

available support options. Do not edit this page.

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.

See also How to write a proper bug.

Effective bug reports are the most likely to be fixed. These guidelines explain how to write such reports.

## Preliminaries

- 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).
- Search Bugzilla to see whether your bug has already been reported (tutorial).
- Open the Enter a new bug form, which will guide you through most of the bug reporting process.
  - If you have multiple issues, please file separate bug reports.

## Writing precise steps to reproduce

How can a developer reproduce the bug on his or her own computer?

Steps to reproduce are the **most important part of any bug report**. If a developer is able to reproduce the bug, the bug is very likely to be fixed. If the steps are unclear, it might not even be possible to know whether the bug has been fixed.

Describe your method of interacting with Firefox in addition to the intent of each step.

- Imprecise: "Open Gmail in another window".
- Precise: "Press Cmd+N to open a new browser window, then type <https://mail.google.com/> in the address bar and press Enter".

After your steps, precisely describe the observed result and the expected result. Clearly separate facts (observations) from speculations.

- Imprecise: "It doesn't work"
- Precise: "Instead of showing my Inbox, it shows the message 'Your browser does not support cookies (error -91)'."

If the bug seems egregious, there might be something unusual about your setup that's a necessary part of the steps to reproduce the bug. See 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, extensions, or files in your profile are needed to reproduce the bug.

- What if my bug seems "random" or "intermittent"?

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1. **Make sure your software is up to date.**
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