From Lessons Learned to Lessons Productized

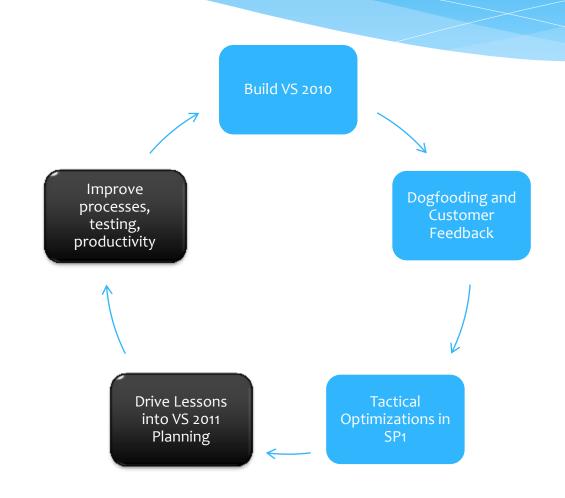
Dr. Tim Wagner

Microsoft Visual Studio

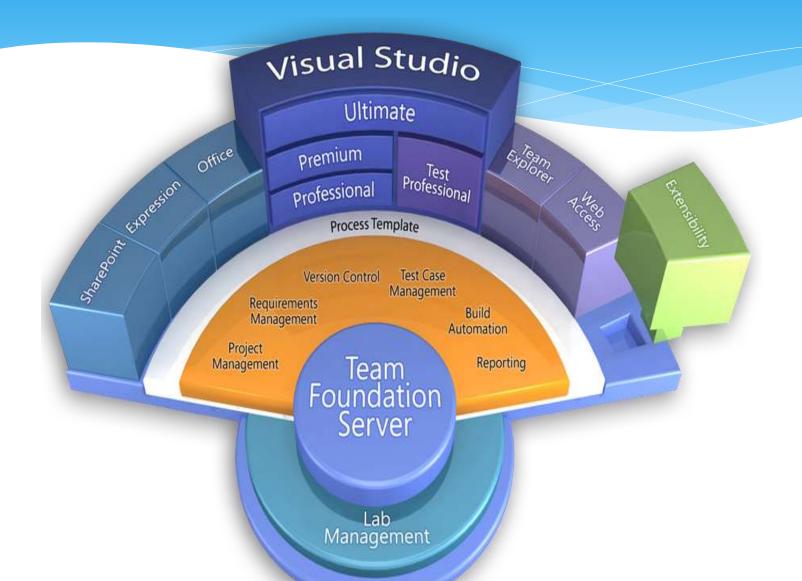
VS Ultimate Director of Development

QCon 2010, SF

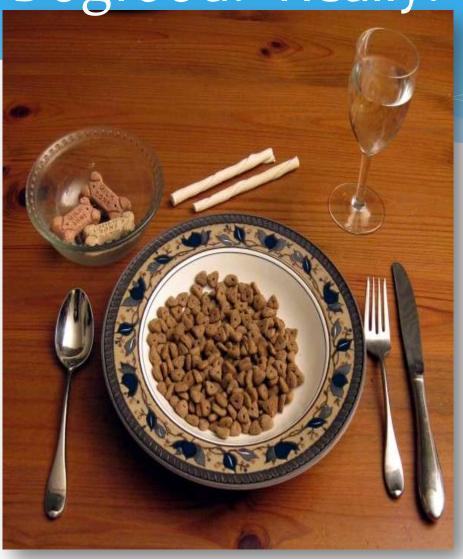
Feedback Loop



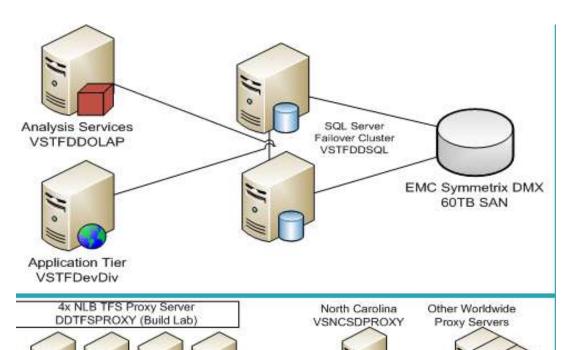
A 2008 Example: <u>Team Foundation Server Performance</u>



Dogfood? Really?



How much dogfood?



* Database: 10 TB

* Users: 3,481

* Files: 1,033,167,658

Uncompressed File Sizes: ~16TB

* Checkins: 2,047,024

* Shelvesets: 265,150

* Merge History: 2,458,112,813

* Pending Changes: 29,745,648

* Workspaces: 41,466

* Total Work Items: 913,619

* Last 30 days...

