

Modelling the 'Hurried' Bug Report Reading Process to Summarize Bug Reports



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Generative Software Development Lab
University of Waterloo

ICSM. September 27, 2012

Bug reports are consulted *all the time*

40% of sw. dev. efforts are spent in bug resolution;

Getting updates on bug diagnostics;

Consuling similar/related bugs;

Getting updates on resolution progress;

Upstream bugs;

Bug reports should be easily
digestible

Internet Radio doesn't function when banshee launched by music applet

Bug Description



38

Binary package hint: banshee

So, it works from the command line, works from the Applications menu. All the Banshee tells me is "unspecified error".

DistroRelease: Ubuntu 10.04

Package: banshee 1.6.1-1-lucid1

Uname: Linux 2.6.32-25-generic x86_64

Architecture: amd64

eyrieowl (eyrieowl) wrote on 2010-11-11:

#2

Oh, and it's worth noting that the streams work with music-applet/panflute running *as long as* banshee is NOT started by the applet. They only fail to function when Banshee is run from the applet itself.

eyrieowl (eyrieowl) wrote on 2010-11-11:

#10

The only difference is how Banshee was invoked. The same station configuration is present with either way of invoking the application, but when I attempt to play it, I get different behaviour.

Chancellor (brettcornwall) wrote on 2010-11-20:

#12

I can confirm this. I'm using the sound indicator and internet doesn't work. Running through terminal works fine.

I've tried both 1.8 and the latest unstable 1.9

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SRU Verification

Ubuntu Stable ReL...

eyrieowl

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 [Fritz Heinrichmeyer \(fritz-heinrichmeyer\)](#) wrote on 2011-01-14: #14

Same here:

Also after some zapping the audio menu integration stops working, banshee works again when loading from the gnome menu.

 [Erlan Sergaziev \(sergeant\)](#) wrote on 2011-01-19: #15


Also affects Banshee on Natty.

 [Martin Pitt \(pitti\)](#) wrote on 2011-02-02: **Please test proposed package** #16


Changed in banshee (Ubuntu Maverick):

`status:New → Fix Committed`

`tags:added: verification-needed`

 [Chauncellor \(brettcornwall\)](#) wrote on 2011-02-02: #17

It works just fine for me. The fix is good.

 [Bertrand Lorentz \(bertrand-lorentz\)](#) wrote on 2011-02-15: #19

The fix is included in both in the 1.8.1 stable release, and the recent 1.9.3 development release, which should become available in Natty at some point.

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 [Andreas Moog](#)

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 [Bruno Garcia](#)

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That is an extractive summary of
a bug report

I added this stream: <http://ktru.org/audiometa/listen3.m3u> to banshee. At first I thought that banshee internet radio wasn't working. I tried all the other streaming urls at <http://ktru.org/> (they have 3 mp3 streams, 2 AAC, 1 real audio, 1 wma), and none of them worked. They had, however, been working when I'd previously been using rhythmbox. I verified they were still working in rhythmbox. I didn't see anything relevant in the banshee log...so I tried running banshee from the command line. lo-and-behold, the radio worked. I changed the music-applet to use the banshee-1 command instead of DBus...still didn't work. I also tried banshee command, still no love. So, it works from the command line, works from the Applications menu. I then went to the music-applet page, saw that it's being replaced with panflute. I installed panflute...still had the same issue. I suspect there's something about how Banshee reports to the applets when it starts a stream which causes Banshee to end up failing to play the stream. All the Banshee tells me is "unspecified error". The work around, of course, is to not use the music applet or panflute to run banshee. However, the player should probably be able to play the streams regardless of how it was invoked. Hence the bug-report.

```

ProblemType: Bug
DistroRelease: Ubuntu 10.04
Package: banshee 1.6.1-1-lucid1
ProcVersionSignature: Ubuntu 2.6.32-25.45-generic 2.6.32.21+drm33.7
Uname: Linux 2.6.32-25-generic x86_64
NonfreeKernelModules: nvidia
Architecture: amd64
CheckboxSubmission: 37894631f5c420e18ac8edbbb2af3541
CheckboxSystem: edda5d4f616ca792bf437989cb597002
Date: Thu Nov 11 10:21:28 2010
InstallationMedia: Ubuntu 9.10 "Karmic Koala" - Release amd64 (20091027)
ProcEnviron:
 PATH=(custom, user)
 LANG=en_US.utf8
 SHELL=/usr/bin/tcsh
SourcePackage: banshee

