

Everyone can contribute

Make it so!

Ben Prescott, GitLab

About me

- * Senior Support Engineer, GitLab (September 2019)
- * Infrastructure Engineer (UNIX/Linux/AS400!)
 - * Chase Manhattan / JPMorgan
 - * Southampton University
 - * LV=
- * I used to raise tickets, now I solve them!

**Everyone dreams of
Customer Support
actually fixing their
problem.**

Have your Support Team contribute code

There's other ways to make happy customers!

Common blockers

Step 1: Access

- * At GitLab, we call this transparency
- * Sure, you may still need \$top_secret_projects, but let your people contribute!
- * The trendy buzzword: InnerSourcing

**Support teams don't
have read access to
code**

If you fix one thing, please fix this!

Support teams don't
have *write* access to
docs

Why?

Step 2: Well-defined code review workflow

- * Development will be reviewing contributions by peers they don't know.
- * *Less territory, more together*

Don't even let the small things hit your backlog

- * You skip this:
 - * Customer reports problem
 - * Support opens issue
 - * Development sponsors it
 - * Engineering + Product Schedule it (at the expense of other work!)
 - * It gets shipped
 - * Support finds out later

Don't even let the small things hit your backlog

- * It can instead look like:
 - * Customer reports problem
 - * Support submits a bug fix
 - * Development reviews
 - * Code gets merged .. customer happy!

Engineers focus on product. Support focuses on bugs.

- * Support shouldn't be doing feature development
- * Support Engineers *want to find out why things don't work*
- * Support are motivated to fix bugs!
- * Bugs slow down feature development!
- * Bugs decrease shipping velocity
- * Outsource (some of) your bugs to the Support Engineering team! (The ones the customers are finding)

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GitLab.org > GitLab > Merge requests > !79845

Merged Created 1 month ago by Filip Aleksic 1 of 1 task completed Edit

Clarify write_registry permission

All threads resolved

Overview 8 Commits 2 Pipelines 3 Changes 2

What does this MR do and why?

- Clarifies the wording for DeployTokens's write_registry permission, that the permission is write only, and does not include read permissions scope.

Limiting scopes of a deploy token references this and clarifies that the write_registry permission only allows write access. Checking this manually the token only grants write access, not read, therefore the UI entry needs to be updated to reflect that.

Screenshots or screen recordings

These are strongly recommended to assist reviewers and reduce the time to merge your change.

How to set up and validate locally

Step 1: Create a repository

Step 2: Create a key that only has write_registry permission

Step 3: Build a Dockerfile and try to pull the image with the above credentials

Example:

```
echo -e "\e[31mLogin with write-only token\e[0m"
```

```
podman login -u $WRITE_ONLY_USER -p $WRITE_ONLY_PASS registry.gitlab.com
```

```
echo -e "\e[31mCheck if write-only token can read\e[0m"
```

Add a to do >>

2 Assignees Edit

Reviewer Simon Knox @psimyn Edit

Milestone 14.8 (expired) Edit

Time tracking No estimate or time spent

Labels feature enhancement released published type feature workflow production Support Team Contributions customer frontend

Lock merge request Unlocked Edit

8 participants + 1 more

Notifications

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GitLab.org > GitLab > Merge requests > !82326

Merged Created 3 weeks ago by Chris Day 1 of 1 task completed Edit

Include merge-requests in RESERVED_REFS_NAMES

All threads resolved

Overview 8 Commits 1 Pipelines 4 Changes 1

What does this MR do and why?

When importing a project currently we delete the merge-request refs, but for an in-progress MR we want to keep these.

Looking at the history of the reserved ref names, in the initial commit to the cleanup service, 5f811894, merge-requests was included in the list, but in 081e2fce we transferred the list to the repository model and inadvertently duplicated environments and left out merge-requests. We fixed the duplicate environment entry with ba6d3fcb, but never re-added merge-requests.

This commit re-adds merge-requests to the reserved reference list. No additional tests added because the existing tests already validate that all reference types in RESERVED_REFS_NAMES are not removed.

How to set up and validate locally

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GitLab.org > GitLab > Merge requests > !82184

Merged Created 3 weeks ago by Katrin Leinweber 1 of 1 task completed Edit

Stop using UriHelper includes in specs

All threads resolved

Overview 6 Commits 1 Pipelines 4 Changes 8

What does this MR do and why?

Closes #341401 (closed)

And thus completes the work on &6767 (closed)

The following, yq-based script can reproduce the changes:

```
todos='.rubocop_todo/rails/include_url_helper.yml'
```

```
files=$(yq '.Rails/IncludeUrlHelper.Exclude.[]' < $todos)
```

```
for file in $files; do
```

```
# Remove todo
```

Merged Created 3 weeks ago by Harish Ramachandran 0 of 1 task completed

Edit

Correct an inaccurate link

All threads resolved

Overview 11 Commits 3 Pipelines 5 Changes 4

What does this MR do and why?