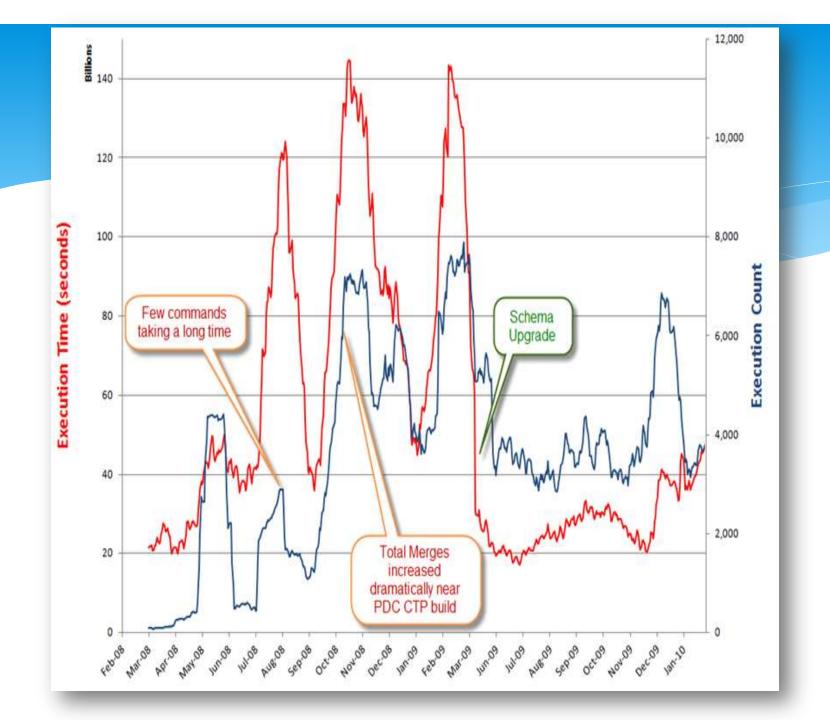
* Work Item queries: 275,806

* Work Item updates: 21,112

* Checkins: 20,975

* Shelves: 10,899

* Gets: 410,540



Lessons Learned

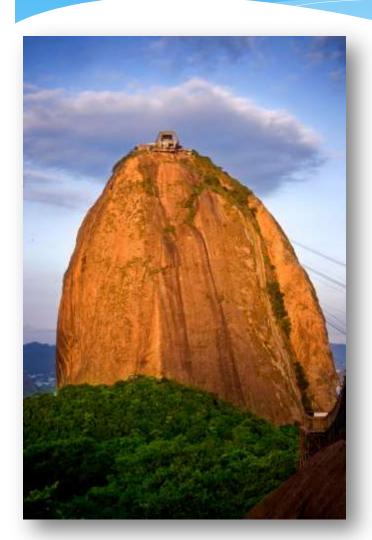
- * The worse the pain, the more you need to feel it.
- * You can't simulate problems of scale.
 - * 99% uptime for 400 is fine... 99% uptime for 4,000 is not
 - * Problems of heterogeneity only manifest with a sufficiently large population

Stories from Visual Studio 2010...

- Gee, that looks scary scaling successfully
- * Untangling spaghetti architectural dependencies
- * Where are my reading glasses a cautionary UI tale
- * Dirty laundry software components behaving badly

Caveat: This is not a product preview.

VS 2010: Gee, That Looks Big



In one reliet a see of this rection...

- * BepvernethenDee's felite (for all languages)
 * Reprace the shees of tests ©
- About wings people involved
- Change the standard Millions of customers extensibility mechanism to MEF
- Completely rewrite the C++ project and build system
- * Oh, you wanted to get something done as well?

New Editor: Ideas that Worked

- * "Prototype" by shipping
 - * VS2010 editor shipped first in Blend
 - Or limit exposure (C++ projects)
- * Old and new side-by-side during development
- Extensibility = componentization = testability

```
on XTouch - Microsoft Vigual Studio
File Edit View Belactor Project Build Debug Team Ogta Tools Architecture Test Analyze Windo
  Temperature | Wednesday | Wednesday | Wednesday | Wednesday |
    Na A TE 速度 2 D A A A A A A A Windows Phone 7 Emulator
      mePad.cs X XTouchTestGame.cs

    → GamePadCapabilities/bool enablest

     XTouchControls/GamePadCapabilities
        Justing System:
        using System.Collections.Generic;
        using Microsoft, Xna. Framework;
        using Microsoft. Kna. Framework. Graphics;
         using Microsoft.Xna.Framework.Input;
         using Microsoft. Kna. Framework. Input. Touch;
        using Microsoft.Xna.Framework.Content;
        namespace XTouchControls
             public struct GamePadCapabilities
                   Allows retrieval of user interaction with an Xbox 350 Controller and
             // of controller vibration motors.
             public class GamePad + DrawableGameComponent
                 Cunitants
                 #region Computed Properties
                 /// csummers
                 /// Value of left trigger.
                 /// V/summery)
                 private static float leftTrigger
                         vector2 loc = dragIds[(int)Controls.LeftTrigger] -- 8 7 Vector2.
                         float triggerAngle = (float)Math,Atan2(loc.X, -loc.Y);
                         float displayRotation - loc -- Vector2, Zero ? Of : triggerAngle
                         return displayRotation / Mathhelper.PiOver2;
    Show output from:
    Error List | Output
```

