

Dopo aver testato, molto probabilmente avrete incontrato dei BUG.



Vediamo quindi come riportare i BUG efficacemente.



Innanzitutto parliamo un po' di LAUNCHPAD.



LAUNCHPAD in inglese significa rampa di lancio, proprio quella delle astronavi.

🔅 launchpad			a Paolo Sammicheli • Log Out					
This site is running pre-release code. <u>Please report all bugs</u> .								
Launchpad Home	Code Bugs	Blueprints Tra	anslations Answers					
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Launchpad is a unique	collaboration and Bazaar code	hosting platform for s	software projects. Read more					
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Ma noi non abbiamo da andare nello spazio come Mark, abbiamo da riportare un bug di Ubuntu.

Ed useremo l'altra Launchpad, l'applicazione web.



Vediamo cosa si può fare con Launchpad:

Innanzitutto in Launchpad c'è un sistema di Domande/Risposte multilingua.



Gli utenti pongono una domanda, nella propria lingua, e altri utenti possono rispondere alle domande poste nelle lingue che conoscono.



Ci sono poi le BLUEPRINT. Originariamente le Blueprint erano i progetti di architettura che erano fatti su dei fogli blu, da qui il nome.

In Informatica, le Blueprint sono le specifiche funzionali e tecniche di un progetto. In Launchpad c'è un modulo per registrarle, catalogarle e segnare lo stato di avanzamento dello sviluppo.

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In Launchpad, poi, è ospitato poi il codice sorgente dei progetti, tramite un modulo chiamato Bazaar. Launchpad dispone di diverse funzionalità che semplificano la contribuzione e la partecipazione della comunità.

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È possibile ad esempio prendere un progetto di qualcun altro, fare una modifica, e poi tramite un workflow proporre questa modifica all'autore originale, che potrà accettarla ed includerla nel progetto principale o meno. Questo per cercare di semplificare la partecipazione ai progetti.



- Infine c'è un modulo, chiamato Rosetta, che permette la traduzione del software nelle varie lingue da parte di gruppi di volontari.
- Cosa carina da segnalare è che Ubuntu è tradotto anche in lingue non ufficiali.
- Ogni comunità che vuole sostenere le proprie tradizioni può tradursi Ubuntu nella propria lingua.

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Anche questo modulo è multilingua. L'utente segnala le lingue che conosce e può tradurre in diverse lingue.



Ma per installare il software in Ubuntu occorrono i pacchetti...

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In Launchpad c'è un modulo, chiamato PPA, che permette a chiunque di distribuire il software nei pacchetti per UBUNTU.



- Inoltre, per ogni progetto software che Launchpad ospita, c'è il Bug Tracking, ovvero il sistema per segnalare e risolvere i BUG.
- Cosa sono i BUG? I BUG, che in inglese significa bachi o scarafaggi, sono errori di programmazione ovvero situazioni in cui un programma non fa quello che ci aspettiamo che faccia.

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Se vogliamo segnalare un Bug in Ubuntu, quindi, dovremo usare Launchpad.



Vediamo quindi come segnalare un BUG.



- Ci sono dei metodi automatici, che raccolgono per noi le informazioni sul nostro sistema.
- Il più semplice, quando le applicazioni lo permettono, è quello di usare il menù di Aiuto con la voce "Segnala un problema"



Questo non è sempre possibile, nelle versioni stabili viene disabilitato di solito. In alternativa si può utilizzare il comandu ubuntu-bug con il nome del pacchetto.

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🔷 soffice.bin	Sleeping	0	0 8978	80.9 MiB	
left rhythmbox	Sleeping	2	0 19771	48.9 MiB	
					21

- E se non conosciamo il nome del pacchetto?
- ubuntu-bug funziona anche con il PID, l'identificativo numerico del programma che sta girando.
- Aprendo il system monitor (o usandi il comando ps da shell) è possibile ricavare il PID di un programma.



E quindi chiamare ubuntu-bug con quel numero. Il pacchetto che include il programma indicato verrà ricavato automaticamente.



