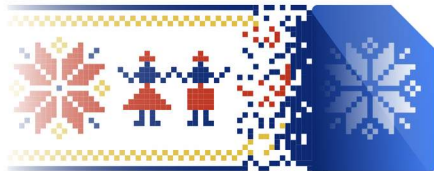# Tracking bugs in LibreOffice together

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# Quality Assurance for LibreOffice

**Different paths that help provide Quality Assurance ("Four eyes see more than two")**

- devs, UI tests

- TDF tests and QA stuff

- QA volunteers triage

- LO users as bug reporters

- QA for Ecosystem partner companies

- QA from users in partners/customers of Ecosystem partners

- Ecosystem partner engineers contributing to Bugzilla

- etc

# Customers of Ecosystem Partners i

**TDF#154501: Fileopen PPTX: Table with rotated text rendering wrong**

- Customer reports "Incompatibility between CO and MSO"
- **Opening** of rotated text in table from PPTX was fixed in LO 5.4.
- Later in 7.3 it regressed.
- CP fixed in 7.6 and backported to 7.5 and 7.4
- Went wrong again in 7.6, more fixes for **saving** in PPTX in 7.6, 7.5.
- Checked related issues for bug reports:
  - Save of vertical text from table (TDF#138637),
  - Save of vertical text from shape (TDF#51330),
  - Save of stacked text in shape (TDF#145762),
  - Open of stacked text in table.

# Customers of Ecosystem Partners ii

**TDF#155241: Column Width Accepts Invalid Input - Sheet Corruption**

- Customer reports that users are complaining that all data is lost
- Wrong inputs in LO were from OO while "corruption" started from 6.1.
- CP reported to Bugzilla, a dev fixed it in LO
- CP had to additionally fix it in Online part

# Customers of Ecosystem Partners iii

**TDF#133560 - FILEOPEN Direct font name/formatting not read from DOCX file for empty paragraph (last paragraph only)**

- Users (clients of a customer) open a document which already contains a text with a specific font. When they want to edit the document, the newly written text appears with the wrong instead of the customer specific font.

- Exiting ticket from 2020. with 4 duplicates, bug Inherited from OO

- CP fixed in 2023. for LO 24.2, 7.6 and 7.5.6

# Clients of Customers of Partners

1 **A user sees a bug using Online**

2 **Reports to 1ˢᵗ tier Support company (ex. using Zamad)**

3 **The company determines it the external issue and asks it's support (here: in OTRS)**

4 **CP triages the issue (here: in Phabricator) and determines if Online or Core**

5 **If Core then CP may create a ticket in Bugzilla, like for a regression or for a discussion**

6 **CP contributes a commit(s) in Gerrit, also to LibreOffice**

·Users see "a problem with file"

·Bugzilla is issue based, not document based

·May be multiple issues in Online, LOkit, Core, different LO versions, troubled fixes…

·Sometimes user sees an issue in OOXML while the feature is really not implemented in LO itself

# Clients of Customers of Partners i

**"Document has issues.." found 3:**

1 Document fails to open with SAXParse error

- regression, bisected, with a fixing commit in 7.4
- needed backports

2 DOCX is 117 pages but LO 7.6+ loads just first 34 pages

- regression in 7.4, bisected, fixed by a dev in 7.4.7

3 Contents of comments after ToC are missing

- TDF#154478: Fileopen DOCX: Comments empty after ToC
- regression from 6.3, bisected, CP fix in 7.6+ and 7.5.4

# Clients of Customers of Partners ii

**"I cannot work with this kind of Excel worksheets, a size of around 1MB. It is extremely slow and unresponsive both during the loading that during the scroll of the page. "**

