How to Report Bugs in LibreOffice

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Glad you made it here. You are about to make an important contribution to LibreOffice; a good bug report is very helpful for our developers. Below, you'll find some guidance to make this process easier.

Not all bugs go to Bugzilla

All dogs may go to heaven 🐶 , but some bug reports should be filed outside of Bugzilla. These include:

Class of Bugs	Where to file the bug
LibreOffice Extensions	With the extension author
TDF/LibreOffice Infrastructure (websites, mailing lists, etc..)	Redmine
Building LibreOffice	Development/Mailing List
LibreOffice Unit Tests	Development/Mailing List

Before you submit a bug

Confirm that it really is a bug.

Check for similar, existing bug reports ("duplicates").

* Go to Components, and select the appropriate component (or subcomponent).
* If you selected a component: Select the appropriate subcomponent, or Extended Help if you don't see the subcomponent on that page.
* If you selected Extended Help: Select the appropriate subcomponent, or [1] if you did not find or do not know the appropriate subcomponent.
* You will see a list of bugs with that subcomponent. At the bottom of the page, select "Edit Search". There, you can modify the search according to your needs.

If you find a bug report that concerns your problem, you can contribute to it. If you don't find a bug report that concerns your problem, file a new bug report.

If the bug only occurs on Ubuntu or is related to printing, go to #More Information. Otherwise, follow the instructions at #Submitting a bug.

Submitting a bug

Note: Please file a different bug report for a different bug. Even if the symptoms from user's point of view seem identical, different problems with different roots that appeared with different LibO versions might have to be fixed by different people, for different versions, and at different times. It is impossible to track that in a single bug report.

Go to Bugzilla.

1: Sign in

If you are prompted to sign in, log in with your Bugzilla account.

2: Component

In "Component", choose the component.

If you are not sure what component your problem is about, choose the Libreoffice component. Someone will come and change it later. (For more information about this, have a look at "BugTriage". If it is an urgent issue (broken parts, regression, etc), experienced users can assign it to one of the developers listed on the FindTheExpert page.)

3: Details

If there is a "Sub component" section: in that section, select the subcomponent.

- If you don't know the appropriate subcomponent, go to Components. On that page, click on the appropriate component. Read the descriptions of the all the subcomponents on the page of that component. If you don't see a suitable subcomponent, click on Extended Help, and read the descriptions of the subcomponents on *that* page.

Choose the version of the application in which the bug appeared. To check in LibreOffice, select Help ▶ About LibreOffice

In "Operating system" or "OS", choose the operating system.

If there is a "Hardware" section, fill it in.

If there is a "Severity" section, ignore that section unless you are experienced. Selecting "Blocker" will not make the bug fixed faster. If you want to know the definitions of the items in the Severity section, see this chart.

You can ignore the section "latest known-working version".

4: Description

Check in "possibly related Bugs" table on the bug-reporting page and additionally in the Duplicates Table to see whether the problem really has not been reported yet.

In the "Subject" section (also known as the Summary):

- Do not include information already known from the fields.
- Include the names of subcomponents from Components.

  - Make the subcomponents uppercase
  - If the subcomponent can be confused with parts of a word (for example, UI is part of the word q **ui**t), surround the subcomponent with square brackets
  - Use at most two subcomponents
  - Use subcomponents exactly identical to the letter, but you may integrate them into the subject line sentence like "WIKIHELP [UI] not available in all languages"

- Summarize the problem fairly precisely.

    - Bad example: "File is broken"

    - Better example: "Menu **File > Save as** not available (greyed out)"

- Avoid short forms like "doesn't" or "isn't" to ease queries for strings in the Summary; instead, use the full form, such as "does not" or "is not".

- If the problem written in the report is that LibreOffice *crashes* or stops responding ("hangs"), add the word **CRASH** to the Summary, so that these bugs can be tracked easily.

In the "Long Description" or "Description" section, give a lengthier factual description of the problem.

In the "Long Description" or "Description" section, list the steps to reproduce the bug.

- Use a numbered list

- State the exact method to make something happen. For example, instead of writing "Open document", write instead "In new empty LibO Spreadsheet document, use menu File > Open (LibO dialog) > file type "Text documents" > select attached sample document > double click"

In the "Long Description" or "Description" section: If you're using a pre-built LibreOffice on Linux, tell the exact versions of LibreOffice packages in your package management system. If you're using Windows, tell the exact filename of the installer, and from where downloaded.

- Including information about installed and used localization (UI language, document language) might be useful

- Include whether a 32-bit LibreOffice is used on a 64-bit (Linux) system

- Include the package source if it's not the official LibreOffice build

In the "Long Description" or "Description" section, write the expected behavior and the current behavior.

