (more info)
Looking for technical support or help getting your site to work with Mozilla? Visit the mozilla.org support page before filing bugs.

Client Software
End User Products developed by mozilla.org contributors

- **Calendar**: The Mozilla Calendar project (more info)
- **Camino**: Camino is a native Mac OS X browser-only project (more info)
- **Composer**: Next-generation gecko-based standalone HTML/XHTML authoring tool
- **Fennec**: Fennec is the code name of the effort to build a mobile version of Firefox (more info)
- **Firefox**: The Mozilla Foundation's next-generation web browser (more info)

**Mozilla Localizations**: Translation, spelling and other errors in language packs and localized builds (more info)

**Other Applications**: For bugs in CCK, Chatzilla, DOM Inspector, Venkman, and other applications which aren't large enough to warrant an entire Bugzilla product.

- **Penelope**: Eudora meets Thunderbird (more info)
- **SeaMonkey**: This product covers SeaMonkey, the further developed code of the former Mozilla 1.x application suite, including web browser, e-mail and newsgroup composer (more info)
- **Thunderbird**: The Mozilla Foundation's next-generation email client (more info)
- **Weave**: Weave is Mozilla's experiment with web services

**Components**
Standalone components that can be used by other products. Core, Directory, NSPR, NSS and Toolkit are used by Gecko (which is in turns used by Thunderbird, SeaMonkey, Fennec, and others)

- **Core**: Shared components used by Firefox and other Mozilla software, including handling of Web content (HTML, CSS, scripts, images, networking, etc.).
- **Directory**: The Lightweight Directory Access Protocol (LDAP) project (more info)
- **JSS**: Network Security Services for Java - a Java interface to NSS (more info)
- **MailNews Core**: Mail and news components common to Thunderbird and SeaMonkey
- **NSPR**: The Netscape Portable Runtime - Mozilla's cross-platform portability layer (more info)
- **NSS**: Network Security Services - a cross-platform security library (more info)
- **Rhino**: An implementation of JavaScript in Java (more info)
- **Tamarin**: Next-generation JavaScript 2 virtual machine (more info)
- **Testing**: For bugs related to automated testing of Mozilla client code (Firefox, Thunderbird, Fennec, Gecko, etc)
- **Toolkit**: The platform toolkit underlying Mozilla's "Aviary"-style applications.

Server Software
Web Server software developed by mozilla.org contributors to aid the development ofmozilla.org products

- **addons.mozilla.org**: The website hosting add-ons for Mozilla products (addons.mozilla.org).
- **AUS**: The Application Update Service is used by client software to check for updates to application software.
- **Bespin**: Bespin is a product, designed in Mozilla Labs, that proposes an open, extensible, web-based framework for code editing that aims to increase developer productivity, add compelling user experiences, and promote the use of open standards.
- **Bugzilla**: The Bugzilla bug-tracking system (more info)
  **note**: This is not the place to request configuration changes to this installation of Bugzilla (bugzilla.mozilla.org). File such changes under the appropriate mozilla.org product.
- **Testopia**: Testopia is a test case management system that sits on top of Bugzilla.
- **Webtools**: For bugs in the tools that mozilla.org uses. This includes web-based tools like LXR, Bonsai, and Tinderbox but not Bugzilla (see above). It also includes patch tools. All other web tools are in end user products.
Consider using the Bugzilla Helper instead of this form. Before reporting a bug, make sure you’ve read our bug writing guidelines and double checked that of most frequently reported bugs and search through descriptions of previously reported bugs.

Show Advanced Fields

<table>
<thead>
<tr>
<th>Product: Firefox</th>
</tr>
</thead>
<tbody>
<tr>
<td>Component:</td>
</tr>
<tr>
<td>- Bookmarks &amp; History</td>
</tr>
<tr>
<td>- Build Config</td>
</tr>
<tr>
<td>- Disability Access</td>
</tr>
<tr>
<td>- Extension Compatibility</td>
</tr>
<tr>
<td>- File Handling</td>
</tr>
<tr>
<td>- General</td>
</tr>
<tr>
<td>- Help Documentation</td>
</tr>
<tr>
<td>Reporter: <a href="mailto:johnath@mozilla.com">johnath@mozilla.com</a></td>
</tr>
</tbody>
</table>

Component Description

Select a component to read its description.

Version: 2.0 Branch
          3.0 Branch
          3.5 Branch
          3.6 Branch
          Trunk

| Severity: normal |
| Hardware: All |
| OS: All |

We've made a guess at your operating system and platform. Please check them and make any corrections if necessary.

Summary:

Description:

Attachment: Add an attachment

☐ This is a security problem that should be kept confidential until addressed (security policy).

