

# How To: Report a bug on Launchpad

## Introduction

In order to notify a potential problem to the developers, you are invited to write a small report. This document will explain you how to write this report so that it should be easier for a developer to understand the problem, reproduce it and fix it.

The bugs report system is also a good way to encourage discussion and find interesting improvements.

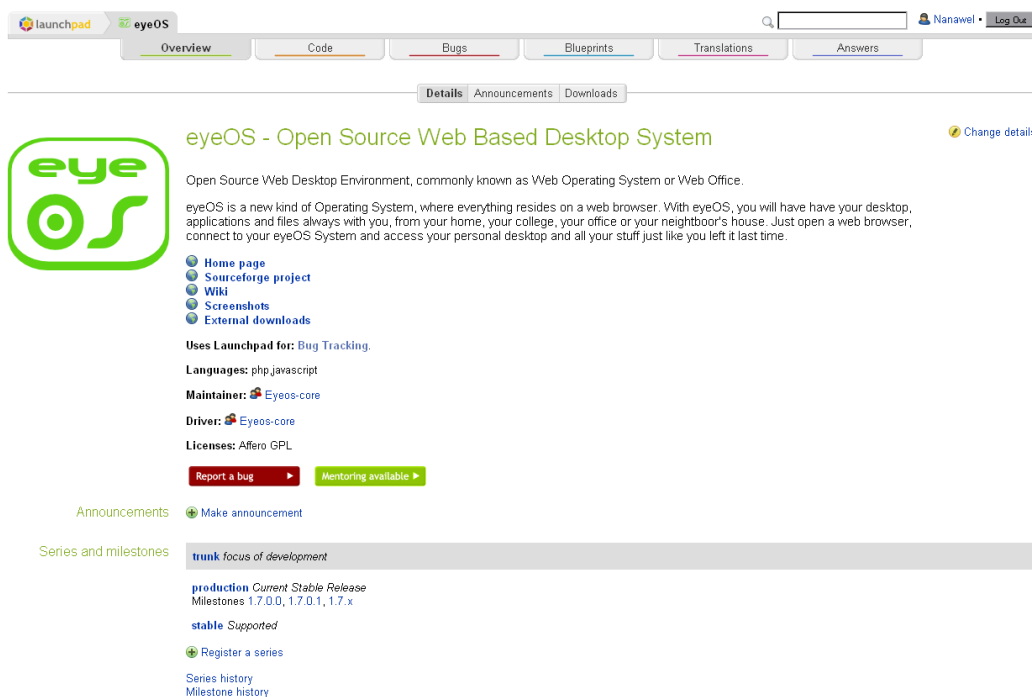
## Pre-requisites

- Have an account on Launchpad ([register here](#))

## Step 1: Browse eyeOS Launchpad page

The bugs report system is a part of the Launchpad service. This website also provides a tool used to manage blueprints (see [How To: Submit a Blueprint on Launchpad](#)).

Open your favorite browser and go to: <https://launchpad.net/eyeos>.



The screenshot shows the Launchpad page for eyeOS. At the top, there are navigation tabs for 'Overview', 'Code', 'Bugs', 'Blueprints', 'Translations', and 'Answers'. Below these, there are sub-tabs for 'Details', 'Announcements', and 'Downloads'. The main content area features the eyeOS logo, the title 'eyeOS - Open Source Web Based Desktop System', and a 'Change details' link. A description of eyeOS is provided, along with a list of links: 'Home page', 'Sourceforge project', 'Wiki', 'Screenshots', and 'External downloads'. Below this, it states 'Uses Launchpad for: Bug Tracking.' and lists 'Languages: php, javascript', 'Maintainer: Eyeos-core', 'Driver: Eyeos-core', and 'Licenses: Affero GPL'. There are two buttons: 'Report a bug' and 'Mentoring available'. Further down, there are sections for 'Announcements' with a 'Make announcement' link, and 'Series and milestones' with a 'trunk focus of development' series. The 'production' series is marked as 'Current Stable Release' with milestones 1.7.0.0, 1.7.0.1, and 1.7.x. The 'stable' series is marked as 'Supported'. There are also links for 'Register a series', 'Series history', and 'Milestone history'.