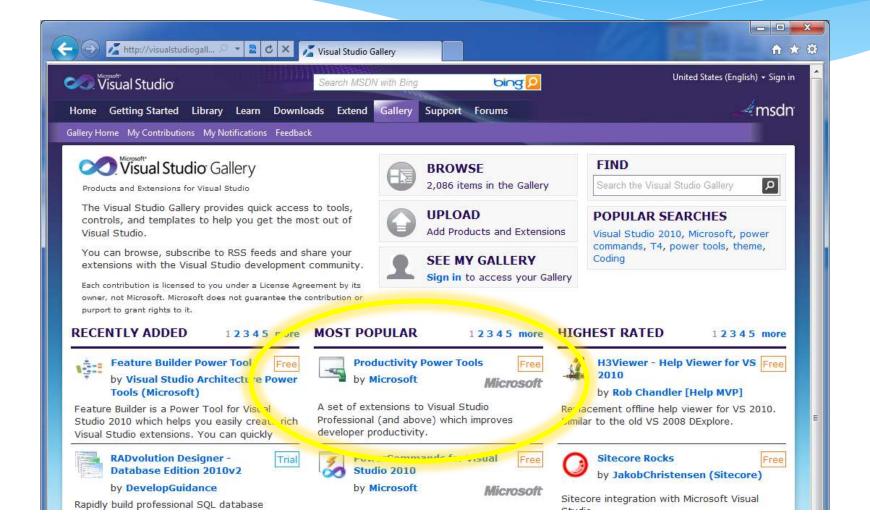
New Editor: Ideas that Tanked

- * "Let's work in our own branches"
- * "Shimming should be straightforward"
 - * 5x bug ratio shims:core (and that's still true today)
 - * Mistake to let so many clients keep using shims
- * "You just call the {native, managed} code from {managed, native}... how hard could it be?"
 - * Undo system was single largest cause of memory and stress issues for the editor

Lesson Productized: What Would Make this Easier?