Commit
We've made a guess at your operating system and platform. Please check them and make any corrections if necessary.
Remember!
The point of filing a bug is to get it resolved.
That means:

• CC list matters
• Component choice matters
• Summary matters
• Helpfulness matters
Bug 507077 - Stupid java scripts

Status: RESOLVED INVALID

Bug 416307 - (fbi-plant) Microsoft Vista is a piece of shit

Status: VERIFIED INVALID

Bug 38437 - Read this you craps

Status: VERIFIED INVALID
Bugzilla 101: Reading a Bug
Summary

Bug List: (4 of 5) First Last Prev Next  Show last search results

Bug 520535 - XUL windows with dependent=true and titlebar=no do not receive keyboard & mouse events
(edit)

Status: ASSIGNED  (edit)
Whiteboard: [needs new patch, feedback, ETA]
Keywords: regression

Product: Firefox
Component: Extension Compatibility
Version: Trunk
Platform: x86 Windows XP

Reported: 2009-10-05 04:06 PDT by aNDreas Bolotá
Modified: 2009-11-27 08:54 PST (History)
CC List: 14 users including you (edit)
dietrich@mozilla.com
dtownsend@mozilla.com
ekzot@email.cz
enndeakin@gmail.com
jmathies@mozilla.com
johnath@mozilla.com

Flags:
  beltzner: blocking-firefox3.6
  beltzner: wanted-firefox3.6
  blocking1.9.0.16
  blocking1.9.0.17
  wanted1.9.0.x
  blocking1.8.1.next
  wanted1.8.1.x
  blocking1.8.0.next
  wanted1.8.0.x
  in-testsuite
  in-litmus

URL:

Depends on:

Blocks: 510686 (edit)
Show dependency tree / graph
Summary

Bug 520535 - XUL windows with dependent=true and titlebar=no do not receive keyboard & mouse events

Status: ASSIGNED (edit)
Whiteboard: [needs new patch, feedback, ETA]
Keywords: regression

Reported: 2009-10-05 04:06 PDT by aNDreas Bolotă
Modified: 2009-11-27 08:54 PST (History)
CC List: 14 users including you (edit)

Product: Firefox
Component: Extension Compatibility
Version: Trunk
Platform: x86 Windows XP

Importance: -- normal (vote)
Target Milestone: ----
Assigned To: neil@parkwaycc.co.uk (edit)
QA Contact: extension.compatibility@firefox.bugs (edit)

URL:
Depends on:
Blocks: 510686 (edit)

Flags:
- beltzner: blocking-firefox3.6
- beltzner: wanted-firefox3.6
- blocking1.9.0.16
- blocking1.9.0.17
- wanted1.9.0.x
- blocking1.8.1.next
- wanted1.8.1.x
- blocking1.8.0.next
- wanted1.8.0.x
- in-testsuite
- in-litmus
## Patch History

Restrict Group Visibility: Only users in all of the selected groups can view this bug:
(Unchecking all boxes makes this a more public bug.)
- Confidential Mozilla Corporation Bug
- Confidential Mozilla Project Bug (use another group if possible)
- Security-Sensitive Core Bug

### Attachments

<table>
<thead>
<tr>
<th>Attachment Description</th>
<th>Author(s)</th>
<th>Flags</th>
<th>Details</th>
<th>Diff</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can't believe this is more than a thousand lines long</td>
<td>vladimir: review+</td>
<td>no flags</td>
<td>Details</td>
<td>Diff</td>
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<tr>
<td>(34.28 KB, patch)</td>
<td>vladimir: superreview+</td>
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<td></td>
<td></td>
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<td>2009-08-27 17:44 PDT, Johnathan Nightingale [:johnath]</td>
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<td>Missed the jar manifest for the dtd/properties</td>
<td>no flags</td>
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<td>no flags</td>
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<tr>
<td>2009-08-28 08:10 PDT, Johnathan Nightingale [:johnath]</td>
<td>vladimir: superreview+</td>
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<tr>
<td></td>
<td>jonas: superreview+</td>
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<tr>
<td></td>
<td>beltzner: approval1.9.2+</td>
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<td></td>
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<tr>
<td>Screenshot of dialog that was removed</td>
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<td>(27.12 KB, image/jpeg)</td>
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<tr>
<td>2009-09-08 06:30 PDT, Kurt Schultz (supernova_00)</td>
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</tr>
</tbody>
</table>

Add an attachment (proposed patch, testcase, etc.)

---

Collapse All Comments - Expand All Comments

---

Johnathan Nightingale [:johnath] 2009-08-27 17:29:04 PDT

Description

Private [reply] [-]
(In reply to comment #21)
> While exposing this through ally APIs, which is mostly done already, as David
> suggested, is useful for the screen reader itself to give users info about a
> link, it does not cover the scenario Jamie was pointing out, which is being
> able to copy parts of a link address. Also, the ally APIs don’t yet have a
> means to expose whether a link opens in something other than the current page
> (although I believe this could be useful info for screen readers).