You can include an attachment, such as a screenshot or a sample document.

- If you create screenshots, switch the language to English before making the screenshot. You can do so in Tools ▸ Options ▸ Language Settings ▸ Languages.

- You can make screenshots more useful by adding comments and marking relevant areas with LibreOffice Draw.

- If you want to attach more than one screenshot, you should collect them all in one document (copy / paste to a LibreOffice Draw document) and attach as a PDF. Please add a short comment to each screenshot to tell what you want to demonstrate with it.

- If you attach a sample document that exhibits the bug you are reporing, please make the document as minimal as possible. For example, for Writer bugs, ideally just a single paragraph. And to make it easy to find the text from your document in debug tracing, use some very easily recognizable text, like AAAAAAAAAA $_2$ ZZZZZZZZZZ for a bug that is triggered by that $_2$ character.

- If you want to attach more than half a dozen documents, you should create a .zip file containing all documents and attach that .zip.

- If your attachment is too big to be attached in Bugzilla (bigger than 1 MB) you can use the Experimental upload page.

5: Submit

Click "Submit", and your report will be added to the Bugzilla database.

If Bugzilla seems daunting

Hint: If the Bugzilla bug tracking system seems daunting or too hard to understand, you should post your problem here:

Note that even if posting your problem on those channels, your goal should be to ultimately get a good bug report on bugzilla -- these channels might help you with that. Note in addition, that reporting problems on social media (Facebook, Twitter, G+ etc.) is not productive in general as it will rarely lead to a good bug report ending up in bugzilla (see also: 99 ways to ruin an open source project, top 5)

After you submit a bug

If nobody reviewed your report within appropriate time (24 hours for a critical bug, 14 days for an enhancement request), consider asking someone else to reproduce your bug report on the users@global.libreoffice.org mailing list or IRC channel `#libreoffice` connect via webchat.

There are a few things to be aware of about commenting to bugs:

- Please avoid posting "me too" comments, which contain no additionally useful information.
  The exception to this is when you comment on a bug that has been UNCONFIRMED so far. In that case, please provide reproduction steps (or confirm the ones given by the original reporter) and move the issue to status NEW. Note that if there are no clear reproduction steps, the issue might quickly move back to NEEDINFO, so finding a good and simple reproduction scenario is essential.
- Please refrain from adding comments along the line of "we have 1000 seats here and only this bug prevents us from migrating", as it contains no additional information relevant to the QA or priority of the issue.
  Note that LibreOffice is OpenSource and your help in fixing issues that are relevant to your particular situation is most welcome. You can do any of the following:
  - Employ and/or teach your own developers to work on LibreOffice - we are most happy to mentor them, see the developer's pages
  - Fund individuals or companies to work on specific issues - see the list of certified developers
  - Contact The Document Foundation to help you if you have only small amount of funding, and want to collaborate, coordinate or pool your resources with others in the same situation to fund specific fixes or enhancements.

Good Reports

Minimum requirements

1. OS/LibreOffice version;
2. Enumerated reproducible steps;
3. **Simple** attachments where appropriate;
4. Observed/Expected results

Good Examples

- tdf#85004 - Writer: Crash when clicking the Reminder icon on the Navigation toolbar
- tdf#87907 - DIALOG: Page preview in print dialog refreshes when opening print details
- tdf#74839 - EDITING: Position of connectors connected to a group aren't updated when editing group content

Examples of Less Good Reports

Reports can be less than ideal for a number of reasons. Below are some of the common problems:

Paragraphs of Text

Describing a bug report in paragraphs of text is one of the most common problems. Developers do not have the time to read paragraphs of text. Clear, succinct, enumerated steps are always better.

One Report, Five Bugs

One report should **only** have a single bug in it. Grouping bugs, or listing a whole list of issues with a single document, is utterly unhelpful. In order to find developers to tackle issues, it's best to give them a single issue to focus on, they are unlikely to take on a bug that has multiple issues listed

Missing Details/Steps

All bug reports should have **at minimum**: (1) your Operating System and version of LibreOffice; (2) clear reproducible steps; (3) expected results; (4) observed results; (5) a simple attachment where appropriate.

Adding Superfluous Information

Adding a lot of extra details that aren't relevant is another very common problem. Examples include:

1. "This is a blocker"
2. "I can't use LibreOffice because of this bug"
3. "LibreOffice sucks (or any variation of that)"
4. A long list of reasos why it's a blocker
5. I'm going to start using your competitor unless you fix it

Complex Attachments

Attachments should be as simple as possible, take the time to prune your examples to the bare minimum. This helps tremendously in diagnosing problems.

Assuming Contributors Know Everything

Do not assume contributors know what you're talking about. Describe your steps clearly, each step of the way.

More Information