Lessons Productized: Smaller is Better



Lesson Learned: Agile + Portfolio Management





Shorter is Better

Dev11

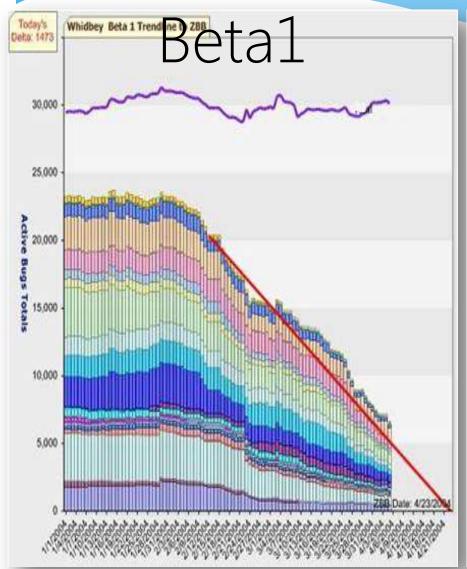
TFS 2010

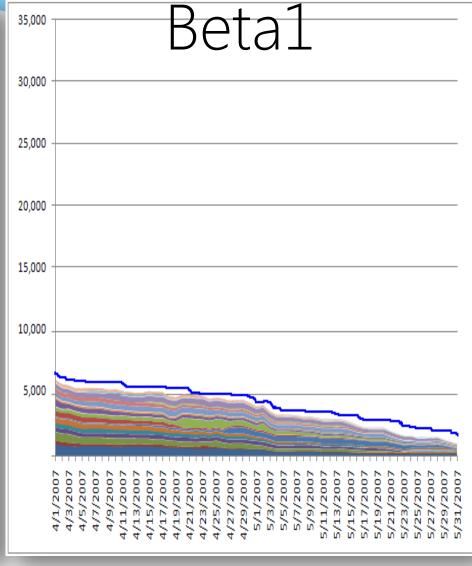
TFS 2008

October

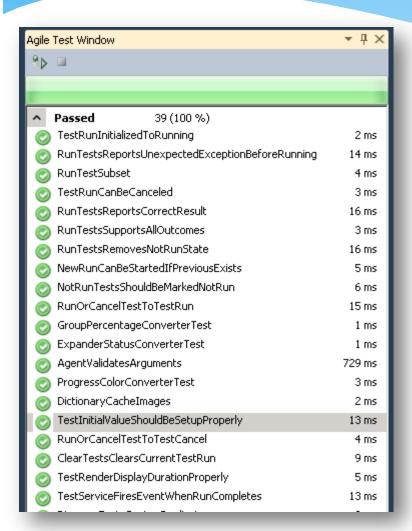
November

December





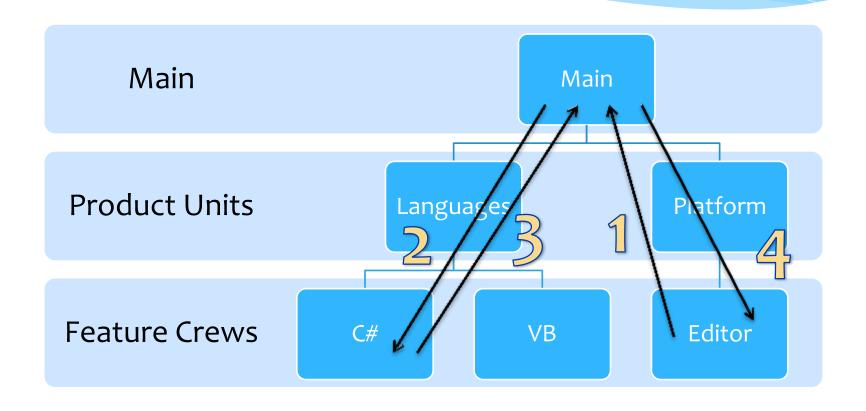
Lessons Productized: Double Down on Agile



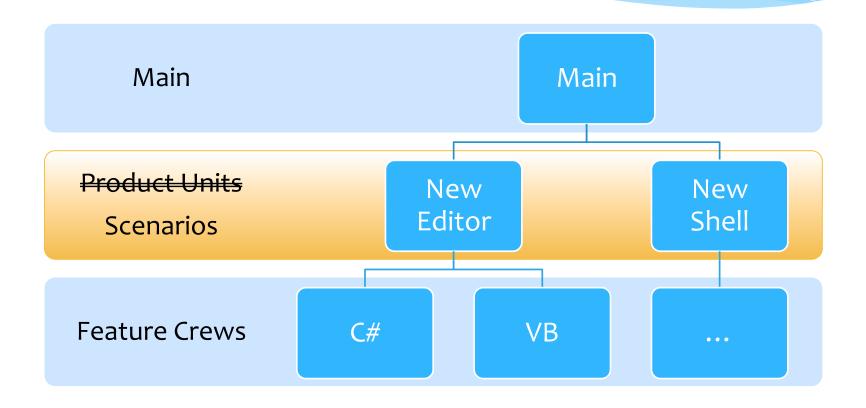
Research Trends

- Unit test discovery and path analysis
- Detect code "repeats" and suggest fixes
- Mocking frameworks and techniques
- Statistical analysis of bugs and bug fixes

