Filing a bug as a community member

How to file a bug in Exponential so it gets fixed - choosing the right tracker, searching first, the parts of a good bug description, a safe summary of the installation, and what happens after you file it.

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A good bug description is one of the most valuable contributions there is: it turns one person's problem into a fix for everyone. This page is the community-member view; the full instructions are in When something goes wrong.

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Is it a bug?

It is	Then
The software does something wrong, and you can make it happen again	A bug: file it
You do not know how to do something	A question: ask in the forums (Asking a good question)
Someone could see or change what they should not	A security problem: privately to security@se7enx.com (`SECURITY.md`)
An idea for the project, the website or the community	The community issue tracker
It works as designed, but not the way you want	Maybe a **negative feature**: a deliberate behavior, not a bug. Read Negative features before you file it

> **Warning**
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> some behavior that looks wrong is on purpose, or open to interpretation. Changing such a negative feature can affect every site that depends on it, so an issue or pull request about it needs a clear justification and may go through several rounds of review before it is accepted. See Negative features.

The right tracker

Tracker	For

Tracker	For
se7enxweb/exponential	The kernel, the administration, the bundled extensions, the documentation
se7enxweb/exponential-velocity	The Velocity application server
The extension's own repository	An extension with its own repository; the **Report an error** page lists them
se7enxweb/exponential-community	The project, website, ecosystem, anything that is not a software bug

Source: When something goes wrong. More detail on choosing: Which tracker for which report.

The parts of a good bug description

- **A title that names the problem**, not "It does not work".
- **The steps**, numbered, from a known starting point.
- **Expected and actual result**, with the exact message.
- **The environment**: version, PHP version, engine (Velocity, Apache or nginx with PHP-FPM, FrankenPHP), database, design. **Setup** > **System information** > **Copy report as text** or `./console exp:info --plain --no-logo` give a summary that leaves out passwords, keys and server paths.
- **Log lines** around the time, cleaned of anything private.
- **A screenshot** if it helps, with no private data visible.

What never goes into an issue

Passwords, keys, session cookies, database addresses, or the personal data of customers or users (When something goes wrong).

After you file it

- Answer questions from maintainers; an issue that cannot be reproduced is often closed.
- If you find a workaround, add it to the issue.
- If you can, send the fix: "With the code installed as Git clones, a fix is a branch in your fork and a pull request away" (When something goes wrong). Mention the issue (`Fixes #123`) in the pull request.
- When a release fixes it, confirm in the issue.

Related pages

- Contributing as a community member
- Reporting bugs well
- Testing and reporting bugs
- Reporting problems

- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

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