This is the main page. A set of tabs in the top of the screen lets you navigate through the different sections of the site. The one we are looking for is the third one: “Bugs”, click on it.

## Step 2: Search for an existing similar problem

Before reporting any problem, you must ensure that nobody before you has done the same. In this case, you can simply add a comment with your personal experience to his bug report instead of creating a duplication.

The following picture is the “Bugs” main page for eyeOS. To search for an existing problem, type some keywords in the search field in the upper left, then press Enter.

(Note: you can directly access this page by the following URL: <https://bugs.launchpad.net/eyeos/>)

launchpad eyeOS

Overview Code **Bugs** Blueprints Translations Answers

Bugs in eyeOS - Open Source Web Based Desktop System

by importance Search Advanced search

Filters

|                        |     |
|------------------------|-----|
| Open                   | 38  |
| Assigned to me         | 3   |
| Critical               | 0   |
| New                    | 5   |
| Unassigned             | 12  |
| All bugs ever reported | 112 |

Tags

|             |   |
|-------------|---|
| actions     | 1 |
| advanced    | 1 |
| broken      | 1 |
| calendar    | 2 |
| contextual  | 1 |
| desktop     | 1 |
| drap-drop   | 1 |
| eyestring   | 1 |
| file        | 3 |
| folders     | 1 |
| gui         | 1 |
| html        | 1 |
| icons       | 1 |
| manager     | 1 |
| menu        | 1 |
| miniactions | 1 |
| opera       | 6 |
| position    | 1 |
| rss         | 1 |
| scrollbar   | 1 |
| sorting     | 1 |
| tag         | 1 |
| upload      | 1 |
| widget      | 1 |

Series-targeted bugs

|            |   |
|------------|---|
| production | 0 |
| stable     | 1 |
| trunk      | 0 |

Key contacts

Driver: Eyeos-core  
Bug supervisor: Alex Fiestas  
Security contact: Jose Carlos Norte

- Bug tracker: Launchpad
- 0 bugs fixed elsewhere
- 0 open CVE bugs - CVE reports
- List all open bugs
- Subscribe to bug mail

Report a bug Ask a question

Latest bugs reported

- #273304 eyeCalendar 1.7 Preview 1 problems reported 14 hours ago by Lars Knickrehm
- #273300 IEB: eyeCalendar 1.7 Preview 1 problems reported 14 hours ago by Lars Knickrehm
- #273194 eyeNotes - Line numbering is reset each 1500 lines reported 18 hours ago by myke
- #273162 No document name in titlebar of document-based applications reported 19 hours ago by myke
- #273158 mp3 with question mark in name won't open in mediaplayer reported 19 hours ago by tz

Latest bugs touched

- #273194 eyeNotes - Line numbering is reset each 1500 lines reported 18 hours ago by myke
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If the search process gives you some results, check that what you want to report is not already in this list. In this case, go directly to **Step 4**.

launchpad eyeOS

Overview Code **Bugs** Blueprints Translations Answers

Bugs in eyeOS - Open Source Web Based Desktop System

close eyeExample by importance Search Advanced search

Report a bug

No results for search close eyeExample

Filters

|                        |     |
|------------------------|-----|
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|-------------|---|
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| drap-drop   | 1 |
| eyeexample  | 1 |
| eyestring   | 1 |
| file        | 3 |
| folders     | 1 |
| gui         | 1 |
| html        | 1 |
| icons       | 1 |
| manager     | 1 |
| menu        | 1 |
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Series-targeted bugs