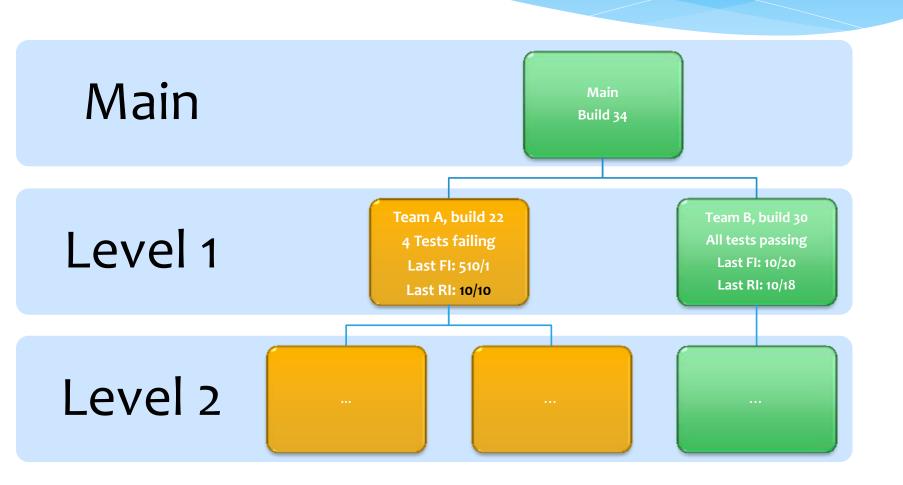
Branching Mistakes



Branching Mistakes



Internal Code Motion Dashboards



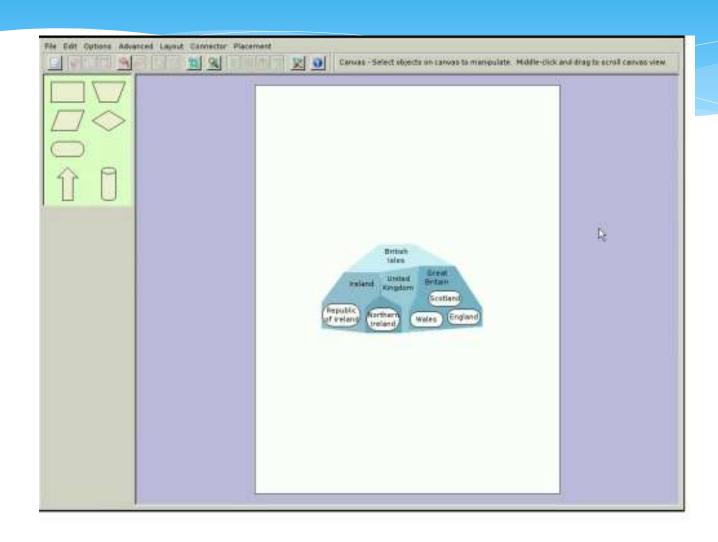
Untangling Spaghetti



Spaghetti Demo - Takeaways

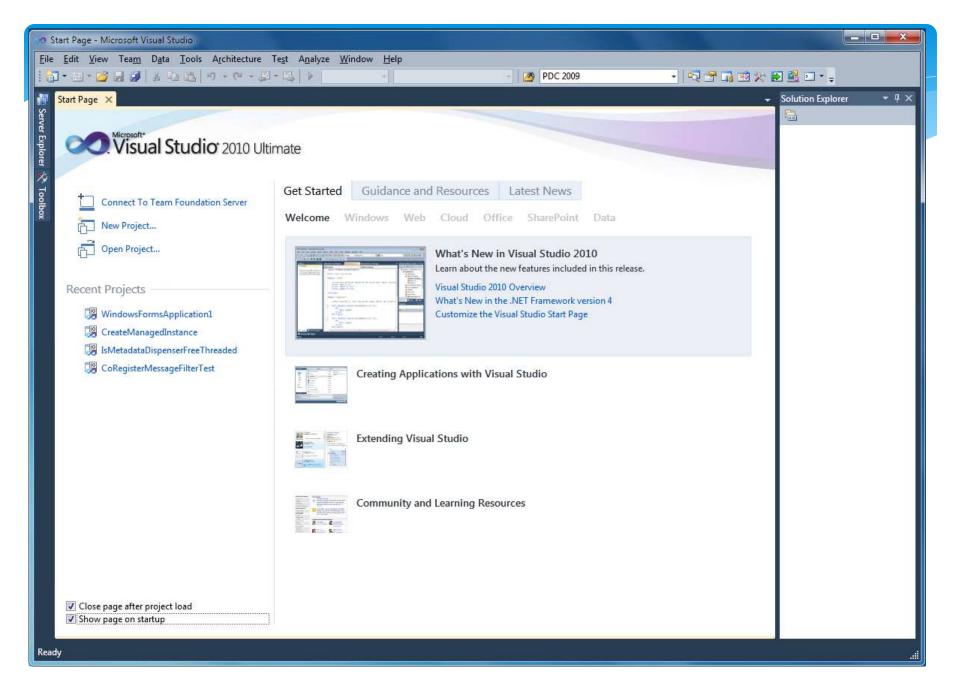
- * Assembly-level analysis for large "brown fields"
- * Tolerance for legacy mistakes and business needs
 - * <permit>dependency we don't like</permit>
- Usability at scale
 - * World view
 - * Flexible, incremental layout engine
 - * "Semantic zoom" to present most relevant information at all zooming levels (just like mapping software)

When Usability is Functionality



Where are my Reading Glasses?





Shell Renovation Plan: Staged Refactoring

- * "Reverse engineer" a spec
- * Find or write characterization tests
- * Define the data models
- Replace the main window with WPF
- * Write new...
 - * Window Manager, Command Bar presentation
 - * Hidden behind switches, off by default
- * Scout with selected teams
- * Test functionality, perf, stress, e2e, memory, remote, VM, ...
- * Reverse the switches
 - Leave old presentation for regression testing
- * Remove old code (and ship ②).

What Could Go Wrong?

