



Handling crashes in LibreOffice

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What are you talking about?

- From last ESC regression entry:
 - Crashes - 60 (+3)
- Get crash information early
- Breakpad + Socorro (Mozilla)
- Abrt + retrace
- whoopsie



mozilla crash reports

Product: **Firefox**

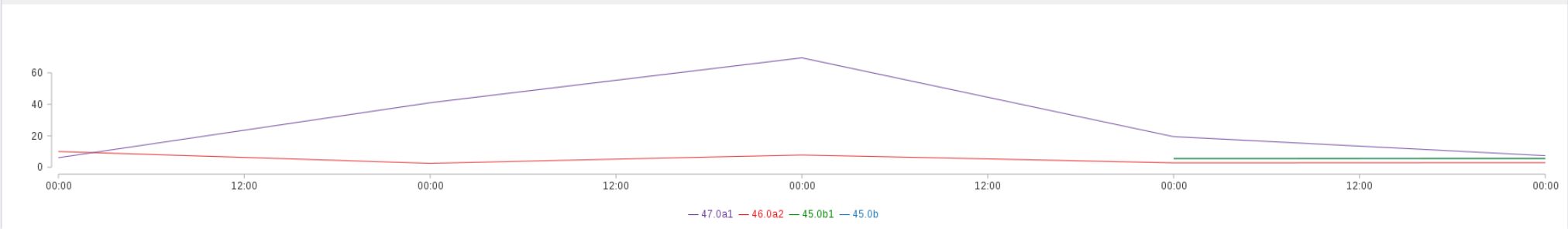
Current Versions

Report: **Overview**

[Super Search](#)

Firefox Crash Data [3 days](#) **[7 days](#)** [14 days](#)

Crashes per 100 Active Daily Installs



Crash Reports

[Firefox 47.0a1](#)

[Top Crashers](#)

[Top Plugin Crashers](#)

[Firefox 46.0a2](#)

[Top Crashers](#)

[Top Plugin Crashers](#)

[Firefox 45.0b](#)

[Top Crashers](#)

[Top Plugin Crashers](#)

[Firefox 45.0b1](#)

[Top Crashers](#)

[Top Plugin Crashers](#)



Mozilla Crash Reports - Powered by Socorro - All dates are UTC
[Source](#) | [Docs](#) | [API](#) | [Privacy Policy](#)

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Top Crashers for Firefox 47.0a1

[View the old Top Crashers report](#)

Top 50 Crashing Signatures. 2016-01-23 11:21:31 through 2016-01-30 11:21:31.

The report covers 32677 (96.5%) of all 33861 crashes during this period.

Report Date: **Most Recent** By Day

Type: Any **Browser** Plugin Content Days: 1 3 **7** 14 28 OS: All Windows Mac OS X Linux Result Count: **50** 100 200 300

Rank	%	Diff	Signature	Count	Win	Mac	Lin	Is GC	First Appearance	Bugzilla IDs	Correlation
1	75.91%	new	PP_DestroyThreadPrivate PP_CleanupThread PP_NativeRunThread pr_root	25705	25705	0	0	0	2016-01-26	1242802	
2	15.63%	new	_PP_CleanupThread _PP_NativeRunThread pr_root	5292	5292	0	0	0	2012-10-11	1242802	
3	2.48%	new	mozilla:net:nsHttpConnectionMgr:nsHalfOpenSocket:OnOutputStreamReady	839	687	125	27	22	2014-10-23	1243424	Show More
4	0.3%	new	libovrrt64_0_8.dll@0x25b24	100	100	0	0	0	2016-01-07	1239055	
5	0.19%	new	mozalloc_abort NS_DebugBreak nsDebugImpl:Abort	66	64	0	2	0	2014-03-24	1218266 1206393 1187196	
6	0.11%	new	EMPTY: no crashing thread identified: ERROR_NO_MINIDUMP_HEADER	38	0	0	0	1	2013-11-14	1219672 1113145 945328 837835 711568	
7	0.11%	new	shutdownhang ntdll.dll@0x4d9fa	36	36	0	0	0	2015-08-12	1233068	
8	0.09%	new	FinalizeArenas	31	28	0	3	16	2012-11-22	1232229 1161762 1024584 962141 853276 841985 787879	
9	0.09%	new	msmpeg2vdec.dll@0x25a3fb	31	31	0	0	0	2015-05-09	1180561	
10	0.08%	new	nouveau_dri.so@0x38d603	27	0	0	27	0	2016-01-28		