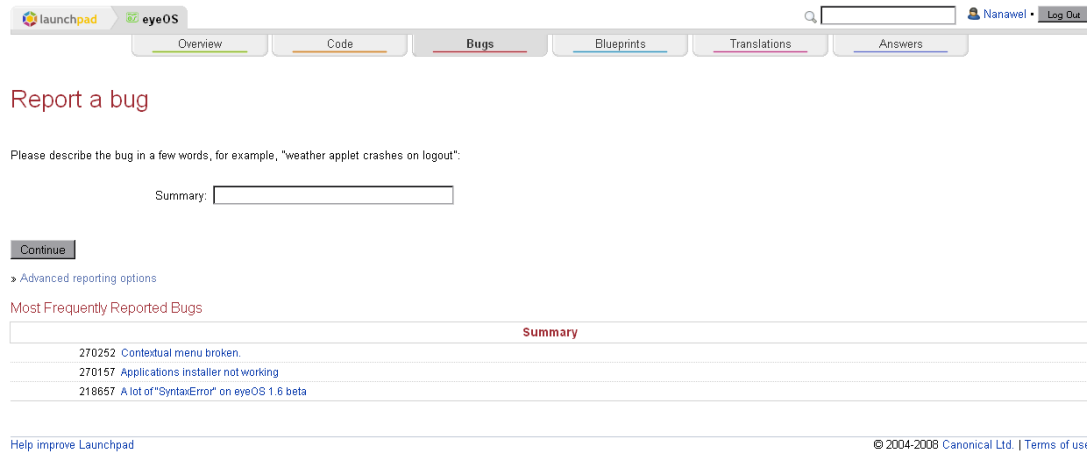
> Report a bug  
> Change bug supervisor  
> Change security contact  
> CVE reports  
> Subscribe to bug mail

If no result matches your criteria, click on the **Report a bug** button in the upper right.

## Step 3: Write the bug report

If the problem you encountered is unknown, you are invited to write a small text describing how you got it, and ideally how to reproduce it.

The following picture is the form used to report a bug. First of all, click on the link >> **Advanced reporting options** under the **Continue** button. This will show up a more detailed form.



The screenshot shows the Launchpad interface for reporting a bug on eyeOS. At the top, there are navigation tabs: Overview, Code, Bugs (selected), Blueprints, Translations, and Answers. A search bar and user profile (Nanawel) are also visible. The main heading is "Report a bug". Below it, a prompt asks the user to describe the bug in a few words. A "Summary:" label is followed by an empty text input field. A "Continue" button is present, with a link for "Advanced reporting options" below it. A section titled "Most Frequently Reported Bugs" contains a table with three entries:

|        | Summary                                  |
|--------|--|
| 270252 | Contextual menu broken.                  |
| 270157 | Applications installer not working       |
| 218657 | A lot of "SyntaxError" on eyeOS 1.6 beta |

At the bottom of the page, there is a footer with the text "Help improve Launchpad" and "© 2004-2008 Canonical Ltd. | Terms of use".

Here are the fields you may fill:

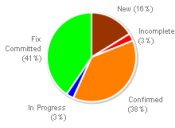
- **Summary:** This is the title of your report. You have to sum up in one sentence what is your problem about.
- **Tags:** You can enter here some keywords to ease further searches from other people.
- **Further information:** Write here a complete description of the bug. Try to be as comprehensive as possible. Additionally, do not forget the following informations:
  - The version of eyeOS you are using (or "public server" if it happened on eyeos.info, or "demo server" if it happened on demo.eyeos.org)
    - In the case of a private server, also specify the server's operating system and HTTP application + PHP version (Apache 2.2 + PHP 2.5.1 under Debian Sarge, etc.)
  - The name and version of your browser (Firefox 2.0.3, Opera 9.51, Internet Explorer 7.0.5730, etc.)
  - The name and version of your operating system (Windows XP SP2, Ubuntu 8.04, Mac OSX, etc.)
- **Attachment:** Optionally, you may add a screenshot to better explain the problem (Firefox has a very good plugin for this: [Screengrab!](#)).

Once completed, you can submit the report by clicking on **Submit Bug Report** at the bottom of the page. You will see then the report how it will be displayed to other people. You may want to save the URL of the page in your favorites to easily follow its resolution.

You may also check that your report appears on the first page, in the section **Latest bugs reported**. If so, click again on the **Bugs** tab at the top of the page.