- * A lot of things that we anticipated...
 - Code that relied on HWNDs (estimated about right)
 - Tests that relied on HWNDs
 - * Underestimated size and scope of problem, including the diversity of these tests
 - Significant cross-divisional functionality testing
- * And then some we didn't...
 - * Significant responsiveness issues (retread, interop)
 - * Responsiveness is suddenly part of characterization tests!
 - * Menu drop...
 - * Customer headaches...literal ones!

Lessons Learned: Display Modes

```
Ideal     The quick brown fox jumps over th
Display The quick brown fox jumps over th
Ideal     i = i+1; j++; // +++++++
Display i = i+1; j++; // +++++++
```

Lessons Learned: Display Modes

* Ideal

オプションおよびプロパティ

* Display

オプションおよびプロパティ

Lessons Productized

- * Offer display mode, fix gamma settings
 - * Pick a familiar default you can't force customers into happiness!
 - * Test (literally) for pixel-parity; anything less is subject to interpretation
- * Diagnostics to capture and understand IDE "in the wild"
 - Video driver nightmares
- Responsiveness tracking
 - Preserving remote desktop optimization
- * Identify anti-patterns... educate for now, consider "fingerprinting" later

Feedback, Detection, and Diagnosis

Single biggest challenge: Issues we can't diagnose in house

- Functionality Watson
- * Responsiveness PerfWatson
- Dogfooding feedback VS "send a smile" tool
- * In-the-wild problems (video drivers)
 - * Built-in tools: Help → About → dxdiag
 - * Opt-in tools: SQM
 - * "on demand" tools: Mostly perf analyzers today

Dirty Laundry



VS 2010 Customer Survey

Count	Performance Issue
193	Overall slowness
168	Startup takes too long
139	Intermittent slowdowns

Software Components

They're awesome!

- Dynamically composable and extensible
- Decoupled services, teams, and delivery dates
- * GC will solve all problems ©
- * Independently testable

They're terrible!

- Unpredictable once combined
- * Emergent performance and stress problems
 - * Leaks, responsiveness, ...
- End-to-end customer testing is the only source of truth

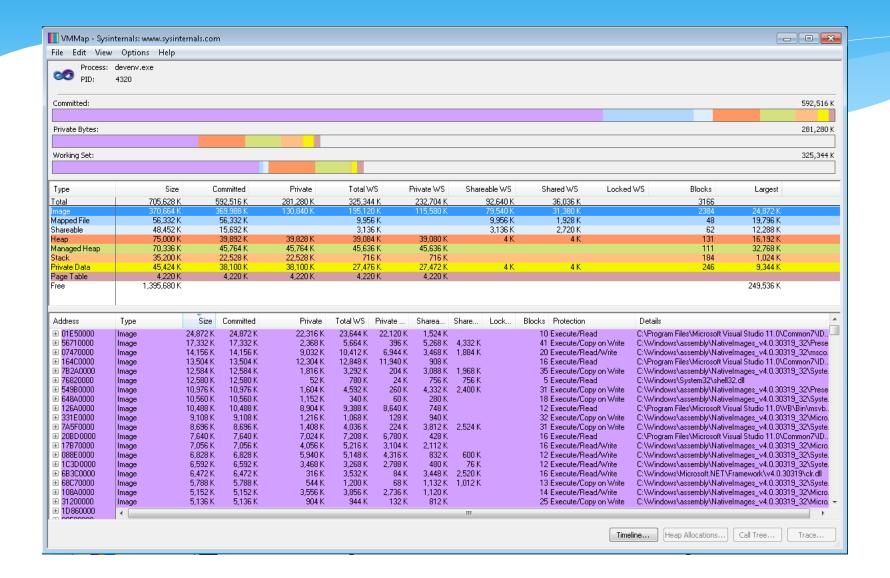
Lessons Productized: PerfWatson (aka "no more spinner")