```






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 Chow Loong Jin (hyperair) wrote on 2010-11-11: **Re: [Bug 674116] Re: Internet Radio doesn't function when banshee launched by music applet**

#3

On Friday 12, November, 2010 12:31 AM, eyrieowl wrote:

```
> Oh, and it's worth noting that the streams work with music-
> applet/panflute running *as long as* banshee is NOT started by the
> applet. They only fail to function when Banshee is run from the applet
> itself.
>
```

Alright, can you try uploading the contents of the ~/.config/banshee-1/log file when that happens? i.e. Launch Banshee from Panflute and try to get it to play the stream, and then upload the log file.

```
affects ubuntu/banshee
status incomplete
```

[...]

```
Changed in banshee (Ubuntu):
status:New → Incomplete
```

 eyrieowl (eyrieowl) wrote on 2010-11-11:

#4

Hrm...well, no, I don't think I can. I don't get anything written to log when running from the applet. If I remove the log file, and run banshee from the applet, and try playing the stream, and then exit banshee...at no point during or after that process is there a ~/.config/banshee-1/log file.

 mrv verify

 Mr. Minhaj

 Name Changed

 PCTeacher012

 Paolo Topa

 Peter Bullert

 Punnsa

 Ramón Jordán

 Richard Seguin

 Richard Williams

 Ruben

 Sebastian Dröge

 Thomas Green

 Tom Weiss

 Ubuntu Bugs

 Ubuntu CLI/Mono U...

 Uniropo

 Vasanth

 Vic Parker

 ahepas

 antonio congedo

 basilisgabri

 christine

 dsfkj dfjx

 ed faeth

 eoininmoran

 filmogul

 ganesh

 hellojoker

 linuxgjis

 mbkc2009@yahoo.com

 eyrieowl (eyrieowl) wrote on 2010-11-11:

#4

Hrm...well, no, I don't think I can. I don't get anything written to log when running from the applet. If I remove the log file, and run banshee from the applet, and try playing the stream, and then exit banshee...at no point during or after that process is there a ~/.config/banshee-1/log file. However, as soon as I run banshee from the applications menu, I get a log file. Of course, that one is less useful for this problem b/c the stream works in that scenario.

 Chow Loong Jin (hyperair) wrote on 2010-11-11:

#5

On Friday 12, November, 2010 01:16 AM, eyrieowl wrote:
 > Hrm...well, no, I don't think I can. I don't get anything written to
 > log when running from the applet. If I remove the log file, and run
 > banshee from the applet, and try playing the stream, and then exit
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 > ~/.config/banshee-1/log file. However, as soon as I run banshee from
 > the applications menu, I get a log file. Of course, that one is less
 > useful for this problem b/c the stream works in that scenario.
 >

Okay, can you tell Panflute to run Banshee like this: "banshee --debug --redirect-log"

[\[...\]](#)

 eyrieowl (eyrieowl) wrote on 2010-11-11:

#6

 [log file for banshee run from music applet with --debug --redirect-log](#)  (9.4 KiB, text/plain)

 eyrieowl (eyrieowl) wrote on 2010-11-11:

#7

 [log file for banshee run from command line with --debug --redirect-log](#)  (11.3 KiB,

 eoininmoran

 Filmogul

 ganesh

 hellojoker

 linuxgjis

 mbkc2009@yahoo.com

 nikonikic42

 projevie@hotmail.com

 qadir

 sankaran

 vanessa

Bug attachments



 [Dependencies.txt](#) (edit)

 [log file for banshee run from music applet with --debug --redirect-log](#) (edit)

 [log file for banshee run from command line with --debug --redirect-log](#) (edit)

 Add attachment

Remote bug watches

 [gnome-bugs #486543](#)
 [RESOLVED FIXED] 

Bug watches keep track of this bug in other bug trackers.

 eyrieowl (eyrieowl) wrote on 2010-11-11:

#8

oh, and just to note, I did use music-applet and not panflute because I didn't see where in panflute to change how it launches the application. It's probably in a config file somewhere but since music-applet makes it easy and has the same behaviour I just used it.

