

Saturday, July 3, 2010

- 5:30:27 PM European Weekend Testers** Hi everyone
- 5:30:43 PM European Weekend Testers** Welcome to EWT25
- 5:31:06 PM Alexei Barantsev** good day to all!
- 5:31:09 PM European Weekend Testers** It's Anna here, but I'll switch to my account for introductions :)
- 5:31:52 PM annabaik** Anyone still watching the ARG-GER game?
- 5:32:15 PM Ajay Balamurugadas** 3 - 0
- 5:32:19 PM Markus Gärtner** me! :)
- 5:32:23 PM Alexei Barantsev** me too :)
- 5:32:28 PM annabaik** :)
- 5:32:33 PM Ajay Balamurugadas** Germany - argentina
- 5:33:07 PM annabaik** Ok, so they're into additional time now? We'll start with introductions, as I guess some participants will be a little distracted by the last few mins of the game :)
- 5:34:40 PM Markus Gärtner** got 15 minutes of regular time left
- 5:34:57 PM Markus Gärtner** but doesn't look like overtime with germany leading 3.-0
- 5:35:04 PM European Weekend Testers** ah, I didn't realise
- 5:38:21 PM annabaik** shall we postpone the kickoff here until 3:45 GMT? As everyone except me and possibly Amina is watching :)
- 5:38:51 PM Ajay Balamurugadas** Anything to download?
- 5:39:04 PM Alexei Barantsev** no problem on my side, I'll spend this time to install OO
- 5:39:21 PM annabaik** No, you can install Open Office if you wish, but it is optional for this session
- 5:39:39 PM annabaik** So you can still participate and comment without having it installed
- 5:39:40 PM Markus Gärtner** got no problem with that, either
- 5:42:27 PM Markus Gärtner** do we need to consider a different time next week?
- 5:42:42 PM annabaik** is there another game?
- 5:42:49 PM annabaik** Could we move to Sunday?

5:43:37 PM Markus Gärtner is sunday an option? There's the finale, isn't it?

5:43:45 PM Markus Gärtner saturday is for place 3

5:43:48 PM Markus Gärtner sunday is finale

5:44:11 PM annabaik We could take a World Cup hiatus for one week?

5:45:04 PM Markus Gärtner don't know when the game is, either 2pm like today, or 6.30pm

5:45:33 PM Alexei Barantsev 4-0 !!!!!!!!!!!

5:45:49 PM annabaik whoah

5:45:57 PM Markus Gärtner Klose now equal to Gerd Mueller regarding Worldcup goals

5:46:05 PM annabaik it's all happening in the last 15 minutes

5:46:42 PM Ajay Balamurugadas Lady in red? Who is that?

5:48:40 PM Markus Gärtner half.-finale

5:48:45 PM Markus Gärtner great one

5:48:48 PM Markus Gärtner 0-4

5:48:51 PM Markus Gärtner awesome

5:48:58 PM Markus Gärtner ok, now back to testing :)

5:49:14 PM annabaik :)

5:50:02 PM annabaik ok, let's kick off with introductions

5:50:19 PM annabaik My name is Anna Baik, and along with Markus Gärtner I'm one of the co-founders of the Europe chapter of the Weekend Testers. I've been a tester for about 5 years now, and I live in Wiltshire, in the UK, close to the city of Bath. I blog occasionally at the Software Testing Club - <http://www.softwaretestingclub.com/profiles/blog/list?user=1qyjackcl3cx> and here's my twitter a/c: <http://twitter.com/TesterAB>

5:50:36 PM Markus Gärtner I'm Markus Gärtner, black-belt in the Miagi-Do school, co-founder EWT with Anna, Software Craftsman, blog: <http://blog.shino.de>

5:52:37 PM Alexei Barantsev I'm Alexei Barantsev, the chief editor of <http://Software-Testing.Ru/>, the biggest Russian testers portal

5:52:58 PM annabaik Amina - are you with us?

5:53:11 PM annabaik I don't think Katya is online

5:53:16 PM annabaik But I'll just add Meeta

- 5:53:56 PM annabaik** Hi Meeta - we're just kicking off - start delayed by Argentina-Germany match :)
- 5:53:59 PM mehaadi** Hello everybody, Glad to meet you. I'm sorry for the delay. Was stuck on a call.
- 5:54:15 PM annabaik** @Amina - no worries :)
- 5:54:20 PM mehaadi** :)
- 5:54:32 PM Markus Gärtner** we were stuck on a game :)
- 5:54:36 PM meetaprakash** :) thanks Annayessad to see Maradona cry
- 5:54:53 PM meetaprakash** Argentina played awfully bad
- 5:55:01 PM mehaadi** I am Amina from Bangalore,India and I just have few months of experience in Black box testing.
- 5:55:20 PM annabaik** Welcome to EWT Amina :)
- 5:55:23 PM meetaprakash** no team playing was happening....every one wanted to kick a goal on their own
- 5:55:51 PM Markus Gärtner** not as bad as Brazil yetserday, when realizing they're loosing-
- 5:56:09 PM mehaadi** @Anna: Thank you.
- 5:57:29 PM meetaprakash** @markusBrazil lost their game spirit
- 5:58:51 PM Ajay Balamurugadas** Hi Folks, What's the mission? Ajay here... Tester based in Bangalore, co-founder of Weekend Testing,.
- 5:59:04 PM annabaik** Ok - I'll give the mission for today
- 5:59:08 PM Markus Gärtner** it's sad that this was the first this was the first quarter finale without a red card
- 5:59:14 PM Markus Gärtner** gimme mission! :)
- 5:59:27 PM Ajay Balamurugadas** Gimme red card - I mean mission
- 5:59:47 PM Markus Gärtner** :))))
- 5:59:54 PM annabaik** Mission: This week's mission is Bug Dissection. Let's improve our own bug reporting by studying bug reports, and analyzing them together. Can we redraft any of these reports to make them clearer and more persuasive? Or does the bug report look pretty good to you already? If so - why? What do you like about it?