#Hits	Hit% Total	Delay(s)	Delay% Avg	Delay	Name
4222	100%	25 , 027	7 100%	 5	Root
4222	100%	25 , 027	7 100%	5	devenv (999)
4222	100%	25 , 027	7 100%	5	tid (100)
1284	30%	14,487	7 57%	11	ntdll! RtlUserThreadStart
1283	30%	14,485	5 57%	11	ntdll! RtlUserThreadStart
1283	30%	14,485	5 57%	11	* kernel32!BaseThreadInitThunk
530	12%	1,730	6%	3	devenv!tmainCRTStartup
530	12%	1,730	6%	3	
530	12%	1,730	6%	3	devenv!CDevEnvAppId::Run
530	12%	1,730	6%	3	<pre>* => devenv!util_CallVsMain</pre>
504	11%	1,637	7 6%	3	<pre> => msenv!VStudioMain</pre>
504	11%	1,637	7 6%	3	<pre> => msenv!VStudioMainLogged</pre>
504	11%	1,637	7 6%	3	=> msenv!CMsoComponent::PushMsgLoop
504	11%	1,637	7 6%	3	
504	11%	1,637	7 6%	3	<pre> => msenv!SCM::FPushMessageLoop</pre>
504	11%	1,637	7 6%	3	
504	11%	1,637	7 6%	3	<pre> => msenv!CMsoCMHandler::EnvironmentMsgLoop</pre>
504	11%	1,637	7 6%	3	<pre> => msenv!SCM_MsoStdCompMgr::FDoIdle</pre>
504	11%	1,637	7 6%	3	<pre> => msenv!SCM::FDoIdle</pre>
504	11%	1,637	7 6%	3	=> msenv!SCM::FDoIdleLoop
380	9%	1,265	5 5%	3	csproj!CLangPackage::FDoIdle
380	9%	1,265	5 5%	3	csproj!CVsProject::FDoIdle
380	9%	1,265	5 5%	3	csproj!CVsProject::InitF5HostingProces

Lessons Productized: PerfWatson (aka "no more spinner")

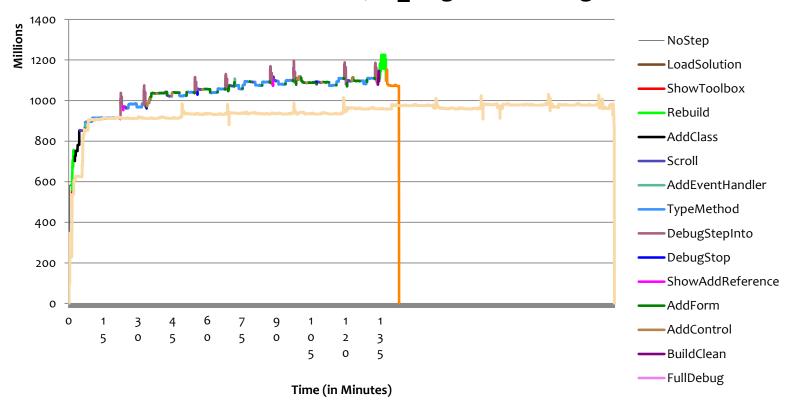
- * UI hangs ("spinner") triggers PerfWatson
- * Snapshot of stack is taking and sent to server
- * Server aggregates traces...
 - * The greater the delay and the more reports of that trace, the higher it rises in the ranking
- * Provides a prioritized, pre-diagnosed list of places to go improve responsiveness
- * Naturally aggregates across all components

Lessons Learned: Memory is Finite



Memory Analysis Over Time ("Stress" and end-to-end runs)

VirtualBytes:Picasso Short Haul E2E (Dev10).1627824.1
Ultimate + Windows 7, vs_langs 21214.00 High-End



'Debugging' Memory

SOS.dll (SOS Debugging Extension)

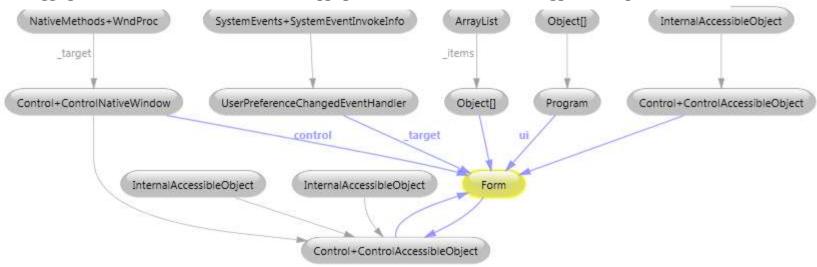


.NET Framework 4 Other

Other Versions -

The SOS Debugging Extension (SOS.dll) helps you debug managed programs in the WinDbg.exe debugger and in Visual Studio by providing information about the internal common language runtime (CLR) environment.

The SOS Debugging Extension is automatically installed with Visual Studio and requires your project to have unmanaged debugging enabled. You can also use the SOS Debugging Extension with the Windows debugger (WinDbg.exe).



Memory Profiler and Managed Leak Analysis

* F1 Demo

Lessons Learned

- * Managed code leaks...
 - * GC is great for preventing errors, but leaks are hard to find without memory regression analysis tools
- * ... but interop'ed code spews
 - * Collision of different memory management strategies (COM, native to managed/GC)
 - Need tools and training to isolate "boundary" problems
- * Perf testing improvements...