In ogni caso, partirà apport. Si tratta del cuore del sistema di segnalazione automatica dei bug di Ubuntu.



Verrà aperto automaticamente Launchpad, e verrà richiesto il Login se non siete già identificati.

- Dopodiché dovrete riempire il campo titolo, per mettere una descrizione sintetica del bug che avrete trovato.
- Immediatamente vi verranno mostrati dei Bug che "assomigliano" al vostro, nel tentativo di trovare un duplicato del bug che volete segnalare.



Se nella lista riconoscete un bug con gli stessi sintomi di quello che volevi segnalare voi potete marcare che anche voi siete affetti da questo bug.



Questa è una pratica molto utile in quanto va ad aumentare il "calore" del BUG, ovvero va ad influenzare l'urgenza che caratterizzerà il BUG nella coda delle lavorazioni.



Facciamo invece il caso che non avete trovato un BUG duplicato, occorrerà aprire una segnalazione.

Summary:	
Titolo di prova	
Further information:	
descrizione del problema	
Ubuntu guidelines: Please include, if possible:	
The source package you found the bug in, for help see https://wiki.ubuntu.com/Bugs/ FindRightPackage .	
 The release of Ubuntu you are using, via 'lsb_release -rd' or System -> About Ubuntu. The version of the package you are using, via 'apt-cache policy packagename' or by checking in Synaptic. What you expected to happen 4) What happened instead 	
A lot of this information is gathered when you use an application's 'Report a Problem' feature. See https://help.ubuntu.com/community/ReportingBugs for instructions.	
The Ubuntu community has also created debugging procedures for a wide variety of packages at https://wiki.ubuntu.com/DebuggingProcedures . Following the debugging instructions for the affected package will make your bug report much more complete. Thanks!	
□ This bug is a security vulnerability The security contact for Ubuntu, 📇 Ubuntu Security Team, will be notified.	
Extra options	28

Occorrerà inserire una descrizione di quello che è accaduto: cosa ci aspettavamo e cosa invece abbiamo ottenuto.

I passi devono essere chiari e schematici per rendere possibile la riproduzione del bug da parte di altre persone.



Una volta segnalato il Bug, se non lo si è fatto partendo da un sistema automatico ma direttamente dall'interfaccia web di Launchpad è possibile arricchirlo.

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Reported by 🗟 Paolo Samm This bug affects you	icheli on 2010-09-06			6666	 Aark as duplicate Convert to a question Link a related branch Link to CVE
Affects	Status	Importance	Assigned to	Milestone	
Comparing the end of the end	Confirmed Also affects distrib mpathy Case ID: emp-004 doesn't shown people on that rou 10.10 Itu 10.10 "Maverick Meerkat" - E 190-Tuburkut 386 Ubuntu 2.6.35-19.28-generic 2 9-generic 1686 in cdrom dialout ipadmin plugde	Medium	one ollect 631423 i nel terminale Ese Ielle applicazioni conosciute Annulla	Legui	 ● Unsubscribe ♥ Subscribe someone else Subscribers ▲ Paolo Sammicheli ● ▲ Angel Abad Also notified ▲ Alejandro J. Alvarez S. ▲ Ashani Holland ▲ Brian Curtis ▲ Brian Curtis ▲ Bruno Garcia ▲ CRC ▲ Charlie_Smotherman (porthose) ▲ Conrand J. Sabatier ▲ Debian PTS ▲ Dorann2 ▲ Ed ▲ Franko Fang ▲ Hiagawa ▲ JamS007

Il comando apport-collect permette di aggiungere al numero bug indicato informazioni del proprio sistema.



- Capita poi che il sistema affetto dal bug non possa accedere alla rete. Come fare?
- Il comando apport-cli permette di salvare le informazioni su FILE. Spostando il file su un sistema Ubuntu connesso alla rete è possibile inviare poi tale segnalazione, sempre usando il comando apport-cli.



Vediamo adesso come si svolge il processo di segnalazione in un sistema Debian e poi proveremo a riportare un Bug dal vivo.