## Bugs in eyeOS - Open Source Web Based Desktop System

by importance
Search
[Advanced search](#)



### Key contacts

Driver: [Eyeos-core](#)  
 Bug supervisor: [Alex Friestas](#)  
 Security contact: [Jose Carlos Norte](#)

- **Bug tracker:** Launchpad
- 0 bugs fixed elsewhere
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[Report a bug](#)
[Ask a question](#)

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|            |   |
|------------|---|
| production | 0 |
| stable     | 1 |
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### Latest bugs reported

- #273520 [Example of bug report] "Close" button does not work in eyeExample reported 1 minute ago by Nanawel
- #273304 eyeCalendar 1.7 Preview 1 problems reported 14 hours ago by Lars Knickrehm
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## Step 4: Follow problem's resolution

Once you submit a bug, all the developers around eyeOS are notified. They will take a look at your report, and do what is needed to do to fix it.

It may happen that some additional informations are needed, and you are invited to follow the resolution of the problem and to answer to the questions the developers could ask.

The screenshot shows the Launchpad interface for a bug report. The bug title is "[Example of bug report] 'Close' button does not work in eyeExample". The status is "New" and the importance is "Undecided". The bug is assigned to "Nanawel". The description includes details about the issue, testing environment, and a request for more information. A comment from Nanawel states: "Hi, Thanks for reporting this problem. It will be fixed in the next release. Regards".

Thank you for your comment.

Bug #273520: [Example of bug report] "Close" button does not work in eyeExample

Reported by Nanawel 3 minutes ago (Activity log)

This report is public

Mark as duplicate Convert to a question

| Affects | Status | Importance | Assigned to | Milestone |
|---------|--------|------------|-------------|-----------|
| eyeOS   | New    | Undecided  |             |           |

Also affects project Also affects distribution Target to release

(Example of description:)

The "Close" button does not work in the eyeExample application. When I click on the button, nothing happens, I have to manually kill the process to close the window.

Tested on [eyeOS version or "public/demo server"], with [your browser name and version], under [your operating system name and version].

[If needed, please also specify what version of Flash or Java you were using]

Update description / tags Tags: button close eyeexample

Link a related branch

Link to CVE

Nanawel wrote 1 second ago: (permalink)

Hi,  
Thanks for reporting this problem. It will be fixed in the next release.  
Regards

Add a comment/attachment

Offer mentorship

Unsubscribe  
Subscribe someone else

Subscribers

Nanawel

Also notified

Alex Fiestas  
Daniel Gil  
Daniel Sousa  
Lars Knickrehm

Search

Enter bug ID or keywords:

Search

Show all open bugs

When the bug has been fixed, the developer in charge of its resolution will change the bug's status to:

- "Fix committed": which means that the bug has been fixed but is not publicly available yet,
- "Fix released": which means that the latest release of eyeOS includes the corresponding fix for this bug

The screenshot shows the same bug report page as before, but the status has changed to "Fix Released" and the importance is now "Medium". The bug is still assigned to "Nanawel" and the milestone is "1.7.0.1". The description and the first comment from Nanawel are the same. A second comment from Nanawel states: "The fix has been released in the new version."

Bug #273520: [Example of bug report] "Close" button does not work in eyeExample

Reported by Nanawel 5 minutes ago (Activity log)

This report is public

Mark as duplicate Convert to a question

| Affects | Status       | Importance | Assigned to | Milestone |
|---------|--------------|------------|-------------|-----------|
| eyeOS   | Fix Released | Medium     | Nanawel     | 1.7.0.1   |

Also affects project Also affects distribution Target to release

(Example of description:)

The "Close" button does not work in the eyeExample application. When I click on the button, nothing happens, I have to manually kill the process to close the window.

Tested on [eyeOS version or "public/demo server"], with [your browser name and version], under [your operating system name and version].

[If needed, please also specify what version of Flash or Java you were using]

Update description / tags Tags: button close eyeexample

Link a related branch

Link to CVE

Nanawel wrote 2 minutes ago: (permalink)

Hi,  
Thanks for reporting this problem. It will be fixed in the next release.  
Regards

Nanawel wrote 2 seconds ago: (permalink)

The fix has been released in the new version.

Add a comment/attachment

Unsubscribe  
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Nanawel

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Alex Fiestas  
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konnectif

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