

# FaultReporting

## Reporting faults

Please make sure you have read the manual. Some faults may be due to incorrect usage. If you are sure you have found a bug, please check first whether anyone else has reported it in Bugzilla. If not, it may be worth posting a question on the user list - someone else may have had a similar problem.

But please don't post entire log files or large test plans.

## Information to provide

As a minimum, please provide JMeter, Java and OS version information. Also describe the steps needed to create the problem.

Does it happen all the time? Does it happen in non-GUI and client-server mode as well as GUI mode?

## Creating testcases

Make sure that any test case can be run using publicly available resources. The Java Sampler is useful for this, as it does not need a server. Of course it is not much use for reporting problems with other samplers. But it is fine for testing just about any other aspect of JMeter.

## Uploading files

Bugzilla allows files to be uploaded, but you must create an issue first. It is helpful to include:

- Description of how to reproduce the bug
- jmeter.log file
- jmeter.properties file if you have made any changes to it
- test script(s)

**Please ensure that you obfuscate any sensitive information before uploading any files**

## Useful reading

- <http://www.catb.org/~esr/faqs/smart-questions.html> - asking questions the smart way
- <http://www.chiark.greenend.org.uk/~sgtatham/bugs.html> - comments on how (or how not) to report bugs