



## **The Handbook**

### **Codex**

[http://codex.wordpress.org/Submitting\\_Bugs](http://codex.wordpress.org/Submitting_Bugs)

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# Submitting Bugs

Every application has [bugs](#). Whether you see them or not, they're there. And as long as humans write code, there will continue to be errors in software. Some errors are trivial, some are critical, but no bug heralds the end of an application's development — in fact quite the contrary: In open source projects in particular, community participation is essential to continued development. Without users like you providing feedback, [WordPress](#) would be hard pressed to make improvements the way it does.

All types of feedback — whether they're genuine bugs or feature requests — are submitted the same way. Read on to learn how to submit bugs and issues for WordPress.

## ***Reporting security issues***

While we try to be proactive in preventing security problems, we do not (arrogantly) assume they'll never come up. If you believe you've found a security problem in a release of WordPress please send mail to `security` at the `WordPress.org` domain and we'll do our best to address it as soon as possible.

It is standard practice to notify the vendor (the WordPress developers, in this case) of a security problem before publicizing so a fix can be prepared and public damage due to the vulnerability is minimized.

## ***A note about plugin bugs***

Instructions on this page apply only to bugs in the WordPress core, and do not apply to bugs in plugins.

Plugins which reside in the official [WordPress Plugin Repository](http://dev.wp-plugins.org/) (<http://dev.wp-plugins.org/>) have a [separate bug tracking system](http://dev.wp-plugins.org/report) (<http://dev.wp-plugins.org/report>) from the WordPress core. [Separate instructions](http://dev.wp-plugins.org/wiki/TracTickets) (<http://dev.wp-plugins.org/wiki/TracTickets>) are available for using that system.

For plugins which do not reside in the official repository, check the documentation that came with the plugin for instructions on where to submit bugs. If no bug submitting information came with your plugin, you'll need to contact the plugin author directly.

## ***Before you submit***

With large projects like WordPress, so many users submit bugs that there's a good chance your bug has already been submitted. Because of this, it's very important to check to be sure it's not already in the system before you submit it.

1. Search for your bug or feature request in the [list of open and resolved bugs](http://trac.wordpress.org/report/1) (<http://trac.wordpress.org/report/1>).
  - If your issue has already been addressed there, please do not report a duplicate bug. If you have further information to contribute, add a Bugnote to the bug that already exists.

- If your issue is similar, but not quite the same as another issue, you may decide whether to add a Bugnote to the similar issue, or submit a new report. It can be difficult to decide whether your issue warrants a new submission, but in general if you just have more information to contribute to a current, open issue, simply add a Bugnote to that issue. If you have a different enough issue, or if you are experiencing a recurrence of an issue that was previously resolved, submit a new bug.
2. Read the following guidelines on [How to Report Bugs Effectively](http://www.chiark.greenend.org.uk/~sgtatham/bugs.html) (<http://www.chiark.greenend.org.uk/~sgtatham/bugs.html>). This is a very informative article, and following the practices outlined there will go a long way toward making the bug reporting system more effective.

## ***Submitting your bug***

[Trac](http://trac.wordpress.org/) (<http://trac.wordpress.org/>) is the name of the official WordPress bug tracker. It uses the open source bug tracking software [Trac](http://projects.edgewall.com/trac/) (<http://projects.edgewall.com/trac/>) which is a product from [Edgewall Software](http://www.edgewall.com/) (<http://www.edgewall.com/>). Follow these steps for creating a good bug report in Trac, and also refer to the [Trac Ticket documentation](http://trac.wordpress.org/wiki/TracTickets) (<http://trac.wordpress.org/wiki/TracTickets>):

1. Wordpress Trac will authenticate your login using your [support forum](http://support.wordpress.org) (<http://support.wordpress.org>) username and password. If you do not already have an account at the support forums, [register](http://wordpress.org/support/register.php) (<http://wordpress.org/support/register.php>) so that you can login to Trac. This is essential for communication about your bug, since the developers may need more information from you after you submit.
2. Once you've logged in to Trac, click [New Ticket](http://trac.wordpress.org/newticket) (<http://trac.wordpress.org/newticket>) to view the bug reporting page. Prior to submitting a bug, [view the existing tickets](http://trac.wordpress.org/report/1) (<http://trac.wordpress.org/report/1>) to make sure your bug is not already listed.
3. To submit a new bug, fill in the following fields on the new ticket page:

1. Your email or username

Since you are logged in, this should already display your support forum username.

### **Short Summary**

Make the summary short but informative and accurate, this is the description that will be displayed in search results.

### **Description**

Fill in a full description of your bug or feature request. The more information here the easier it will be for developers to correct the issue and the less questions there will be back to you requesting further information. Include everything you know about the bug, such as error reports and try to include an example of the bug in action (ie. a URL), and the steps it takes to reproduce it. Also include information about your platform, such as operating system, PHP version, MySQL version etc. The better your description, the better the chances of having the bug resolved in a neat and quick fashion.

### **Ticket Properties**

#### **Component**

select the relevant component of Wordpress where the bug was found

#### **Version**

The version of Wordpress where the bug was found. You can find the

version number of Wordpress in the footer of the admin panel.

**Severity**

The *significance* of the issue. Select a severity based on how critical you consider the issue to be. If in doubt, leave this option as *Normal*.

**Keywords**

Keywords that will make it easier for developers to find the bug, and identify the areas it affects. An example might be 'posting' for a bug involving the posting mechanism in Wordpress.

**Priority**

As with severity, you will need to decide on a priority for the issue. This is how urgent the bug is. Unless it is a critical bug, this is best left to the default as developers will usually rank the bugs priority.

**Milestone**

By what version this issue should be resolved, at the latest. Again this is usually an option that Wordpress developers will alter and decide on, unless the bug is severe.

**Assign to**

If you know of the developer who is responsible for the code that the bug is in, place their username or email address here. This is optional and could speed up developer attention to the bug.

**CC**

Who the bug should be copied to, as with assigning the bug to a developer, if you wish to attach other developers to the bug.

2. Click **Submit Ticket** (after previewing it). Then pat yourself on the back. (Even if you've already done so.)
3. As the bug's Reporter, you will automatically be notified by email any time a change is made to this report, or a note to the bug is added. Don't ignore these emails; any time a change is made, be sure to check the report for updates. Developers may need further information from you, and this is their only way of getting in contact with you.

## **Notes**

- The processing of your bug may require your participation. Please be willing and prepared to aid the developers in resolving the issue.
- Don't be upset if your bug gets resolved as "Not a bug" or "Won't fix." What seems like a bug to you may very well be a "feature."
- Thank you for contributing to the development of WordPress!