Spun off bug 513715 for this.

I think Jamie should file a bug for the easier link copying.

> So, I’m all for better UI solutions, we just need to make sure they’re not
> tooltips only. ;) That was the primary intent of my comment.

Good point.

Sounds like this can land IMHO.

---

Johnathan Nightingale [:johnath] 2009-08-31 14:47:00 PDT Comment 23 □ Private [reply] [-]

Tryserver ran without incident, I’ll aim to land this tomorrow.

---

Rob Campbell [:rc] (robecce) 2009-08-31 14:51:58 PDT Comment 24 □ Private [reply] [-]

(In reply to comment #2)
> cc’ng robecce too, on the off chance that firebug uses this?

don’t think so. we have our own “Inspect Element” menu item.
• Bugzilla is scary, but important; and getting started is really easy.

• Filing bugs is about helping people help you - help them find you, help them understand you

• Reading bugs is about learning what to ignore (most of it)
Bugzilla 201: Finding Bugs
There are 2 or 3 different search interfaces in Bugzilla

(of course there are)
One is complete, and terrible.
### Bugzilla Interface

#### Find a Specific Bug

**Summary:**
- contains all of the strings

**Classification:**
- Client Software
- Components
- Server Software
- Other
- Graveyard

**Product:**
- addons.mozilla.org
- AUS
- Bespin
- Bugzilla
- Calendar

**Component:**
- API
- AUS Server
- Accessibility
- Account Manager
- Account Request: CVS

**Version:**
- 0.1
- 0.1.1
- 0.1.2
- 0.1.3
- 0.1.4
- --
- ---
- 0.007
- 0.008
- 0.009

**Target:**
- ---

#### A Comment:
- contains all of the strings

#### The URL:
- contains all of the strings

#### Whiteboard:
- contains all of the strings

#### Keywords:
- contains all of the words

### Status:

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<tr>
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<tr>
<td>UNCONFIRMED</td>
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<td>ASSIGNED</td>
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<td>REOPENED</td>
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<td>RESOLVED</td>
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### Resolution:

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</tr>
<tr>
<td>WONTFIX</td>
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<tr>
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<tr>
<td>WORKFORME</td>
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<tr>
<td>INCOMPLETE</td>
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<tr>
<td>EXPIRED</td>
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<tr>
<td>MOVED</td>
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### Severity:

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<tr>
<td>blocker</td>
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<td>major</td>
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<td>normal</td>
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<tr>
<td>minor</td>
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<tr>
<td>trivial</td>
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<tr>
<td>enhancement</td>
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### Priority:

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<tr>
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<tr>
<td>P1</td>
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<tr>
<td>P3</td>
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<td>P4</td>
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### Hardware:

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<tbody>
<tr>
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<td>ARM</td>
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<tr>
<td>SGI</td>
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<td>Sun</td>
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### OS:

<table>
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<tbody>
<tr>
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<td>Windows 95</td>
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<tr>
<td>Windows XP</td>
</tr>
<tr>
<td>Windows Server 2003</td>
</tr>
<tr>
<td>Windows Server 2008</td>
</tr>
</tbody>
</table>

### Email Addresses, Bug Numbers, and Votes

**Email Addresses:**

- the bug assignee
- the reporter
- the QA contact
- a CC list member
- a commenter

**Bug Numbers:**

**Votes:**

#### Bug Changes

**Only bugs changed between:**

- [yyyy-mm-dd or relative dates]

**where one or more of the following changed:**

- [Bug creation]
I know, right?
The other is beautiful, but only works 99% of the time
product:Firefox RealPlayer reporter:johnath| Quick Search
Quick Search help | Install the Quick Search plugin
isn’t that lovely?
If you’re not sure what the keyword should be: Guess!

Field wb is not a known field. The legal field names are listed here.

Please press Back and try again.
• Bugzilla is scary, but important; and getting started is really easy.

• Filing bugs: help me help you - help me find you, help me understand you.

• Learn to ignore what you don’t need.

• Learn quicksearch. Love quicksearch.
Bugzilla Pro Tip: Etiquette
Remember that you represent the community
Remember that bugzilla is full of humans
You don’t have to “win”
You also don’t have to lose
Bugzilla Pro Tip: Finding bugmail addresses
Bugzilla cannot make a conclusive match for one or more of the names and/or email addresses you entered on the previous page. Please examine the lists of potential matches below and select the ones you want, or go back to the previous page to revise the names you entered.

---

**CC: madhava** matched:
- abhinesh <abhinesh.sethumadhavan@gmail.com>
- Anantha <anantha.madhava@mphasis.com>
- Anil Madhavapeddy <anil@recoil.org>
- Madhava Challa <cmadhav@hotmail.com>
- Madhava <maddy.ns2@gmail.com>

---

Continue
substrings work
which is why we all do this stupid thing

(In reply to comment #24)
> But, as you point out, the list would get reset at every minor update (though
> it would mean those users would end up getting a full mar)

FWIW, we can force the list to be overwritten with a partial update too.