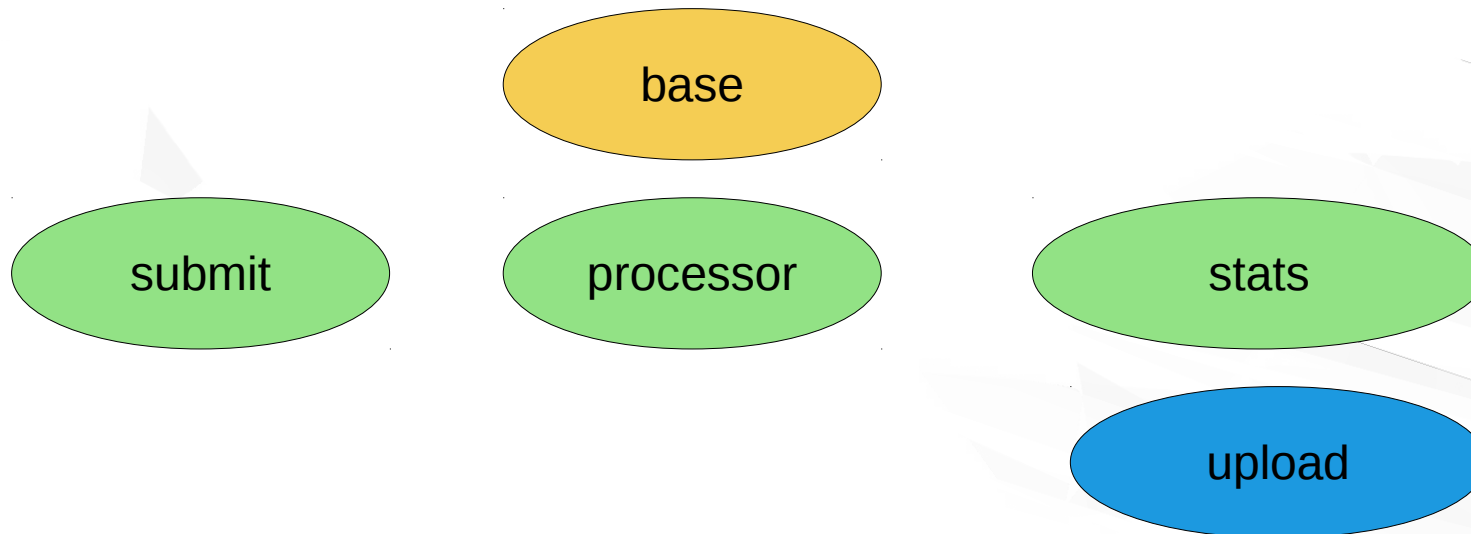
Architecture

Client side

- Breakpad
- Key-Value Store for metadata
 - GPU (driver), OpenCL (driver), ...
- ini-file during crash
- Upload during recovery dialog
 - Gives user a choice
 - Allows to show information
 - Avoid running more than necessary in crash handler

