



OOoCon 2005

Doing QA @ OpenOffice.org

Joost Andrae
Sun Microsystems GmbH



Agenda

- Speaker Introduction
- Overview
- How can you help?
- confirming issues
- submitting issues
- gather feedback from various sources (Users mailing list, discussion forums, etc.)
- Child workspaces from QA perspective
- Information about OpenOffice.org automation
- About crash reporting and how it helps OpenOffice.org development
- QA project statistics
- Localization (l10n) team collaboration with QA
- Q & A



About the author

Biography:

Born in 1965

Since 1995 I'm working on the StarOffice product which later open sourced as OpenOffice.org

Started as a QA engineer doing QA & testing in Calc, Chart, Math and on Sun ONE Webtop.

Later doing QA & Coordination within StarOffice development at Sun Microsystems in Hamburg

Current position is StarOffice Program Manager as part of the StarOffice Operations team within StarOffice.

This year I took over the role as Co-Lead of the QA team on OpenOffice.org



How can you help

- **register** at OpenOffice.org QA project list at dev-subscribe@qa.openoffice.org
- **read documentation** at qa.openoffice.org
 - <http://qa.openoffice.org/helping.html>
 - http://qa.openoffice.org/issue_handling/index.html
 - <http://qa.openoffice.org/priorities.html>
- **ask questions** within the mailing list
- if you want to **automate** then read
 - <http://qa.openoffice.org/qatesttool/index.html>
 - http://qa.openoffice.org/qadevOOo_doc/index.html
- **test localizations** and read
 - <http://qa.openoffice.org/localized/index.html>



Confirming issues

- *login into <http://qa.openoffice.org>*
- *load <http://qa.openoffice.org/issuelinks.html> and select one of the links of unconfirmed issues*
- select each issue of type 'defect' one by one and try to reproduce the issue. Please take care about the operating system for which the issue has been written. Often the OS is not important to reproduce the issue but sometimes it is.
- If the issue is reproducible within the current build then please add the keyword 'oooqa' and change the status to 'new'. Please write some words about the confirmation and if perhaps additional items are necessary to reproduce the issue. If the issue is reproducible in an old build then this info isn't needed



Submitting issues

What to do if you find an issue:

- login into <http://qa.openoffice.org>
- select the 'Issue tracker' link
- select the link 'defect'
- select the module (eg. Word Processor:)
- enter the summary, description, 'found in version', platform and OS
- for the subcomponent it's mostly 'ui' for user interface and 'code' for the core functionality
- the priority unlikely is P1 because this would mean a breakage of the build or a core component (like Calc) which doesn't start. P2 can be taken for every kind of crash and main functionality regressions. P3 can be everything else. Details can be taken from http://qa.openoffice.org/scdocs/ddlIssues_EnterModify.html#priority



Gathering feedback

Developers don't have much time for endless discussions within high traffic newsgroups and mailing lists. **You can really help** by providing feedback to users who seem to have a problem with the program. Sometimes you can get valuable information about a reproducible scenario for issues which you can file into IssueTracker.



Child workspaces from QA perspective

Development uses copies of a CVS master to work on bugs and features. Such copies are called child workspaces. For collaboration purpose some of these CWS are uploaded to <http://oomisc.services.openoffice.org/pub/OpenOffice.org/cws/upload/>. Currently most CWS integrations are QAed by Sun QA engineers but it's likely to get involved into CWS QA but the amount of data would be too much to have all CWS builds to be put into the CWS download area. At <http://eis.services.openoffice.org> there is a tool where information about CWS is published and where you can see the state of a CWS.



Child workspaces

The status phase of a CWS usually is **planned, new, ready for QA, approved by QA and integrated.**

If a CWS contains new features then the specification needs to be documented. Depending on the complexity of a CWS at least **first-** and **topten** autotests need to be finished successfully to ensure main functionality. Some CWS need additional automation before the CWS can be approved by QA. After approval by QA each CWS gets a review before the code gets an approval for integration by a release engineer. If a QA engineer encounters a regression then the CWS will get a reset to 'New' and the approval process starts at the beginning.



