

Issue reporting rules:

Before reporting an issue:

- 1) **Check upstream to find out if this issue has been reported.** Trisquel GNU/Linux is based off Ubuntu and even further upstream Debian. Bugs in either of these distros often make their way down into Trisquel. If the issue is in a specific package also check that program's issue tracker if one is available.
 - Check Ubuntu's issue tracker (<https://bugs.launchpad.net/ubuntu>)
 - Check Debian's issue tracker (<http://www.debian.org/Bugs/>)
 - Check the package's issue tracker if one exists
- 2) **Check Trisquel's issue tracker to make sure this issue has not been reported already.** Unfortunately Trisquel does not have the level of manpower other more popular distributions have. Try to avoid duplicate bugs for this reason so that volunteers and developers waste less time on duplicates.
- 3) **Make sure the issue tracker is the appropriate place to report your issue.** Not all issues are best suited for the issue tracker. For example, most support issues are best addressed on the forums (<https://trisquel.info/en/forum>). Secondly, upstream resources may be better equipped to support your request. For example, The Document Foundation may be better suited to help users with LibreOffice (<https://www.libreoffice.org/get-help/>) than Trisquel.
 - Direct issues to the areas best suited to respond (e.g. forums for support requests)
 - Seek upstream documentation/assistance for help with specific packages.
- 4) **Please understand the types of issues we can't and won't fix.** Due manpower constraints there are certain types of bugs/requests that we can't fill. These bugs will be marked as “won't fix” if reported. Examples include:
 - I'd like the package *foobar* to be in the repository.
 - I want a *\$usage* oriented version of the distro.
 - I want the *foo* package translated to the *bar* language.
 - I want this version of *foo* to be updated/backported.

When reporting an issue:

1. **Report bugs upstream and only report bugs on packages contained in the default Trisquel installs.** Trisquel contains over 15,000 source packages and virtually all of them contain bugs. Due to lack of developers and volunteers we can only work on bugs on packages that are included in the default Trisquel install. Bugs in other programs or packages should be reported upstream. For example if a issue occurs in VLC it should be reported to them (<https://trac.videolan.org/vlc/>) and not us. You will also most likely see a quicker response to

your issue that way.

- Only report bugs on the default packages included in Trisquel.
 - Do not hesitate to send issue reports directly upstream to the program maintainers.
 - Only report bugs specific to Trisquel. If it occurs in Ubuntu as well report it to Ubuntu.
- 2. Describe the issue clearly.** The more information the better. Describe relevant information such as what version of Trisquel you are using, edition (e.g. mini, pro), and software version for any packages. Hardware information may also be useful. As clearly as possible explain the problem and the steps needed to reproduce it. The expected results compared to what actually happens will help volunteers and developers greatly. A descriptive title is also useful. For example “Package foo crashed when playing x video” is much better than “my program crashed please help”.
- 3. Select an appropriate priority for the issue.** Volunteers and developers use an issue's priority to determine which bugs to fix first and the bugs importance. Marking a non-urgent issue as “critical” hampers these efforts. Some general guidelines include:
- Bugs that violate the GNU Project's Guidelines for Free System Distributions are always “critical”
 - A technical “critical” issue is one that causes Trisquel not to function or have a serious flaw.
 - A normal issue is one that may affect a specific program or part of Trisquel. It may not be enough to crash the operating system but is an issue. It should be noted that an issue with a specific package may be “critical” in reference to that package but it is “normal” as far as Trisquel is concerned. For example, a critical issue in GIMP (GNU Image Manipulation Program) that causes it to crash is not a critical Trisquel issue. This is because while the issue is critical to that specific program it is not critical to the operating system.
 - A minor issue is one that may cause minor annoyances. These may be things like spelling or grammatical errors. They may also be bugs that do not have a major impact on the operating system.
- 4. Try to submit a solution to the problem along with the issue report.** Users submitting solutions with their issues greatly help the project. Users can do this in many ways. Examples include: writing patches, fixing wiki-pages, writing package-helpers (<https://trisquel.info/en/wiki/package-helpers>). However, freedom-related bugs should be reported regardless (e.g. submitter does not know how to program).
- Submit package-helpers and patches along with issue reports if possible.
 - Research a solution if possible. Link to any third-party websites with information on solutions.
 - Mark bug status: patch (review | needs work | ...)
- 5. While not required, if possible report bugs in English.** Most Trisquel developers and volunteers speak English. Issues are more likely to be addressed quickly if they are in English. However, submitting an issue in a language other than English is not frowned upon in any way.

Sample Bug Report Template:

Title: Abrowser crashes when playing <website> video using gnash (descriptive title)

System Information

- Hardware information (if relevant to bug)
- Software information relevant to issue. Examples:
 - Abrowser 12.0
 - Trisquel 5.5 x86
 - Gnash 0.8.10
 - Linux-Libre 3.0.0-20-generic

Packages the bug affects:

- abrowser (<http://packages.trisquel.info/brigantia-updates/abrowser>)
- gnash (<http://packages.trisquel.info/brigantia/gnash>)

Steps to reproduce:

1. Open abrowser
2. Visit <website>
3. Play video titled “x” on video page
4. abrowser crashes with error message: <error message>

Expected results:

- Video plays properly in abrowser

Upstream bugs:

- Mozilla Bug #1234
- Gnash Bug #1234
- Ubuntu Bug #1234

Resolution information:

After researching this issue according to <this website> it seems that this is due to a regression in abrowser caused when it was updated to the latest version. A possible work around can be downgrading to version 11. The changelog for abrowser can be found here (http://packages.trisquel.info/changelogs/pool/main/f/firefox/firefox_12.0+build1-Uubuntu0.11.10.1+5.5trisquel6/changelog). The issue seems to be related to when <x> was changed in abrowser.