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Bug report writing guidelines

If you need help with Mozilla software (for example with Firefox, Seamonkey or Thunderbird), use one of the available [support options](#). Do not edit this page!

This page assumes you'd like to contribute to the Mozilla project by collecting enough information to enter a useful bug report in Bugzilla, the Mozilla bug tracking system. Thank you!

If you're new to reporting bugs, you may want to try getting help from the more experienced contributors. See the Community section on the [QA](#) page for pointers. If you're going to report a Firefox bug, you can also get assistance in the [#firefox](#) channel on [irc.mozilla.org](#). For other projects (e.g., Thunderbird, SeaMonkey) you can find the appropriate channel on [IRC](#).

How to report a bug

Open a new bug report for each issue!

So an effective bugfix workflow will be completed for each issue.

Other details you should heed

1. Figure out the **steps to reproduce a bug**:
 - If you have [precise steps to reproduce](#) — great! — you're on your way to reporting a useful bug report.
 - If you can reproduce occasionally, but not after following specific steps, you must provide [additional information](#) for the bug to be useful.
 - If you can't reproduce the problem, there's probably no use in reporting it, unless you provide unique information about its occurrence.
2. Make sure your software is up to date. Ideally, test an in-development version to see whether your bug has already been fixed (e.g. [Firefox Beta](#), [Aurora](#), or bleeding-edge [Nightly](#)).
3. When reporting a Firefox bug, first check if you can reproduce the bug in a [new Firefox profile](#). If the bug only happens in your existing profile, try to figure out what [settings](#)



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