About OOo automation

There are two types of OOo automation:

API based automation:

http://qa.openoffice.org/qadevOOo_doc/index.html

There are scripts for C/C++, Java, Python or Basic which can be used to ensure the functionality and reliability of specified APIs

GUI based automation:

<http://qa.openoffice.org/qatesttool/index.html>

A test tool is used to test the functionality which is available via graphical user interface. The programming language used is a BASIC dialect. Almost everything within the office can be accessed and tested.

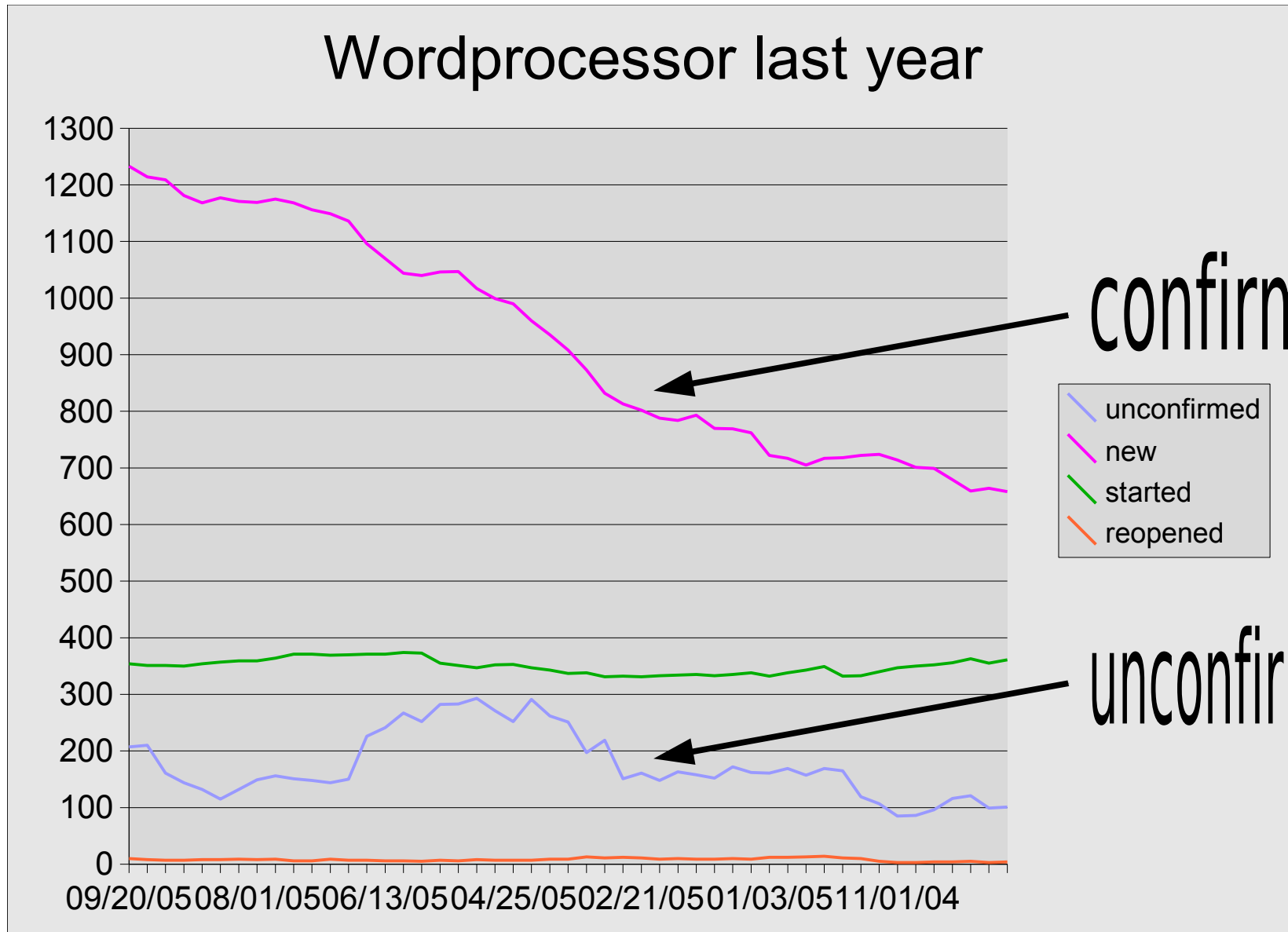


About error reporting

If the application crashes then the error reporting module starts. In OpenOffice.org 2.0 this functionality has been combined with a document recovery dialog. Besides other information an error report contains information about language, operating system, build ID and it contains a call stack which includes register information about the last steps that the soffice.bin process did before it crashed.