Bear in mind that the bugs we'll be studying may not have been reported by experienced testers. So let's not be too critical of the bug reporter - they've made an important contribution to the open source community by taking the time to note an issue about the product, and they'll probably have learned a lot themselves by reporting the bug.

Product: Open Office Writer

- 6:00:06 PM meetaprakash** pls give AJ a double red card :)
- 6:00:09 PM annabaik** I'm sorry we didn't manage to make it football themed :)
- 6:00:48 PM meetaprakash** AJ is an expert on bugsbeen trained by Cem himself
- 6:00:52 PM Ajay Balamurugadas** I hope we don't edit the reports in OO tracker.
- 6:01:20 PM annabaik** Ok, so any questions on the mission yet?
- 6:01:23 PM Ajay Balamurugadas** and the entire BBST course had OO as the product ;)
- 6:01:28 PM annabaik** Or shall I give the first bug?
- 6:01:39 PM Markus Gärtner** now, did they?
- 6:01:42 PM meetaprakash** sure Anna
- 6:01:44 PM annabaik** @Ajay - it did? Excellent :)
- 6:02:03 PM meetaprakash** OO = ?
- 6:02:08 PM Ajay Balamurugadas** Open Office
- 6:02:09 PM Markus Gärtner** OO
- 6:02:13 PM Markus Gärtner** open office
- 6:02:23 PM meetaprakash** okie :) thnx
- 6:02:36 PM Ajay Balamurugadas** Sorry Meeta, the saga continues... Acronyms
- 6:02:52 PM Markus Gärtner** gimme bug!
- 6:03:13 PM meetaprakash** @AJI hv so much to learn from u on acronyms still ;) ...remember CCD ?
- 6:03:26 PM Ajay Balamurugadas** Lets not pressurize anna, she is the only facilitator. Markus is testing :)
- 6:03:32 PM annabaik** http://www.openoffice.org/issues/show_bug.cgi?id=90887
- 6:03:36 PM Markus Gärtner** what's ccd?
- 6:03:55 PM annabaik** Let's start with this one

- 6:04:07 PM Ajay Balamurugadas** The one who's gonna read this chat transcript will hunt for us...
- 6:04:21 PM meetaprakash** thats a joke between me and AJ ...Markus ...i did do a blog post arnd it few months backwill discuss offline...
- 6:04:50 PM Markus Gärtner** ok, what should we do now?
- 6:05:30 PM annabaik** Any comments on this bug - what strikes you about it immediately?
- 6:05:49 PM Markus Gärtner** ok, I'll hold it back for a minute :)
- 6:05:49 PM annabaik** Ajay may be able to suggest a helpful heuristic for bug analysis :)
- 6:06:13 PM annabaik** one of Cem's :)
- 6:06:23 PM Ajay Balamurugadas** There's a very nice heuristic discussed in the BBST BA class:
- 6:06:26 PM Ajay Balamurugadas** RIMGEA
- 6:06:29 PM Ajay Balamurugadas** Replicate
- 6:06:33 PM Ajay Balamurugadas** Isolate
- 6:06:36 PM Ajay Balamurugadas** Maximize
- 6:06:38 PM Ajay Balamurugadas** Generalize
- 6:06:43 PM Ajay Balamurugadas** Externalize
- 6:06:50 PM Ajay Balamurugadas** And report in a neutral tone
- 6:07:19 PM Ajay Balamurugadas** Can you replicate the issue? Details abt replication provided?
- 6:07:46 PM Ajay Balamurugadas** Can you report an issue in min no. of steps? = Isolate
- 6:08:06 PM Markus Gärtner** for me, there is a serious flaw in the summarys line
- 6:08:22 PM Ajay Balamurugadas** Can you highlight the most serious form of the failure = Maximize
- 6:08:33 PM Markus Gärtner** I'm used to handle bugs via the summary lines, and this summary line does not help me to triage bugs
- 6:08:41 PM Markus Gärtner** I mean without taking a closer look into it
- 6:08:48 PM annabaik** @Markus - "take long time for open" - what's wrong with that, it's true, isn't it?
- 6:08:55 PM Ajay Balamurugadas** http://searchsoftwarequality.techtarget.com/tip/0,289483,sid92_gci1320008,00.html