 Chow Loong Jin (hyperair) wrote on 2010-11-11:

#9

On Friday 12, November, 2010 02:00 AM, eyrieowl wrote:

```
>  
> ** Attachment added: "log file for banshee run from command line with --  
debug --redirect-log"  
> https://bugs.launchpad.net/ubuntu/+source/banshee/+bug/674116/+attachment/  
1730238/+files/bansheeWorking.log  
>
```

Are you adding the streams into Banshee via Panflute? It looks like it was trying to parse an invalid URL.

[\[...\]](#)

 eyrieowl (eyrieowl) wrote on 2010-11-11:

#10

No. I'm using the URL pasted above, and I'm not editing the station between runs of banshee. The station is configured (and was initially configured) from within Banshee. The only difference is how Banshee was invoked. The same station configuration is present with either way of invoking the application, but when I attempt to play it, I get different behaviour.

 eyrieowl (eyrieowl) wrote on 2010-11-19:

#11

To follow up, is there any extra info you require? I can consistently replicate this result, every time.

 [Chauncellor \(brettcornwall\)](#) wrote on 2010-11-20:

#12

I can confirm this. I'm using the sound indicator and internet doesn't work.
Running through terminal works fine.

I've tried both 1.8 and the latest unstable 1.9

 [Kamus \(kamus\)](#) wrote on 2010-11-24:

#13

Confirmed under release 1.9.0-1ubuntu1-hyper1+maverick

Changed in banshee (Ubuntu):

importance:Undecided → Medium

status:Incomplete → Triaged

 [Fritz Heinrichmeyer \(fritz-heinrichmeyer\)](#) wrote on 2011-01-14:

#14

Same here:

I use banshee 1.8 (maverick proposed) and there are definitely problems when switching radio channels, radio gets unuseable after some zapping of radio streams whereas mp3 playing stays functional.

Also after some zapping the audio menu integration stops working, banshee works again when loading from the gnome menu.

I tried banshee after i have read that banshee becomes the default ubuntu audio player and really very fast stumbled over this bug.

Clementine works nice and is also available with windows, btw., but it is qt-based.

 [Erlan Sergaziev \(sergeant\)](#) wrote on 2011-01-19:

#15

Also affects Banshee on Natty.

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|  Martin Pitt (pitti) wrote on 2011-02-02: Please test proposed package | #16 |
| <p>Accepted banshee into maverick-proposed, the package will build now and be available in a few hours. Please test and give feedback here. See https://wiki.ubuntu.com/Testing/EnableProposed for documentation how to enable and use <code>-proposed</code>. Thank you in advance!</p> | |
| <p>Changed in banshee (Ubuntu Maverick): status:New → Fix Committed tags:added: verification-needed</p> | |
|  Chancellor (brettcornwall) wrote on 2011-02-02: | #17 |
| <p>It works just fine for me. The fix is good.</p> | |
| <p>Changed in banshee (Ubuntu): status:Triaged → Fix Committed</p> | |
|  Martin Pitt (pitti) on 2011-02-02 | |
| <p>tags:added: verification-done removed: verification-needed</p> | |
|  Kamus (kamus) wrote on 2011-02-15: | #18 |
| <p>According to last duplicate report, this issue is still happening in Natty with 1.9.2 release. By the way and for the record, there is a video available at https://bugs.launchpad.net/ubuntu/+source/banshee/+bug/704381/+attachment/1851397/+files/out-1.ogv</p> | |
|  Bertrand Lorentz (bertrand-lorentz) wrote on 2011-02-15: | #19 |
| <p>The fix is included in both in the 1.8.1 stable release, and the recent 1.9.3 development release, which should become available in Natty at some point.</p> | |

 Bertrand Lorentz (bertrand-lorentz) wrote on 2011-02-15:

#19

The fix is included in both in the 1.8.1 stable release, and the recent 1.9.3 development release, which should become available in Natty at some point.