Server side

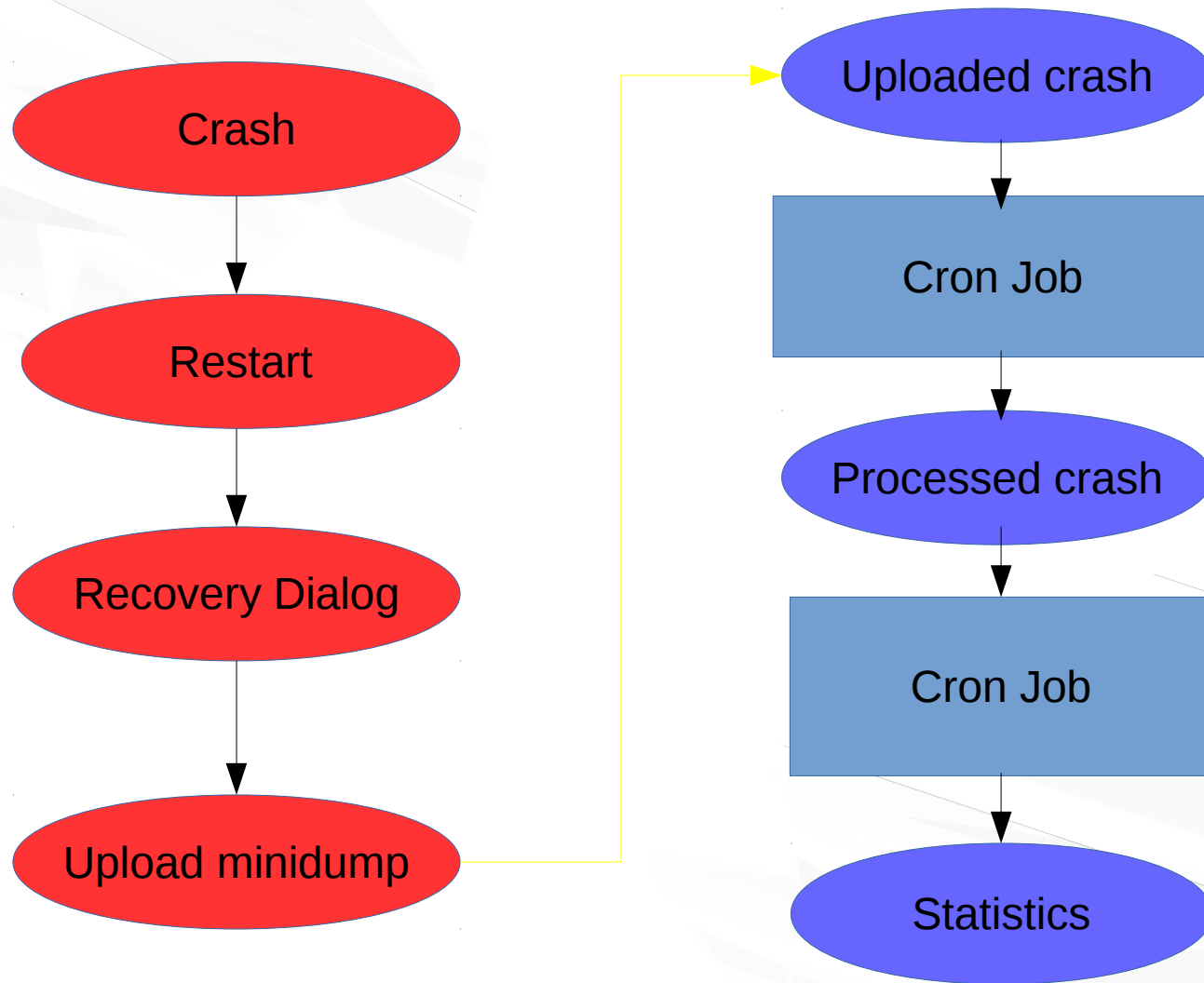
- Symbolize reports
- Python + django
- Independent django apps



Server (2)

- About 1.5k lines of python
- Inspired by socorro
- Some Javascript and CSS
- Needs some improvement to become beautiful

Workflow



Demo



Thank you ...

◀ ... for listening!



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