- 6:09:07 PM Markus Gärtner** what's taking a long time to open? the application itself?
- 6:09:12 PM Markus Gärtner** or the file?
- 6:09:29 PM Markus Gärtner** what'S special about the file? any useful pinpointing information is missing from the summary line
- 6:09:40 PM Markus Gärtner** so, in a triage meeting, I HAVE to take a look into the descvirp-tion
- 6:09:45 PM annabaik** @Markus - how would you rewrite it to be more useful to you as a triager?
- 6:10:02 PM Markus Gärtner** that's cumbersome time spend reading some details, that I might not want to take a closer look into
- 6:10:11 PM mehaadi** Hey team I need to go unfortunately. I will follow up soon.
- 6:10:23 PM Markus Gärtner** I would start with "special file takes a long time to load"
- 6:10:26 PM Alexei Barantsev** @markus How the reporter can know what is special about the file?
- 6:10:33 PM Ajay Balamurugadas** We were trained to write good summary for bug reports. One of the conditions was Can you convey the failure in three words?
- 6:10:34 PM Markus Gärtner** then I would start tio examine what's special about this file
- 6:10:42 PM Markus Gärtner** and include thatr in the summary line
- 6:11:10 PM Alexei Barantsev** he has attached the file, is not it enough?
- 6:11:13 PM annabaik** @Amina - hope to see you again soon
- 6:11:22 PM Markus Gärtner** the reporter might not, but there are many contributors to the bug, who could reveal additional information to the summary as well
- 6:11:35 PM annabaik** @Amina - thanks for attending!
- 6:11:46 PM mehaadi** Sure. Class seems very interesting. M little unwell. I need to leave.
- 6:12:07 PM mehaadi** I will be back soon to check this session chat notes.
- 6:12:08 PM Markus Gärtner** bye amina
- 6:12:18 PM annabaik** @Amina - :(hope you feel better soon
- 6:12:18 PM Ajay Balamurugadas** [9:40:32 PM] Markus Gärtner: then I would start tio examine what's special about this file
«< It might fit well in description.

6:12:39 PM mehaadi yup thanks.

6:12:42 PM mehaadi bye

6:12:48 PM meetaprakash take care Amina

6:13:00 PM Alexei Barantsev BTW, do you know if there is any policy document related to bug description in this community?

6:13:12 PM meetaprakash no policy doc that i know of

6:13:12 PM Alexei Barantsev a kind of HOWTO for reporters?

6:13:21 PM annabaik @Alexei - oh, good point!

6:15:14 PM annabaik There's this page: http://www.openoffice.org/nonav/scdocs/ddIssues_EnterModify.html about how to enter an issue, on a quick scan it seems to give a lot of detail on how to prioritise, still scanning though for more info

6:15:23 PM Ajay Balamurugadas Summary: Inconsistent behavior for opening similar files.

6:16:09 PM annabaik Here's a quote from the OO site: "Summary A terse, specific statement to describe this issue. This should a few unique, self-explanatory words to identify this issue easily in reports and short lists. Limiting your entry to the width of the field is best for the columnar display of query results."

6:17:45 PM Ajay Balamurugadas I'd suggest some additional tests to confirm the critical issue. 1. Launch OO writer and open the files. 2. Double click on the files so that OO writer is also loaded. 3. Open some other files and then open these two files. [Startup problem and cumulative effect of opening multiple files can be found]

6:18:47 PM Markus Gärtner besides the bad summary, it would be worthwhile to spend some time on the bug now trying to find out different behavior on fdifferent platforms, i.e. try linux, but the summary should be changed to reveal more information

6:19:15 PM Ajay Balamurugadas The issue definitely needs more info. A video might help. Also highlighting more of the tests conducted will help.

6:20:04 PM Markus Gärtner why a video, ajay?

6:20:12 PM annabaik @Markus @Ajay - how much more time would you spend on investigation before reporting?

6:20:25 PM Ajay Balamurugadas A bigger bug might b ehiding behind this bug, Why does it take so long for loading a particular file. Does opening two files (one the 15 secs and another copy of the 15 secs) take the same time?

6:20:26 PM Markus Gärtner if it takes 15 minutes for oo writer to load, that will be pretty boring, wouldn't it?