Currently the **Project -> Infrastructure -> Terraform** page has a link to the docs that links to `/help/user/infrastructure/terraform_state`. This yields a **404 error** because the link is wrong. This MR updates the link to point to `/help/user/infrastructure/iac/terraform_state`.

The current error is not reproducible on gitlab.com, but is verifiable in the GDK.

This was brought to our attention by a **customer** (internal link).

Screenshots or screen recordings

These are strongly recommended to assist reviewers and reduce the time to merge your change.

How to set up and validate locally

Numbered steps to set up and validate the change are strongly suggested.

MR acceptance checklist

This checklist encourages us to confirm any changes have been analyzed to reduce risks in quality, performance, reliability, security, and maintainability.

I have evaluated the [MR acceptance checklist](#) for this MR.

Request to merge harishsr-terraform-link-docs into master

Add a to do

3 Assignees Edit



2 Reviewers Edit

- Peter Hegman @peterhegman ✓
- Harish Ramachandran @harishsr

Milestone Edit

14.9 (expired)

Time tracking ?

No estimate or time spent

Labels Edit

- devops configure
- frontend-weight 1
- group configure
- released published
- section ops type bug
- workflow production
- Support Team Contributions
- customer frontend
- terraform

Lock merge request Edit

Unlocked

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GitLab.org > GitLab > Merge requests > !81886

Merged Created 3 weeks ago by Harsh Chouraria 1 of 1 task completed Edit

Pass issue ID to merge request creation form

All threads resolved

Overview 11 **Commits** 2 **Pipelines** 3 **Changes** 4

What does this MR do and why?

After the change [!79227 \(merged\)](#) the merge request creation form loses context of the issue it was created from when a custom branch name is used

This change adds an ability to retain the issue IID context throughout the process so the text 'Closes #IssueIID' appears on the merge request regardless of how the branch was created (automatic name or custom name)

This brings back the feature of related merge requests and system notes on the issue that went absent after the change above

Screenshots or screen recordings

N/A

How to set up and validate locally

1. Create an issue under any project
2. Visit the issue and click dropdown next to `Create merge request` button
3. Enter a simple custom branch such as `abcd`
4. Prior to patch: New MR creation form lacked pre-filled description text `Closes #1`
5. After patch: New MR creation form has pre-filled description text `Closes #1`

MR acceptance checklist

This checklist encourages us to confirm any changes have been analyzed to reduce risks in quality, performance, reliability, security, and maintainability.

Add a to do >>

Assignee Edit
 Harsh Chouraria @hchouraria

Reviewer Edit
 Ethan Urie @eurie ✓

Milestone Edit
 14.9 (expired)

Time tracking ?
 No estimate or time spent

Labels Edit

- devops create ✕
- group code review ✕
- released published ✕
- section dev ✕ type bug ✕
- workflow production ✕
- Support Team Contributions ✕

Lock merge request Edit
 Unlocked

13 participants
 + 6 more

Notifications ✕

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GitLab.org > GitLab > Merge requests > !81879

Merged Created 3 weeks ago by Harsh Chouraria 1 of 1 task completed Edit

Add missing demodulize call to class name

All threads resolved

Overview 13 **Commits** 2 **Pipelines** 4 **Changes** 2

What does this MR do and why?

Describe in detail what your merge request does and why.

The `BackfillJiraTrackerDeploymentType2` migration job added originally via [!46368 \(merged\)](#) is remaining stuck in `pending` state at various customers because the job state update implementation is passing the wrong string when sending a class name for lookup

The other migrations that do similar things use the `demodulize` function to transform a module name into just the unqualified classname but this migration appears to have missed it

This change adds the missing method call to ensure future migration runs (for yet-to-upgrade customers, or customers trying to re-run this) update the background migration jobs table correctly

Screenshots or screen recordings

14.9
None
11
8

Merged Created 4 weeks ago by Ben King 1 of 1 task completed

Edit

Change CI errors to split on a newline

Overview 9 Commits 1 Pipelines 3 Changes 1

All threads resolved

What does this MR do and why?

In the **current** release of GitLab, `.gitlab-ci.yml` errors are split on a comma (",") when viewing the status of a pipeline. This can cause problems in the front-end, as some errors contain commas and split the sentence into a new bullet point.

The strings are contained within `lib/gitlab/ci/pipeline/seed/build.rb`

This MR changes the comma to a newline ("`\n`") in the `show.html.haml` file, which now splits the errors correctly, as shown in the examples below.

