

**Wikiprint Book**

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## Bug Report

We do our very best to deliver you stable and feature-rich software. Yet, issues will occasionally not be caught by our tests; we're a small team, and the software can be used in many different ways for a wide range of purposes. Bug reports are best ways to inform us of unexpected behaviour of the EwE software 6, or to submit suggestions for improvement of the software.

### Pending tickets

All tickets opened since the start of the EwE6 project in 2006 can be found [here](#).

### Reporting new tickets

Please [search the list of open tickets](#) before you [report a new ticket](#); people may have already addressed the same issue. If you do not have user name and password access to the ticket system you can either report the ticket by email, or request a bug tracker account.

### Best practices

Reporting errors via a ticketing system such as Trac is quite a straight-forward process if a few simple rules are kept in mind. A good bug report ticket needs to have:

- i. A concise but informative title that explains the essence of the problem
- ii. The version number of EwE that caused the problem
- iii. A list of steps explaining how to reproduce the bug
- iv. Lastly, a sentence on what was experienced instead of the expected behaviour
- v. Specific data may have to be attached to the ticket if the error only appears using that data

An example for a reasonably good bug report is [ticket #1240](#).