- 6:20:56 PM Markus Gärtner** well, I assume the bug was reported during a ET session
- 6:21:13 PM Markus Gärtner** so, the reprot is fine, but it needs pinpointing and adaptation to handle it well
- 6:21:24 PM Ajay Balamurugadas** Video: There might be diff ways how I might open the file. I want to know how the reporter opened the file. That might give a clue of the actual issue too.
- 6:22:11 PM Alexei Barantsev** being a manager, I would say that subject line is not very descriptime, I agree with Markus
- 6:22:27 PM Markus Gärtner** interesting would be what's special about the aa.odt file there
- 6:22:29 PM Alexei Barantsev** being a developer, I'd say that description is rather good
- 6:22:52 PM Markus Gärtner** as the pinpointing points out, it seems to be 64 bit issue
- 6:23:09 PM annabaik** Whose responsibility is pinpointing in your work environments? I've found that this varies a lot
- 6:23:23 PM Ajay Balamurugadas** Can we write a better summary? I gave mine. :
- 9:45:20 PM Ajay Balamurugadas** Summary: Inconsistent behavior for opening similar files.
««
- 6:23:56 PM Ajay Balamurugadas** Still searching for a word to replace inconsistent
- 6:23:57 PM Markus Gärtner** for open source, I would try to find out as much information as possible from the user who reported
- 6:24:03 PM Alexei Barantsev** being a tester, I'd reported this bug in the same way (immediately as it was detected), and then spend some time exploring variationa and added some comments
- 6:24:21 PM Ajay Balamurugadas** It affects your credibility Alexei
- 6:24:38 PM Ajay Balamurugadas** what if someone in your team reports a severe form of the same failure?
- 6:24:50 PM Markus Gärtner** your take as a tester sounds verys reasonable to me, Alexei
- 6:25:12 PM Ajay Balamurugadas** Well, it depends on the issue - how severe is the failure...
- 6:25:13 PM annabaik** @Ajay - but how long would you investigate to find the most severe form?
- 6:25:20 PM annabaik** And what's the opportunity cost?
- 6:25:34 PM Alexei Barantsev** @ajay – of course it depends on what is my priority: credibility or faster communication of probles to the developer

- 6:26:18 PM Ajay Balamurugadas** I had a discussion with Michael Bolton on this. The stage of testing also plays a big role. What questions am I not asking by spending time on investigation.
- 6:26:25 PM Alexei Barantsev** I may spend lots of time to investigate variations, whereas the developer may just look at the file and say what is the reason of the problem
- 6:26:39 PM annabaik** I know I really enjoy investigating and digging further into bugs, but I also know that I can sometimes let this allow me to spend time on investigating one bug to the nth degree, when we could have been better finding the showstopper in the next area
- 6:26:54 PM Ajay Balamurugadas** Mention in passing might help. You mention it to him, but you report it later.
- 6:27:23 PM Alexei Barantsev** additional time spent on this bug prevents me from moving ahead
- 6:27:27 PM Ajay Balamurugadas** You report after your investigation unless he comes up with obvious error condition.
- 6:28:11 PM Ajay Balamurugadas** next bug :)
- 6:29:14 PM annabaik** On 03/07/2010, at 17:26, Ajay Balamurugadas wrote: > I had a discussion with Michael Bolton on this. The stage of testing also plays a big role. What questions am I not asking by spending time on investigation. I had a project last year where we very clearly switched focus as we got closer to launch - I'd discussed with our project manager, and he was pretty clear that he was more interested at the late stage in getting coverage, in getting as much of the system exercised as possible so he had an idea of what we were launching with, rather than pinpointing bugs.
- 6:29:31 PM Ajay Balamurugadas** did anyone try? for me both seemed to open within the same time interval.
- 6:30:06 PM annabaik** However, as test lead - convincing my tester colleagues to switch focus and just to report bugs without their usual high level of investigation was like pulling teeth - they were afraid of losing credibility with the programmers.
- 6:30:14 PM Alexei Barantsev** @ajay - do you use 3.0 beta?
- 6:30:25 PM Ajay Balamurugadas** 3.3
- 6:30:50 PM Ajay Balamurugadas** Agree Anna, its a skill - switching between methods of reporting.
- 6:31:49 PM Alexei Barantsev** @ajay - do you have x64?
- 6:31:57 PM Ajay Balamurugadas** Win XP
- 6:32:09 PM Alexei Barantsev** I mean processor

- 6:32:52 PM Alexei Barantsev** it seems from comment that it is x64-related problem
- 6:33:14 PM Alexei Barantsev** and yes, if changing subject is allowed, I'd added this info to subject line
- 6:33:41 PM annabaik** Both appear to open quickly for me - OpenOffice 3.1.1, on MacOS X 10.6.3
- 6:33:47 PM Ajay Balamurugadas** Intel Pentium D CPU 3.00GHz (2 CPUs)
- 6:34:30 PM annabaik** Model Identifier: MacBookPro5,4 Processor Name: Intel Core 2 Duo Processor Speed: 2.53 GHz Number Of Processors: 1 Total Number Of Cores: 2
- 6:35:09 PM Alexei Barantsev** so you may add a comment – "can't reproduce in the following environment: ..."
- 6:35:13 PM Ajay Balamurugadas** I learnt abt dxdiag today - command line to get details
- 6:37:06 PM Alexei Barantsev** there are questions: 1) I have found a bug in a specific environment – how many other environments to try? 2) what info include in environment description?
- 6:37:08 PM annabaik** Ajay - is that on Windows XP?
- 6:37:36 PM annabaik** Ok - another bug? Good discussion still on this one
- 6:37:39 PM Ajay Balamurugadas** Yes, Start > Run > CMD > dxdiag
- 6:38:00 PM Ajay Balamurugadas** www.supportdetails.com is also OK,
- 6:38:59 PM annabaik** @Ajay - oh, cute - and very helpful for non-technical users reporting bugs
- 6:39:26 PM Ajay Balamurugadas** Hexawise owner Justin tweeted this y'day.
- 6:39:40 PM Ajay Balamurugadas** Jon Bach abt the dxdiag
- 6:40:30 PM annabaik** Ok, here's another bug to look at:
- 6:40:33 PM annabaik** http://www.openoffice.org/issues/show_bug.cgi?id=106703
- 6:42:21 PM annabaik** Less follow up on this one - any comments on it"
- 6:42:28 PM Ajay Balamurugadas** Reproducible based on steps.
- 6:42:43 PM Alexei Barantsev** it seems to be a feature :)
- 6:43:01 PM Ajay Balamurugadas** It happens if you type 01-02
- 6:43:07 PM Ajay Balamurugadas** not if you just type 02
- 6:43:07 PM Alexei Barantsev** of course subject line is terrible