If you're interested into this then have a look at the preview dialog within the error reporter application when the soffice.bin process crashes. Please send an error report if the application crashes because it helps development a lot

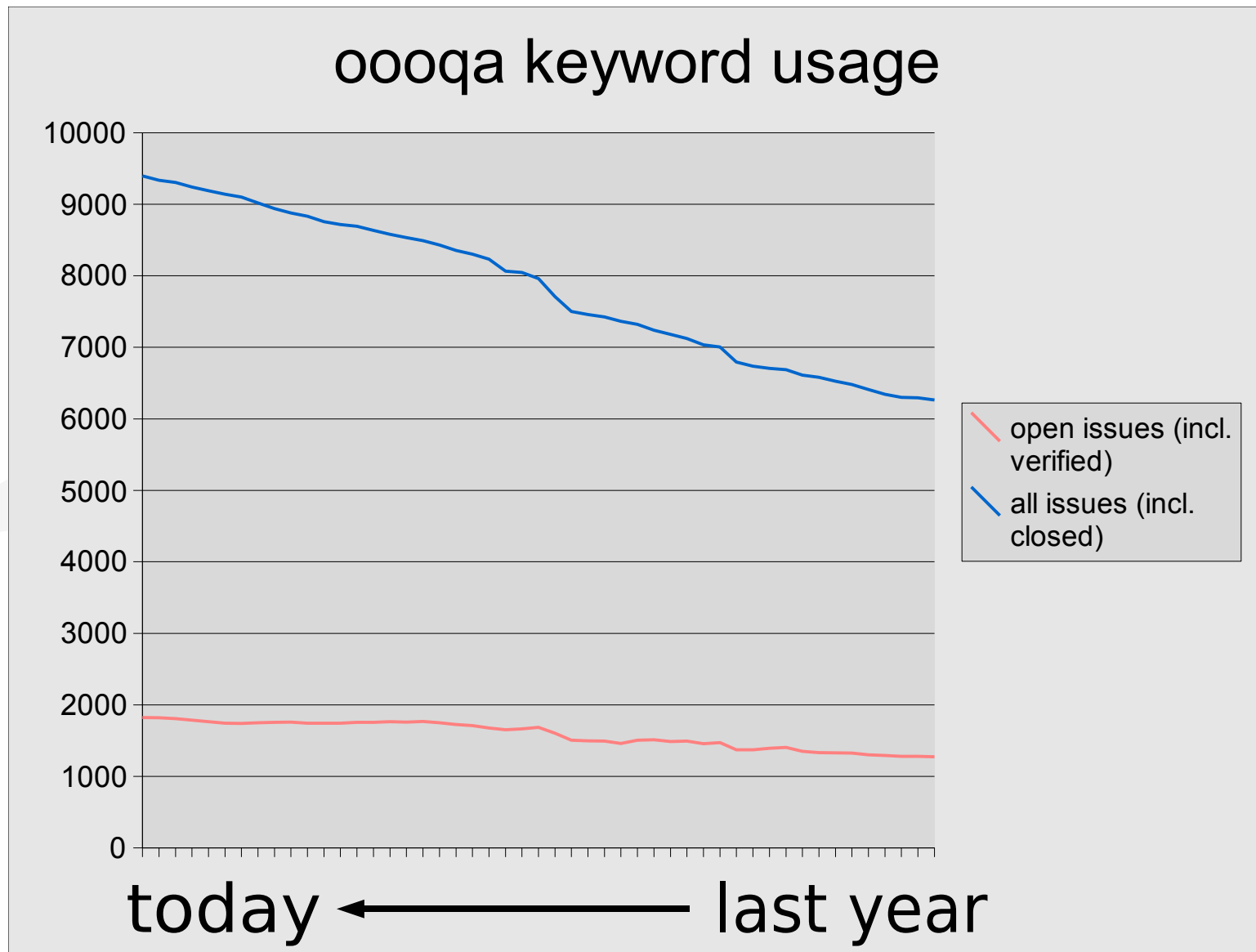
QA project statistics



confirmed

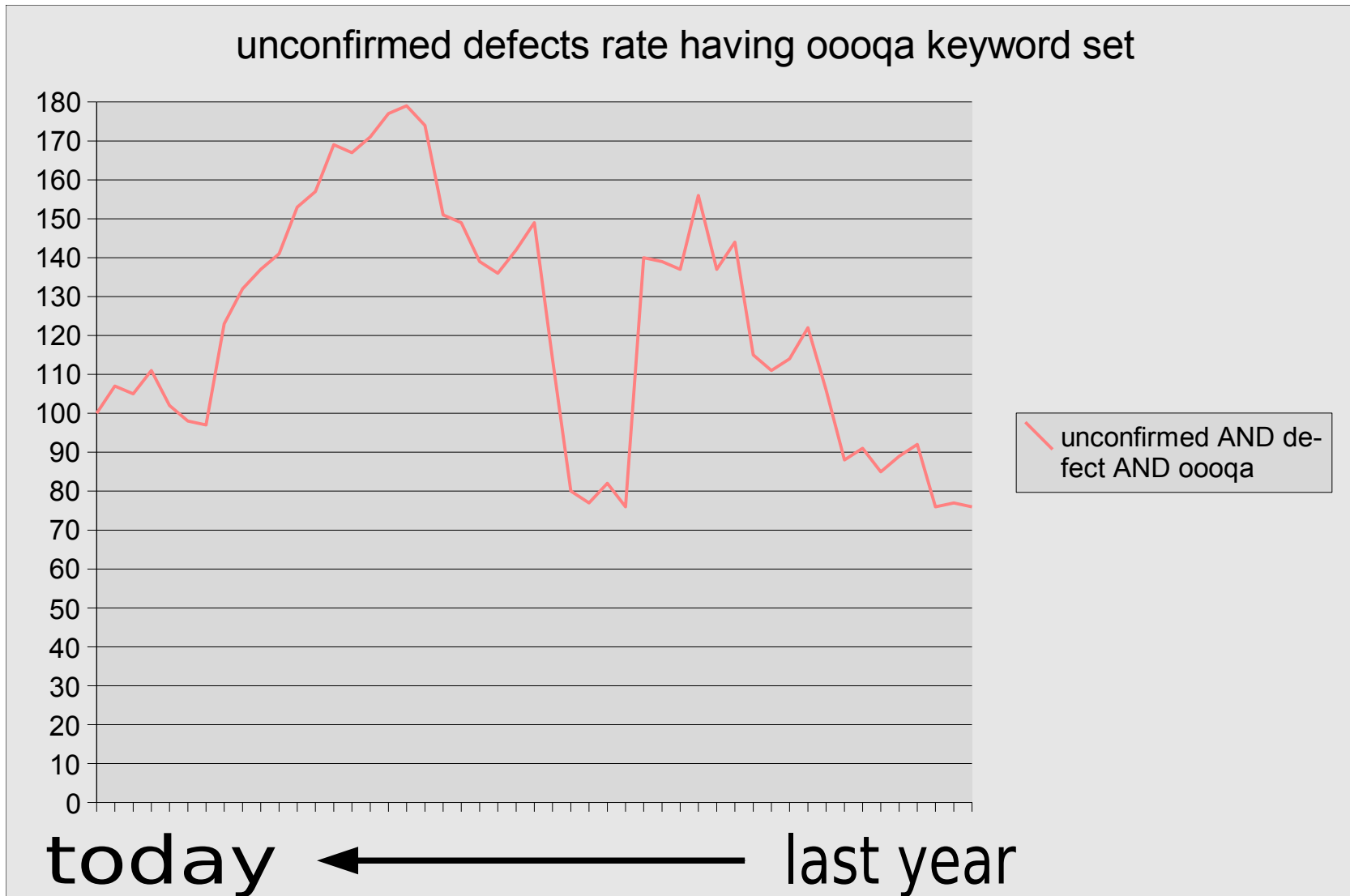
unconfirmed

QA project statistics

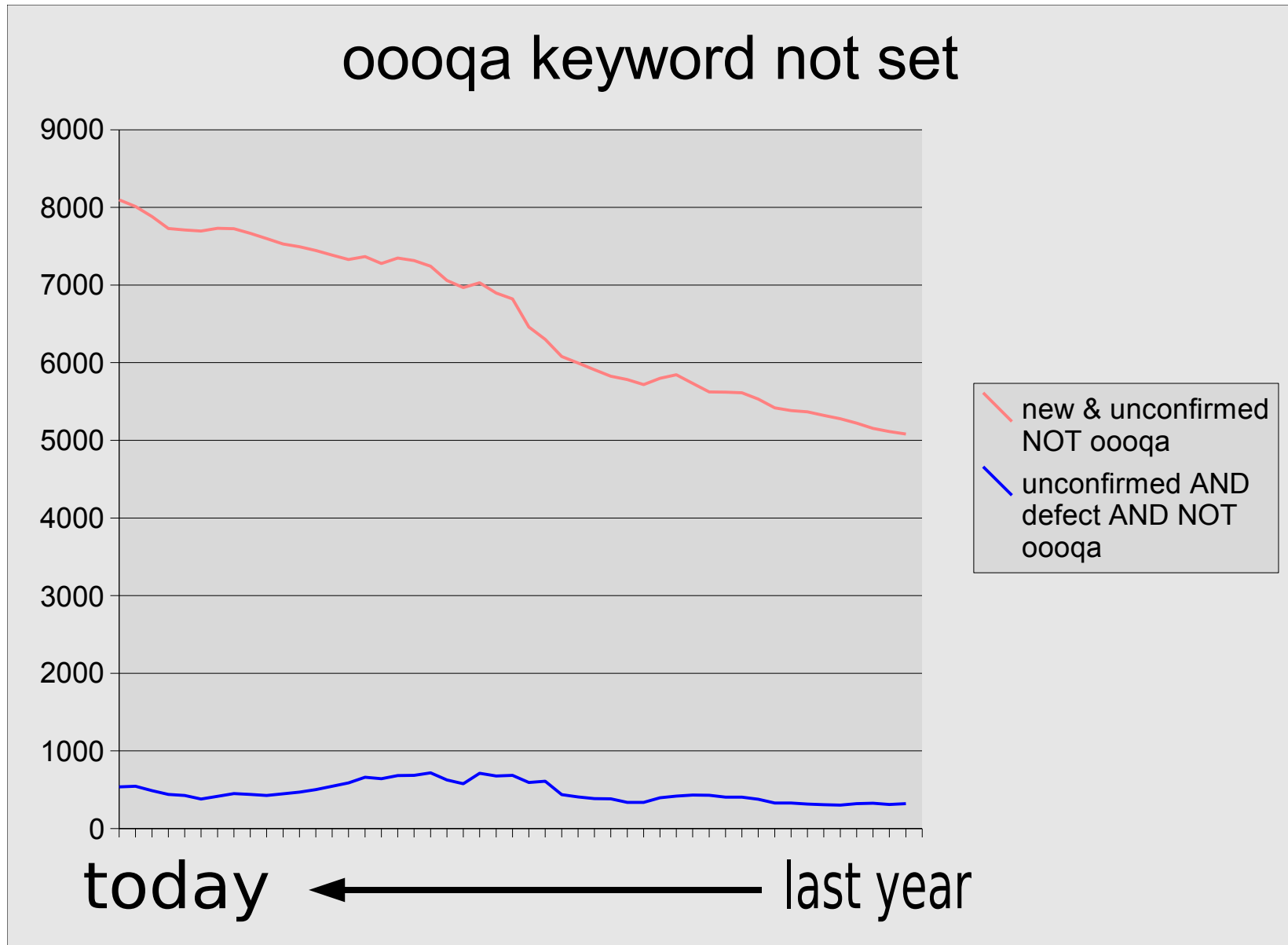




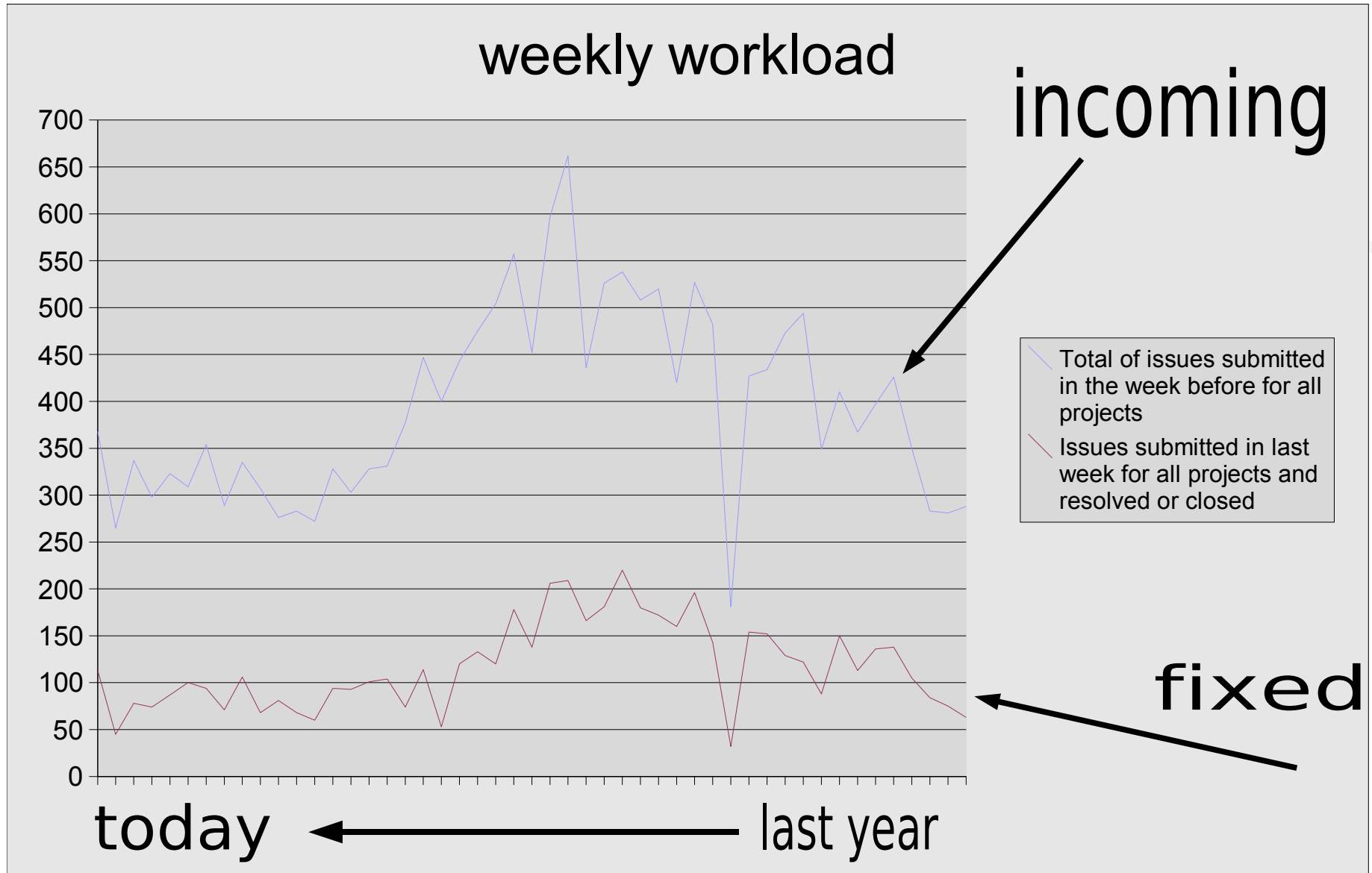
QA project statistics