 Launchpad Janitor (janitor) wrote on 2011-02-20:

#20

This bug was fixed in the package banshee - 1.9.3-2ubuntu1

banshee (1.9.3-2ubuntu1) natty; urgency=low

- * Merge from Debian Experimental, remaining changes:
 - + Enable SoundMenu and Disable NotificationArea by default
 - + Disable boo and karma extensions
 - + Enable and recommend ulms and soundmenu extensions
 - + Move desktop file for Meego UI to /usr/share/une/applications

banshee (1.9.3-2) unstable; urgency=low

- * [c349fbb] Bump gdata-sharp build-dep to accomodate ABI bump

banshee (1.9.3-1ubuntu1) UNRELEASED; urgency=low

- * Merge from Debian Experimental, remaining changes:
 - + Enable SoundMenu and Disable NotificationArea by default
 - + Disable boo and karma extensions
 - + Enable and recommend ulms and soundmenu extensions
 - + Move desktop file for Meego UI to /usr/share/une/applications
- * [aa23652] Drop libindicate0.1-cil-dev

banshee (1.9.3-1) unstable; urgency=low

- * [e588bea] New upstream release:
 - + Enhancements:
 - Various fixes and improvements to the Windows build
 - MPRIS: Implement the recently added PlaylistChanged signal
 - SoundMenu: Implement the new registration process
 - Daap: Keep a list of recently used remote servers

They are not easily digestible

The Debian community acknowledges problem:

*“[A summary] is useful in cases where ... the bug has many comments which make it **difficult to identify the actual problem.**”*

*“Personally, I use a greasemonkey script that **highlights comments** from people that are likely to be providing useful information.”*

State of the Art

Requires set of manually created summaries

Rastkar @ ICSE 2010

Extractive summary: selection of most important sentences;

Uses pre-existing email thread summarization approach;

Uses machine learning to classify sentences as relevant or not;

Golden summaries impose **significant overhead** for usage.

Objective

Create a **general, unsupervised** summarization technique;
Based on an improved understanding about how information evolves
in bug reports;

How would someone read a bug when in a hurry?

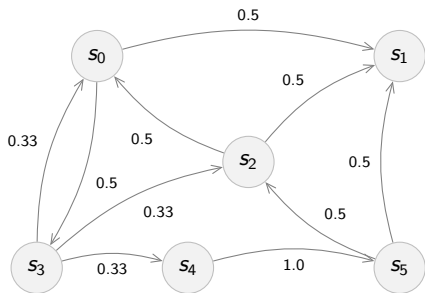
Reader has to choose the most relevant sentences to focus on;
Many portions will be left unread or only briefly looked at;

Sentence relevance

≡

probability of being read

PageRank solves a very similar problem



PR estimates the relevance of web pages;

$relevance(page) \equiv P(landing(page))$

Random surfer model:

$\ell_{web}(p_i, p_j) = 1/N_i$

How do we measure probability transitions?

But how does a user choose the *next sentence*?

Qualitative investigation on 55 bugs;
Grounded theory [Strauss and Corbin];

“How does information evolve in bug reports?”

A bug report has many threads of conversations about different topics

Follow similar threads of topics: ℓ_{tp}

Deal with large number of topics being discussed;

Transition probability is higher the more two sentences talk about the same topics;

Prioritizes sentences that talk about “hot” topics.

Avoid parallel, off-topic discussions: ℓ_{df}

Relevance of a sentence is higher the more topics it shares with the bug title and description.