- 6:44:09 PM annabaik** I liked the bug description, but I thought the summary was not so informative
- 6:44:11 PM Alexei Barantsev** excel does the same
- 6:44:20 PM annabaik** How would you redraft the summary?
- 6:45:32 PM Alexei Barantsev** Automatic Conversion to Date Format OpenOffice.org Calc automatically converts certain entries to dates. For example, the entry 1.1 may be interpreted as January 1 of the current year, according to the locale settings of your operating system, and then displayed according to the date format applied to the cell. To ensure that an entry is interpreted as text, add an apostrophe at the beginning of the entry. The apostrophe is not displayed in the cell.
- 6:45:49 PM Alexei Barantsev** You can immediately undo any automatic changes with Ctrl+Z.
- 6:46:27 PM Ajay Balamurugadas** "Autoformatting changes numbers to date" if you want it as bug title but as Alexei points out rightly, it seems to be a feature.
- 6:46:36 PM Alexei Barantsev** So, I'd make this subject: "There is no way to switch date autoformat off"
- 6:46:56 PM Ajay Balamurugadas** Autoformat always ON.
- 6:47:40 PM annabaik** @Alexei - agreed, that seems to capture the essence of the problem. Of course, the original raiser of the issue might not have been aware of this feature
- 6:48:14 PM Alexei Barantsev** at least in Tools -> Autoformat options I can't find how to get it off
- 6:49:15 PM annabaik** Do you think programmers are more likely to want to fix an issue like this if it's stated as in Alexei's rephrase from the start? Or does it make no difference?
- 6:50:59 PM Ajay Balamurugadas** [10:16:54 PM] Ajay Balamurugadas: Autoformat always ON.
««
- 6:51:45 PM Alexei Barantsev** I think that it saves two hops: with current description the developer will respond: "it is no bug but feature" – next hop from user/tester – "ok, but how to get it off"? – and only then developer will say AHA!
- 6:52:33 PM Ajay Balamurugadas** Impossible to OFF Autoformat
- 6:52:35 PM Ajay Balamurugadas** :)
- 6:52:59 PM Ajay Balamurugadas** Impossible to remove autoformatting
- 6:53:47 PM Alexei Barantsev** @ajay – impossible to off DATE autoformatting
- 6:53:58 PM Ajay Balamurugadas** cool

- 6:54:17 PM Ajay Balamurugadas** so it would be a suggestion
- 6:54:20 PM Ajay Balamurugadas** and not a bug?
- 6:55:14 PM Alexei Barantsev** if it values me – it is a bug
- 6:55:47 PM Alexei Barantsev** if I have to enter such data often, it is hard to click Ctrl-Z after each cell
- 6:56:31 PM annabaik** Agreed - I hate it when "labour saving" features cause me more work
- 6:57:03 PM annabaik** next bug?
- 6:57:21 PM annabaik** Or alternatively - does anyone have a bug they want to show?
- 6:57:38 PM Alexei Barantsev** BTW
- 6:58:14 PM Alexei Barantsev** why the reporter set "Platform: All" but "OS: Windows Vista"
- 6:58:35 PM annabaik** hmm, well spotted
- 6:58:35 PM Alexei Barantsev** why OS info is important?
- 6:58:42 PM annabaik** Which would you believe?
- 6:58:49 PM Ajay Balamurugadas** <http://www.oooforum.org/forum/viewtopic.phtml?t=82383>
- 6:58:58 PM Ajay Balamurugadas** We can set the auto format off
- 6:59:29 PM annabaik** oh good
- 6:59:53 PM annabaik** I think the last message is a potential bug - why isn't the option somewhere more intuitive for the user?
- 7:00:16 PM Markus Gärtner** i seem to be back online
- 7:00:16 PM Alexei Barantsev** yes, agreed!
- 7:00:32 PM annabaik** Hi Markus :)
- 7:01:46 PM Ajay Balamurugadas** so not a bug, rejected, next bug plz
- 7:02:09 PM annabaik** http://www.openoffice.org/issues/show_bug.cgi?id=112430
- 7:02:17 PM Alexei Barantsev** not rejected, but severity may be lowered
- 7:02:58 PM Ajay Balamurugadas** Bug was - Autoformat can't be off
- 7:03:14 PM Ajay Balamurugadas** which is not true. There is a method. So Bug is rejected.
- 7:03:37 PM Ajay Balamurugadas** We can log a new bug for the unfriendliness of the option
- 7:03:38 PM Alexei Barantsev** oh, yes, another one should come instead

