GitHub issues

How a site owner follows and files issues in Exponential's public GitHub trackers - which tracker is for what, how to search, what a good issue holds, what never to post, what to expect, and how a fix reaches your site.

Source file: `doc/eng-us/help/customers/healthy/github-issues.md` Last changed 2026-11-04
https://doc.exponential.earth/learninminutes/exphelp/viewer/help/customers/healthy/github-issues.md

Exponential is developed in the open on GitHub. Bugs and requests are tracked in public issue trackers, which anyone can read and anyone with a free GitHub account can write to. This page explains how your team uses them: to check whether a problem is known, to follow a fix, and to report a new bug.

The trackers

Tracker	For
Exponential (the software)	Errors in the kernel, the administration, the bundled extensions and the documentation
Exponential Velocity	Errors of the Velocity application server: starting, workers, its response cache, HTTPS
Exponential project and community	The project, the website, the ecosystem, and everything that is not an error in software
An extension's own repository	Errors in an extension that has one; the help's report page lists them

Source: `settings/exphelp.ini` `[IssueTrackers]` and When something goes wrong.

Before filing: search

Search the tracker for words from the error message or the feature. "If the problem is already known, add what you know to that issue instead of opening a new one" (When something goes wrong). Following an existing issue on GitHub lets you see when it is fixed.

What a good issue holds

From When something goes wrong:

- **A short title** that names the problem.
- **What you did**, step by step, so someone else can make it happen again.
- **What you expected**, and **what happened instead**, with the exact message.
- **The environment**: Exponential version, PHP version, web server, database, administration design. The help report page and **Setup > System information** (**Copy report as text**) give a summary without passwords, keys and server paths.
- **Log lines** around the time, with anything private removed.

The help's report page drafts such an issue for you (The help report page).

Not every surprise is a bug: some behavior is deliberate or open to interpretation, and other

sites depend on it. An issue asking to change such a negative feature needs a clear justification and may take several rounds of discussion; asking for an option rather than a new default helps.

Never post

- Passwords, keys, session cookies, database addresses.
- Personal data of customers or users, including in screenshots and log lines.
- A security problem. Those go privately to security@se7enx.com (Private security reports).

What to expect

- **No promised answer time.** Free help "depends on the time people give, so nobody promises an answer time" (When something goes wrong). If you cannot wait, paid support from 7x is the route the project's support page names (Getting support).
- **A fix reaches you in a release.** Fixes are made on the maintained line and published with the next release; a published version is never changed (`SECURITY.md`). Your provider then applies that release (How updates work).
- **You can help.** A precise reproduction, a test on the development line, or a fix sent as a pull request speeds things up; "Mention the issue in the pull request (for example `Fixes #123`) so both are linked" (When something goes wrong, Develop with Git).

Who files for your organization

Usually your administrator or partner files the issue, after they confirmed the problem is in the software and not in your site's setup. Ask them to send you the link, and keep it in your notes for the problem. A partner of the program can also use partner support tickets (Filing bugs as a partner).

Feature requests

A wish for a new feature is also an issue, in the software tracker or, for anything about the project, the community tracker. Describe the need, not only the solution. If the feature matters to your business, sponsoring it is a documented route (Feature requests and sponsored features).

Related pages

- Reporting problems
- Working with 7x and the project
- Contribute to the project
- Free documentation: this page is free to copy, translate and improve under the GNU FDL 1.3.

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