Estimate topic similarity using cosine similarity

Information evolves through **evaluative comments**

Claims are disputed or confirmed;

Hypotheses are tested;

Proposals are evaluated.

Follow **evaluation** relations: l_{ev}

Transition probability is higher the stronger the evaluation relation between two sentences.

Identifying evaluation relations with **sentiment analysis**

Evaluation \leftrightarrow positive or negative opinion;

Most promising previous results with classification;

Infer positive or negative polarity using emoticons ;) [Bo & Bhyani]

Three heuristics

Follow similar threads of **topics**: ℓ_{tp} ;

Follow topics similar to bug **definition**: ℓ_{df} ;

Follow **evaluation** relations: ℓ_{ev} ;

Combining all heuristics (ℓ_{all})

$$\ell_{\text{all}}(s_i, s_j) = \frac{[\ell_{\text{tp}}(s_i, s_j) + \ell_{\text{df}}(s_i, s_j) + \ell_{\text{ev}}(s_i, s_j)]}{3}$$

ℓ_{tp} : follow similar topics

ℓ_{df} : follow topics similar to bug description

ℓ_{ev} : follow evaluation comments

Evaluation

Test heuristics:

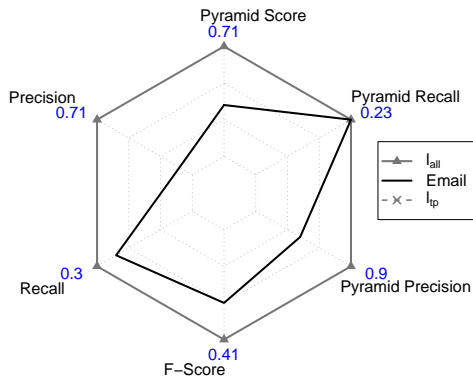
$$l_{tp}, l_{df}, l_{ev}, l_{all}$$

Compare accuracy to accuracy of previous approach (email summarizer);

Accuracy is based on expert created golden summaries.

Standard precision and recall;

Pyramid precision and recall [Nenkova 2007].



$l_{all} \gg \text{email}$

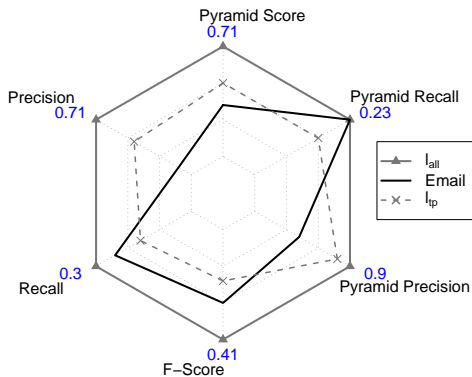
$\Pr(l_{tp}) > \Pr(\text{email})$

$\text{Rec}(l_{tp}) < \text{Rec}(\text{email})$

$l_{df} > \text{email}$

$l_{ev} \sim \text{email}$

Individual heuristics \sim previous approach
 Combined heuristics \gg previous approach