- 7:03:43 PM Ajay Balamurugadas** yes
- 7:04:11 PM annabaik** ok, so rather than amending this bug, raise another?
- 7:04:16 PM Ajay Balamurugadas** Problem with printing 6 3/4 envelopes: Vague statement
- 7:04:31 PM Ajay Balamurugadas** Anna, we are talking abt the previous bug
- 7:04:59 PM Markus Gärtner** what's vague in your opinion, ajay?
- 7:05:22 PM Ajay Balamurugadas** What kind of problem is the reporter facing
- 7:05:29 PM Ajay Balamurugadas** A crash is also a problem
- 7:05:44 PM Ajay Balamurugadas** while unnecessary scrolling is also a problem.
- 7:06:23 PM Ajay Balamurugadas** I can't figure out the actual issue from the summary line.
- 7:06:47 PM Markus Gärtner** well, he got a problem with printing 6.75" envelopes
- 7:06:58 PM Ajay Balamurugadas** agreed, but what problem
- 7:07:20 PM Markus Gärtner** seems to be special to printing on canon
- 7:07:24 PM Ajay Balamurugadas** no
- 7:07:47 PM Ajay Balamurugadas** I mean, looks more of a envelope and latest version of OO than a printer related
- 7:07:55 PM Alexei Barantsev** "6 3/4 envelope printed as full sheet"
- 7:08:02 PM Markus Gärtner** (maybe I should schedule "how programs fail?" next for reading)
- 7:08:45 PM Ajay Balamurugadas** yes.. Alexei good one. "Incorrect printing: 6 3/4 envelopes printed as full sheet"
- 7:09:21 PM Markus Gärtner** that sounds great
- 7:10:26 PM Ajay Balamurugadas** one of the instructors in BBST said: Try to convey the issue in 1st 3 words of summary , more the words - less effective.
- 7:10:53 PM Alexei Barantsev** I agree, "Incorrect printing" may be cut off
- 7:11:14 PM Ajay Balamurugadas** you mean remove the phrase?
- 7:11:27 PM annabaik** Yes - some bug writers describe their bugs like a joke or a detective story - the punchline is at the end. Better to lead with it
- 7:11:36 PM Alexei Barantsev** yes
- 7:11:38 PM Ajay Balamurugadas** It conveys what's wrong.

- 7:11:49 PM Ajay Balamurugadas** what will be your summary?
- 7:12:03 PM Ajay Balamurugadas** "Incorrect printing" is what's happening
- 7:12:07 PM Alexei Barantsev** [9:07:55 PM] Alexei Barantsev: "6 3/4 envelope printed as full sheet"
««
- 7:12:25 PM Alexei Barantsev** that's happening
- 7:12:29 PM Alexei Barantsev** it is a fact
- 7:12:54 PM Markus Gärtner** is it?
- 7:12:56 PM Ajay Balamurugadas** Agreed, i'm not missing your point. I'm just highlighting what's wrong first and the details later.
- 7:12:56 PM Alexei Barantsev** "incorrect printin" is musing about this fact
- 7:13:14 PM Markus Gärtner** I have problems accepting that it's a fact
- 7:13:24 PM Markus Gärtner** could be the canon printer driver under windows
- 7:14:12 PM Ajay Balamurugadas** same printer, diff OO version, Same sheet and envelopes :)
- 7:14:16 PM Alexei Barantsev** all the details about printer (OS, drivers etc) – inside
- 7:14:19 PM annabaik** I don't see a problem with Ajay's version
- 7:14:50 PM Ajay Balamurugadas** Are you on twitter Alexei?
- 7:15:10 PM Ajay Balamurugadas** We will take this offline on twitter
- 7:15:14 PM Alexei Barantsev** I don't see too, but it is too long for me :)
- 7:15:22 PM Markus Gärtner** well, based on the report (and no further comments), all we have is, that 6.75 inches envelope printing does not work under windows on canonc ip4300
- 7:15:32 PM Alexei Barantsev** yes, I'm on twitter, but I tweet in Russian usually
- 7:15:54 PM Alexei Barantsev** <http://twitter.com/barancev>
- 7:16:49 PM annabaik** Ok, if you're going to take further discussion on this particular bug offline, shall we wrap up the session with a short reflection on lessons learned?
- 7:17:05 PM Alexei Barantsev** I have a good example for the next one
- 7:17:40 PM Alexei Barantsev** I read it three times and can't understand :)
- 7:17:44 PM Markus Gärtner** i'm just fine with that, anna