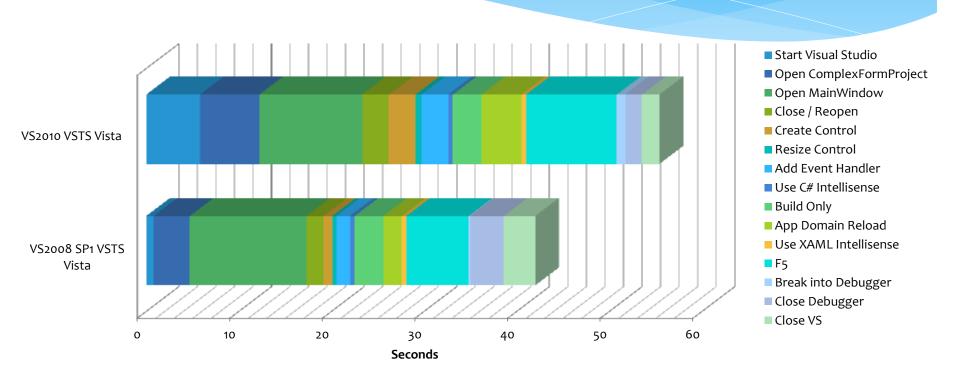
A Changing View of Perf Testing

Reality check: The test matrix is infinite.

- * In house automation → Better in-the-wild diagnostics
- ∗ Time perf → Responsiveness analysis
- * Regression analysis → Scenario/OGF focus
- Repeatability → Heterogeneity (VMs, remote, ...)
 - * If you turn off virus checkers, what happens if that's the bug?
- * Internal examples → Real customer solutions
- ★ Microbenchmarks → Multi-step end-to-ends
- * Rollups of deltas → Customer scorecards/gaps

C# WPF XAML

Cider 20305.20306



Blend Dogfooding OGF – Large C# Solution [AndreHal] Resolved Issues (no longer in flight)

Expected OGF: Good Current OGF: Fai

Build: 21216 (Main) Gap to Goal: 1 OGF Level (11 Bugs)

OGF Impacting Fixes

Odi impacting rixes										
Description	Bug ID	Owner	PU	Fixed In	In Main	Comments				
Fixed in Main 1204 (current dogfood build)										
Cannot hit all breakpoints in the Expression Blend solution	823959/7881 88	Michael Lehenbauer	VSP	10/15 VSP	Y`					
ALIGN 16 for an asm constant is not ending up aligned in the image	819251	Vance Morrison	CLR	11/16 Tools 11/23 RC1Rel	Υ					
VS is leaking GDI handles during debugging.	824214	Jim Griesmer	TeamEng	11/9 lab26vsts	Υ					
Fixed in Main 1216 (next dogfood build)										
Edit and continue functionality is broken in the Expression Blend solution	824918	Barry Nolte	TeamEng	12/3 lab26vsts	Y	ENC not working is by design due to the assembly being App-Domain Neutral [workaround in place]. Debugger checked in an improved error message to clarify the reason.				
Random error dialogs pop up and crashes when editing Blend XAML files inside VS	824167	Kevin Pilch- Bisson	VS Langs	12/7 vs_langs0	Υ					
Crash on opening XAML / using intellisense inside the Blend solution	829302	Eric Fisk	WPF	12/7 vs_langs	Υ					
Crash after typing some text in XAML using the Blend solution using xaml async mode	829988	Eric Fisk	WPF	12/7 vs_langs	Υ					
Editor may become blocked for a long time shortly after a solution is opened	829940	Dmitry Goncharenko	VSL	12/15 vs_langs	Υ					

Resolved OGF impacting "not fixed"

Description	Bug ID	Owner	PU	Resolution	Resolved Date	Comments
Conditional breakpoints are slower with CLR v4	829295	Closed	CLR	Won't Fix	12/5	Result of a CLR 4.0 architectural change. Corner case scenario in the Blend solution where BP is in an event handler fired frequently, and condition triggers 3 func-evals
Work with documents gets really sluggish and CPU pegs at 50% after making a large XAML file dirty	824154	Closed	Cider	Not Repro		Issue no longer repros in current builds
Potential perf improvement to managed stepping by reducing UTF8 to Value and other compiland Trav::next	834153	Microsoft Co	nfidentia	By Design		Cannot fix because this is the way the symbol system was design to work for glob/lodreasons

Wrapup - Themes

- * Scaling up isn't just size... it's population diversity
- * Manage feature portfolios intelligently
 - * Big rock(s) and agile development, not "or"
- * Customer feedback trumps your "rational" decisions
- Hippocratic Oath for architecture (trust but verify)
- * Test componentized systems for emergent problems

Q&A, links

- Learn more about Visual Studio: www.visualstudio.com
- * See components and extensions in the VS Gallery: www.visualstudiogallery.com
- * Hear about VS development processes and TFS on Brian Harry's blog: blogs.msdn.com/bharry

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