$l_{all} \gg \text{email}$

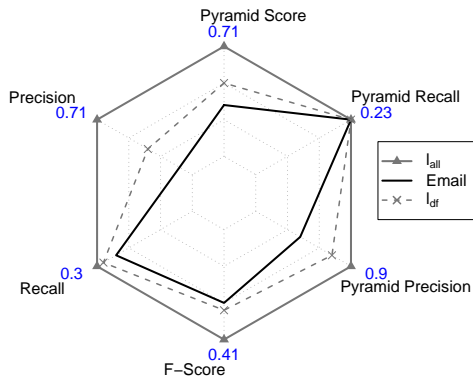
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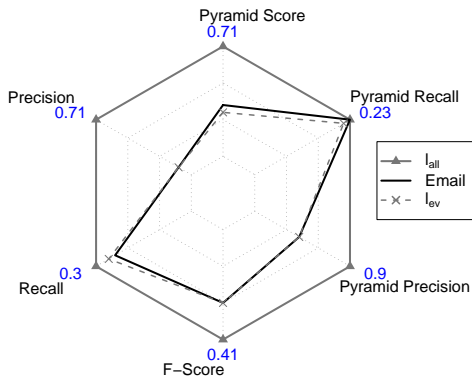
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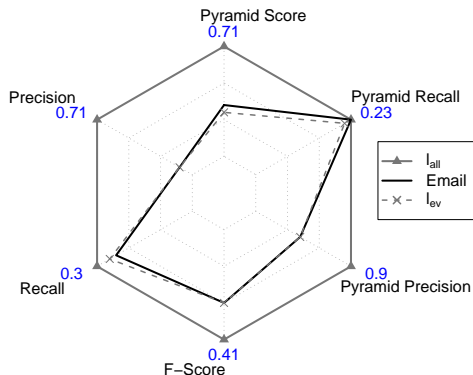
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Evaluation with 58 developers

Invited 250 developers from Mozilla, Chrome, Launchpad, and Debian;

Asked them to evaluate summary for bug they had worked on;
58 developers participated (~25%)

Devs. find summaries useful

80% said at least very useful when:

- looking for solution or workaround for a bug;
- searching for similar or duplicates bugs;
- understand status of bug and open issues;

Interlaced view

notifications need acknowledgement URL at bottom

0 *Dwayne C. Litzberger* 2001-06-06 18:03:51

```
Package: netsaint
Version: 0.0.6stable-4
Severity: wishlist
```

It would be useful if netsaint's problem notifications listed an URL at the bottom to acknowledge the problem, like so:

```
http://iaido.dlitz.net/cgi-bin/netsaint/cmd.cgi?cmd_typ=34&host-pindos&service=SSH
```

--- System Information

```
Debian Release: testing/unstable
Architecture: i386
```

```
Kernel: Linux zed 2.4.5 #1 Sun Jun 3 15:16:55 CST 2001 i686
```

```
Locale: LANG=C, LC_CTYPE=C
```

Versions of packages netsaint depends on:

```
ii  adduser          3.36      Add and remove users and groups to ii  libc6
ii  libgd1           2.2.3-4   GNU C Library: Shared Libraries an
ii  libpng2          1.0.4-2   GD Graphics Library
ii  libpng2          1.0.11-1  PNG Library - runtime
ii  netsaint-plugins 1.2.9.2-3 Plugins for NetSaint
ii  zlib1g           1:1.1.3-15 compression library - runtime
```

Dwayne C. Litzberger - dlitz@dlitz.net

1 Ben Bell 2001-06-08 09:46:59

Hi,

Another wishlist entry from a Debian user. (as always, please CC the bugtracker).

Cheers,
Ben

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----- End Forwarded message -----

+-----Ben Bell - "A song, a perl script and the occasional silly sig.----->

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/// email: bjb@deus.net www: http://www.deus.net/~bjb/
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∩ ...I'm close enough to walk.
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Litzberger" -----> It would be useful if netsaint's problem notifications listed an URL at the bottom to acknowledge the problem, like so:

*"Interlaced works when there aren't pages of irrelevant data. For a bug with *lots* of comments, a condensed view would help."*

Future Directions

Improving Relevance Estimates

Better topic similarity metrics;

Different weights for different topics;

Customize per user interest or preferences;

Train polarity classifier on bug reports instead of Twitter messages;

Consider all sentences previously read, not just last;

Moving past extractive summaries

Better understanding of content allows restructuring bug reports;

Conclusion

Create general bug report summarization approach;
Tested three heuristics for how to read a bug report when in a hurry;
Runs better than previous approach and is general;
Evaluation on developers shows usefulness and suggests interesting future directions.

Live @ [http://bugsumm.appspot.com/debian/\[bug_id\]](http://bugsumm.appspot.com/debian/[bug_id])
[http://bugsumm.appspot.com/mozilla/\[bug_id\]](http://bugsumm.appspot.com/mozilla/[bug_id])