- 7:18:46 PM annabaik** Ok - in that case, as I think Ajay has to leave soon
- 7:19:11 PM annabaik** Shall we wrap up, and then Alexei and I can give our bugs at the end, for future reflection after the session?
- 7:19:36 PM annabaik** (I have a horror story bug report to show you guys :) Argument continued in bug tracker for two years)
- 7:19:47 PM Alexei Barantsev** no problem to wrap. I thought we'll shift the end as we started later
- 7:20:28 PM annabaik** ah I see - sorry Alexei, should have clarified that at the start
- 7:20:35 PM annabaik** lesson learned for me :)
- 7:20:45 PM Alexei Barantsev** no worry :)
- 7:20:57 PM annabaik** Ajay - if you're still here, do you want to kick off?
- 7:21:34 PM Markus Gärtner** ajay?
- 7:22:15 PM annabaik** Ok, will assume Ajay's had to leave already? Who's next?
- 7:23:20 PM Markus Gärtner** i did see the first and the last bug report
- 7:23:33 PM Markus Gärtner** don't feel like I got enough information :)
- 7:26:21 PM Ajay Balamurugadas** I'm here...
- 7:26:48 PM annabaik** Hi Ajay :)
- 7:26:56 PM Markus Gärtner** hi ajay, how are you? :)
- 7:27:04 PM Markus Gärtner** long time no see :P
- 7:27:16 PM Ajay Balamurugadas** lesson learnt: oo tracker is a good source to improve ur skills . Practice and improve, retrospect,
- 7:28:23 PM Ajay Balamurugadas** how people other than testers log bugs can be felt
- 7:28:57 PM Alexei Barantsev** Good bug description writing is a usefull skill for any tester. Especially important skill is extracting essence of the bug and wrapping it in short subject line. This saves lots of time for those who look through the bug table. But for developers some other things are more important that subject line: 1) clear description (RIMGEA), and 2) good reasoning that explains why it IS a bug
- 7:29:54 PM Markus Gärtner** so, mentioning your oracles is the way to go?
- 7:30:11 PM Ajay Balamurugadas** Follow up tests are also important . Notes also might help.
- 7:30:57 PM Alexei Barantsev** yes – it is important how I found it and why and how it threatens me

- 7:31:22 PM Markus Gärtner** important to whom?
- 7:31:32 PM annabaik** @Alexei - agreed, good summaries seem to be one of the most difficult things to do well
- 7:31:34 PM Alexei Barantsev** for the developer
- 7:31:44 PM Ajay Balamurugadas** 1 more good point : if someone is not agreeing with your bug, they just don't agree with ur oracle for the bug...
- 7:32:18 PM annabaik** @Ajay - so making the oracle clear allows you to agree or disagree quickly?
- 7:33:05 PM Alexei Barantsev** @ajay – yes, reasoning is about how good oracles you use
- 7:33:36 PM Ajay Balamurugadas** Don't we need to remember that the same bug might be used by testers too... Regression testing, prioritizing...
- 7:34:00 PM annabaik** @Ajay - as a spur to look for further issues
- 7:34:33 PM Ajay Balamurugadas** I can do a bad advocacy using a good oracle...
- 7:34:54 PM Ajay Balamurugadas** Yes, anna, agree. Multiple purposes
- 7:34:57 PM annabaik** But can you do a good advocacy using a bad oracle?
- 7:35:40 PM Ajay Balamurugadas** The number date autoformatting
- 7:35:53 PM Alexei Barantsev** @ajay – yes, I mean that not only oracles must be good, but their advocacy too :)
- 7:36:05 PM Ajay Balamurugadas** Was an example
- 7:36:33 PM Markus Gärtner** on oracles, it's important to let go of your emotions regarding that
- 7:36:45 PM Ajay Balamurugadas** Rimgea helps to convince...
- 7:36:53 PM Markus Gärtner** someone might not agree with your oracle, but oracles are fallible
- 7:37:03 PM Markus Gärtner** so, it's ok
- 7:37:38 PM Alexei Barantsev** why emotions are insufficient? I disagree
- 7:37:45 PM Ajay Balamurugadas** Can't emotion be used as an oracle? I think emotion is also an oracle - user expectations
- 7:38:07 PM Markus Gärtner** not insufficient, but you shouldn't argue about them
- 7:38:18 PM Markus Gärtner** this depends ajay

- 7:38:34 PM Markus Gärtner** I don't have much expectations regarding a software for a nuclear power-plant
- 7:38:47 PM Markus Gärtner** besides "please don't kill me"
- 7:38:49 PM Alexei Barantsev** presence of some emoting is a fact too
- 7:39:07 PM Ajay Balamurugadas** Doesn't leak :)
- 7:39:09 PM Markus Gärtner** it's a fact, but you should be emotional on your oracles
- 7:39:21 PM annabaik** Neither the tester or the programmer should make the final decision on whether something is a bug to be fixed, or NOTABUG. (Although sometimes the programmer and the product owner are the same person)
- 7:39:24 PM Markus Gärtner** explain them, yeah, but not be emotional on them
- 7:39:34 PM Ajay Balamurugadas** U seem to contradict self
- 7:39:47 PM Markus Gärtner** no, I don't
- 7:40:03 PM Alexei Barantsev** "please don't be emotional on your emotions when you write bug report" :)
- 7:40:09 PM Ajay Balamurugadas** Use emotions or not?
- 7:40:09 PM Markus Gärtner** take emotions as an oracle, but don't stick to being emotional about your oracles
- 7:40:11 PM annabaik** On 03/07/2010, at 18:39, Markus Gärtner wrote: > it's a fact, but you should be emotional on your oracles Was this meant to be shouldn't?
- 7:40:31 PM Markus Gärtner** oh, that should be shouldn't :>
- 7:41:30 PM annabaik** Hmm - I suggest that emotions anywhere are fine and necessary, but that bug advocacy isn't about getting the bug fixed come what may, but about making the best and clearest case for it
- 7:41:32 PM Ajay Balamurugadas** Yes it shuddering be shudn't
- 7:41:57 PM Markus Gärtner** I think we reached a common understanding :>
- 7:42:02 PM Ajay Balamurugadas** U log it to get it fixed
- 7:42:13 PM Alexei Barantsev** emotions can't replace reasoning
- 7:42:24 PM annabaik** Ajay, I'd say you log it to get it visible
- 7:42:58 PM Markus Gärtner** oh, most reasoning goes astray when getting emotional!
- 7:43:28 PM Ajay Balamurugadas** Right. U advocate to get it fixed...