QA project statistics

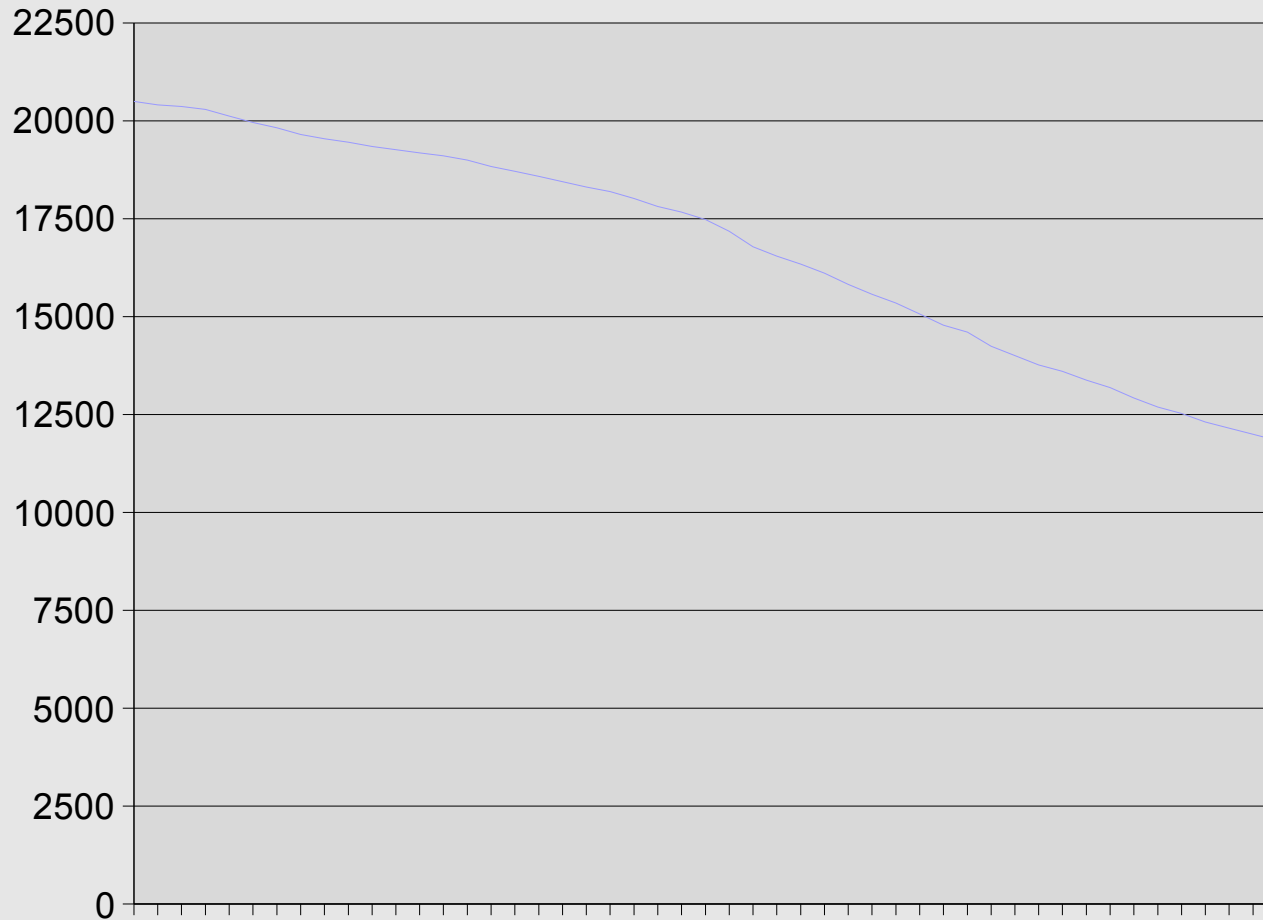


QA project statistics



QA project statistics

of fixed issues



Total of issues which have the status <fixed>

today ← last year



Collaboration with l10n project

Last year we started collaboration with the l10n team. In the mean time there were several localizations which have passed the QA tests of their localizations. If you're interested into getting involved then get in contact with your localization project team lead and please read <http://qa.openoffice.org/localized/index.html>
If you have questions regarding l10n tests then please ask within the qa mailing list and/or within the l10n mailing list to get in contact with people who can help you.



Q&A