1 Profiling, flamegraph

2 Fixes in Core

- https://gerrit.libreoffice.org/c/core/+/153026

- https://gerrit.libreoffice.org/c/core/+/155660

- https://gerrit.libreoffice.org/c/core/+/155569

- https://gerrit.libreoffice.org/c/core/+/155660

3 Some more fixes in Online.

TDF#154525: opens XLSX with 40,000+ comments  from 180+ secs to 10-20 secs

# Closing tickets during fixing

**TDF#161594 - FILEOPEN:docx with multi-page floating table (workaround from MSO: Table Properties, Text Wrapping to None)**

- from 2013 > resolved by Miklos of CP in 2023
- 14 duplicate bug reports

**TDF#155118 - Second part of multi-page floating tables**

- 50+ commits 14 other previous bug reports and 5 new found
- some WFM with probably this work

**TDF#157119 - Third part of multi-page floating tables**

- 7 commits so far, see full Miklos's presentation

➔ The most duplicated set of issues with 38 tickets - not a single ticket in BZ report.

➔ How is OSS development done in a bulk?

# Contributing to Triage or Dvlpmnt

Xisco Faulí    2020-03-09 13:28:14 UTC                     Comment 21  [tag] [reply] [−]

Please add keyword 'needsUXEval' and CC 'libreoffice-ux-advise@lists.freedesktop.org' if input from UX is needed.

Mike Kaganski    2023-09-13 07:45:03 UTC                   Comment 22  [tag] [reply] [−]

*** Bug 137007 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:05:28 UTC                   Comment 23  [tag] [reply] [−]

*** Bug 67614 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:05:50 UTC                   Comment 24  [tag] [reply] [−]

*** Bug 67942 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:05:53 UTC                   Comment 25  [tag] [reply] [−]

*** Bug 81825 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:05:58 UTC                   Comment 26  [tag] [reply] [−]

*** Bug 93589 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:06:02 UTC                   Comment 27  [tag] [reply] [−]

*** Bug 105359 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:06:06 UTC                   Comment 28  [tag] [reply] [−]

*** Bug 109071 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:06:09 UTC                   Comment 29  [tag] [reply] [−]

*** Bug 118804 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:06:13 UTC                   Comment 30  [tag] [reply] [−]

*** Bug 130084 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:06:18 UTC                   Comment 31  [tag] [reply] [−]

*** Bug 132401 has been marked as a duplicate of this bug. ***

Mike Kaganski    2023-09-13 08:06:23 UTC                   Comment 32  [tag] [reply] [−]

*** Bug 154176 has been marked as a duplicate of this bug. ***

**TDF#156978 - Crash on load ODT**

- CP: reported for master 24.02, sample, bisect > dev fixed in 2d

**TDF#156286 - Crash on right-click delete of selected cells in Calc**

- CP: report 7.5.5, sample, bisect > dev fixed the same day, 7.5.6

**TDF#157021 - Crash in Sidebar  with Styles deck (gtk3)**

- CP: report, sample, analysis > reverted in 2d but open for 24.2.

# Various ways to attract bug triage

**Preparing slides for LiboCon**

- bisected/opened TDF#136768, TDF#157263

- closed/tested TDF#153110, TDF#153136, TDF#157021

- encountered/opened TDF#149438, TDF#157264,

- luckily - no animals were harmed

# LibreOffice Technology

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# Bug reports

**Various products based on LibreOffice Technology**

- Collabora Online for WOPI integrations

- LibreOffice, Collabora Office for Linux, Windows, Mac

- LibreOffice, Collabora apps for Android, iOS

    ➜ 1st see if LO bug for bugs.documentfoundation.org, for tech savvy users
    ➜ CO bugs at github.com/CollaboraOnline/online/issues
    ➜ Collabora apps at github, LibreOffice Viewer at BZ

# Enterprise use of LibreOffice

**LibreOffice in Business, Enterprise use**

- conservative use of Still branch

- backports of fixes from Fresh branch or master with a support

- subscription makes fixes and new development

- Collabora Office 22.05 is based on LibreOffice 7.3

- Collabora Office 23.05 is based on LibreOffice 7.5, also with some features from 7.6

LibreOffice Technology

Collabora
Online

**Thank you!**

*By Timur*

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