- 7:43:35 PM annabaik** Alexei - I think it's reasonable to account for the importance of emotions :)
- 7:43:55 PM Markus Gärtner** you provide the information necessary to make the business decision whether or not to get it fixed
- 7:44:21 PM Markus Gärtner** if you think you get misunderstood, then you have to make your claim more clearly
- 7:44:26 PM annabaik** On 03/07/2010, at 18:43, Ajay Balamurugadas wrote: > Right. U advocate to get it fixed... I'm not sure I'd even go that far - I'd say I advocate so that in the discussion, we can get the clearest picture of the risk involved in fixing or not fixing
- 7:45:07 PM annabaik** If the risk is clear, and we still make a No Fix decision, then I'm happy that I did a good job
- 7:45:15 PM Markus Gärtner** it's the providing of information, that I do
- 7:45:26 PM Markus Gärtner** but I also follow up, if I feel misunderstood
- 7:45:40 PM Markus Gärtner** (how do I feel misunderstood? I'm not sure on that one)
- 7:45:46 PM Alexei Barantsev** [9:33:35 PM] Ajay Balamurugadas: Don't we need to remember that the same bug might be used by testers too... Regression testing, prioritizing...
««
- 7:46:22 PM Alexei Barantsev** an illustration to this is Santosh Tuppada's best bug in uTest BB
- 7:46:40 PM annabaik** What was Santosh's bug?
- 7:46:42 PM Alexei Barantsev** Sign up – Captcha feature removed – Bots can party now
Heuristics: Security | Oracle: Feature removal
NOTE: Mother Bug of 51460 – By Madhukar Jain. I thank him which gave me a hint to uncover Mother Bug.
Overview This is the first time that I have removed a important feature from the product and that is CAPTCHA. I see that Madhukar Jain (One of the uTester reporting a bug that captcha question is being repeated and it is vulnerable to spam bots). Then, I thought of going in more deep to discover MOTHER BUG of that and I succeeded in finding it. I have removed the captcha feature itself from the product by altering the source code and I have saved the sign up file on my Desktop. I can now, register without going through the Captcha field which is mandatory field but when it is removed it is no more mandatory as there is no validation that is being done for CAPTCHA in the backend when clicked on "Sign up".
- 7:47:15 PM annabaik** wow
- 7:47:21 PM Alexei Barantsev** he read some other's bug and got some information to find more severe problem

7:47:36 PM annabaik That's a great example

7:48:17 PM Alexei Barantsev "I had encountered the issue 51460 but when I saw that Madhukar Jain had reported it which provoked me to find the MOTHER BUG which was hiding under bug 51460."

7:49:33 PM Alexei Barantsev BTW, look at the subject line

7:49:45 PM annabaik :)

7:49:48 PM Alexei Barantsev Sign up – Captcha feature removed – Bots can party now

7:50:04 PM annabaik I like it - it's funny and convincing

7:50:44 PM Alexei Barantsev Sign up – where is the bug Captcha feature removed - what is the problem Bots can party now – reasoning

7:50:51 PM Alexei Barantsev all in one line

7:52:47 PM Alexei Barantsev of course "Captcha feature removed" would be better changed to "Captcha feature can be removed"

7:53:03 PM Alexei Barantsev but in uTest bug tracker subject line is very short

7:54:27 PM Alexei Barantsev it seems that wrapping up has grown to long discussion :)

7:55:12 PM Markus Gärtner personally, I'm off. I have troubles understanding the discussion right now

7:55:45 PM Alexei Barantsev ok, finish?

7:56:05 PM annabaik ok, let's wrap up there

7:56:20 PM annabaik Thanks for attending this week everyone :)

7:56:29 PM annabaik Hope to see you all again next week

7:56:30 PM Alexei Barantsev thanks!

7:57:33 PM annabaik In the meantime, I'll leave you all with this for reading later - it wasn't really relevant to today's session, but thought you'd find it interesting: https://bugzilla.redhat.com/show_bug.cgi?id=1

7:58:53 PM annabaik good night all! :)

7:59:04 PM Alexei Barantsev bye

7:59:07 PM Markus Gärtner thanks anna