Screenshots or screen recordings

Example 1 (Maximum Needs)

Before	After
<p>Found errors in your <code>.gitlab-ci.yml</code>:</p> <ul style="list-style-type: none"> • download base data files: one job can only need 50 others • but you have listed 1. See needs keyword documentation for more details generate_el_list: one job can only need 50 others • but you have listed 1. See needs keyword documentation for more details generate gitlab structure: one job can only need 50 others • but you have listed 1. See needs keyword documentation for more details prepare dwh: one job can only need 50 others • but you have listed 2. See needs keyword documentation for more details generate archive upload mapping: one job can only need 50 others • but you have listed 1. See needs keyword documentation for more details 	<p>Found errors in your <code>.gitlab-ci.yml</code>:</p> <ul style="list-style-type: none"> • download base data files: one job can only need 50 others, but you have listed 1. See needs keyword documentation for more details • generate_el_list: one job can only need 50 others, but you have listed 1. See needs keyword documentation for more details • generate gitlab structure: one job can only need 50 others, but you have listed 1. See needs keyword documentation for more details • prepare dwh: one job can only need 50 others, but you have listed 2. See needs keyword documentation for more details • generate archive upload mapping: one job can only need 50 others, but you have listed 1. See needs keyword documentation for more details

```
"#{name}": one job can only need #{max_needs_allowed} others, but you have listed #{@needs_attributes.size}. See needs keywo
```

Example 2 (Needs is Missing)

Before	After
--------	-------



GitLab.org > GitLab > Merge requests > !80341

Merged Created 1 month ago by **Andrew Conrad** 1 of 1 task completed

Fix a couple typos in LFS download service

Overview 4 Commits 1 Pipelines 3 Changes 1

What does this MR do and why?

This just fixes a couple typos.

@aqualls, you asked me to share this MR with you.

Related support ticket

One of these typos was pointed out by a customer in a [support ticket \(internal\)](#). We saw the other typo when reviewing the same file as @bprescott_ and I worked on the ticket.

MR acceptance checklist

This checklist encourages us to confirm any changes have been analyzed to reduce risks in quality, performance, reliability, security, and maintainability.

GitLab.org > GitLab > Merge requests > !80810

Merged Created 1 month ago by **Katrin Leinweber** 1 of 1 task completed

Resolve several Rails/IncludeUrlHelper violations

Overview 7 Commits 6 Pipelines 4 Changes 8

All threads resolved

What does this MR do and why?

Follow-up to !74803 (merged). Same description ;-)

This MR contains the straight-forward changes from !77395 (closed), and I'll reserve the remaining change (see unresolved thread there) for a future MR.

MR acceptance checklist

This checklist encourages us to confirm any changes have been analyzed to reduce risks in quality, performance, reliability, security, and maintainability.

- I have evaluated the [MR acceptance checklist](#) for this MR.
 - no changelog, because this is a developer-facing refactoring and/or technical debt remediation

Edited 1 month ago by Katrin Leinweber

Request to merge epic-6767-c-refactor-IncludeUrlHelpers into master

Merged result pipeline #473854323 passed for 7eae6b90 1 month ago
 Test coverage 86.96% (7.96%) from 2 jobs

Approved by **8** [View eligible approvers](#)

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Overview 4 Commits 2 Pipelines 9 Changes 6 All threads resolved

Compare master and latest version 6 files +259 -9

cmd/praefect/subcmd_sql_migrate_test.go 0 → 100644 +78 -0 Viewed

```
1 + package main
2 +
3 + import (
4 +     "bytes"
5 +     "flag"
6 +     "fmt"
7 +     "testing"
8 +
9 +     "github.com/stretchr/testify/assert"
10 +    "gitlab.com/gitlab-org/gitaly/v14/internal/praefect/config"
11 +    "gitlab.com/gitlab-org/gitaly/v14/internal/praefect/datastore/migrations"
12 +    "gitlab.com/gitlab-org/gitaly/v14/internal/testhelper/testdb"
13 + )
14 +
15 + func TestSubCmdSqlMigrate(t *testing.T) {
16 +     db := testdb.New(t)
17 +     dbCfg := testdb.GetConfig(t, db.Name)
18 +     cfg := config.Config{DB: dbCfg}
19 +
20 +     migrationCt := len(migrations.All())
21 +
22 +     for _, tc := range []struct {
23 +         desc      string
24 +         up        int
25 +         verbose   bool
26 +         expectedOutput []string
27 +     }{
28 +         {
29 +             desc:      "All migrations up",
30 +             up:        migrationCt,
31 +             expectedOutput: []string{"praefect sql-migrate: all migrations are up"},
32 +         },
33 +     }
```

14.8 None 7 5

Is 'yes' the answer to these questions?

- * Do you work in Engineering?
- * Do you have a Support team?
- * Do you have a backlog?
- * Do you want to increase your velocity?

Have your Support Team contribute code

Yes, really.