Mike Beltzner [:beltzner] 2009-11-04 17:17:28 PST
What's the next steps and ETA here? Hard to tell from the patches and what I'm
being told on IRC, and we're waiting for this before the next beta refresh.

Ted Mielczarek (:user) 2009-11-04 17:33:28 PST
(In reply to comment #21)
> * packaging changes (package-manifest.in)

This needs fixing before landing, but it's simple.

> * changes necessary for universal builds (sorting components.list before
> packaging)

My patch in bug-526668 can fix this, we'll just need to add `--unify-with-sort``
components\.list$$ in the call to unify in build/macosx/universal/flight.mk.

I think bsmedberg's patch needs review by vlad and my patch needs review by
bsmedberg, and we'll be good to go.

Vladimir Vukicevic (:vlad) 2009-11-04 17:48:36 PST
which is why we all do this stupid thing
Bugzilla Pro Tip:
Watching
**User Watching**

If you watch a user, it is as if you are standing in their shoes for the purposes of getting email. Email is sent or not according to your preferences for their relationship to the bug (e.g. Assignee).

You are watching everyone in the following list:

- phishing.protection@firefox.bugs
- planet-mozilla-org@website.bugs
- private.browsing@firefox.bugs
- talos@testing.bugs
- ui@security.bugs

Remove selected users from my watch list

Add users to my watch list (comma separated list):
Creepy, but useful!
# Bug 513147 - Get rid of the "Properties" context menu item

**Status:** VERIFIED FIXED

**Whiteboard:** [killthem] See comment #40 for an extension if you need.

**Keywords:** dev-doc-complete, useless-UI, verified1.9.2

**Product:** Firefox

**Component:** Menus

**Version:** Trunk

**Platform:** All

**Importance:** normal

**Target Milestone:** Firefox 3.7a1

**Assigned To:** Johnathan Nightingale [:johnath] (edit)

**QA Contact:** menus@firefox.bugs (edit)

**Reported:** 2009-08-27 17:29 PDT by Johnathan Nightingale [:johnath]

**Modified:** 2009-11-22 00:21 PST (History)

**CC List:**
- alex@spamcop.net
- benoit.ieseul@gmail.com
- BijuMailList@GMail.Com
- blerner@cs.washington.edu
- bugs@zzxc.net
- chofmann@gmail.com

**URL:**

**Depends on:** 520300 514520 515108 515368 517902 522913 (edit)

**Blocks:**

Show dependency tree / graph

**Flags:**
- blocking-firefox3.6
- wanted-firefox3.6
- blocking1.9.0.16
- blocking1.9.0.17
- wanted1.9.0.x
- blocking1.8.1.next
- wanted1.8.1.x
- blocking1.8.0.next
Bugzilla Pro Tip: Managing Bugmail
By default, Bugzilla assumes you want to know everything
You do not.
Email Preferences

If you don't like getting a notification for "trivial" changes to bugs, you can use the settings below to filter some or all notifications.

- Enable All Mail
- Disable All Mail

Global options:
- Email me when someone asks me to set a flag
- Email me when someone sets a flag I asked for

Field/recipient specific options:

<table>
<thead>
<tr>
<th>When my relationship to this bug is:</th>
<th>I want to receive mail when:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignee</td>
<td>I'm added to or removed from this capacity</td>
</tr>
<tr>
<td>QA Contact</td>
<td>A new bug is created</td>
</tr>
<tr>
<td>Reporter</td>
<td>The bug is resolved or reopened</td>
</tr>
<tr>
<td>CCed</td>
<td>The priority, status, severity, or milestone changes</td>
</tr>
<tr>
<td>Voter</td>
<td>New comments are added</td>
</tr>
<tr>
<td></td>
<td>New attachments are added</td>
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<tr>
<td></td>
<td>Some attachment data changes</td>
</tr>
<tr>
<td></td>
<td>The keywords field changes</td>
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<td></td>
<td>The CC field changes</td>
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<tr>
<td></td>
<td>The dependency tree changes</td>
</tr>
<tr>
<td></td>
<td>Any field not mentioned above changes</td>
</tr>
<tr>
<td></td>
<td><strong>but not when (overrides above):</strong></td>
</tr>
<tr>
<td></td>
<td>The bug is in the UNCONFIRMED state</td>
</tr>
<tr>
<td></td>
<td>The change was made by me</td>
</tr>
</tbody>
</table>
Final Review Slide!

- Bugzilla is scary, but important
- Help me help you when filing bugs
- Learn to ignore what you don’t need
- Quicksearch FTW
- Manage your bugmail
- Be nice
Now go set up your account

https://bugzilla.mozilla.org