Issues

Asking for general help

Because the level of activity in the `nodejs/node` repository is so high, questions or requests for general help using Node.js should be directed at the Node.js help repository.

Discussing non-technical topics

Discussion of non-technical topics (such as intellectual property and trademark) should be directed to the Technical Steering Committee (TSC) repository.

Submitting a bug report

When opening a new issue in the `nodejs/node` issue tracker, users will be presented with a choice of issue templates. If you believe that you have uncovered a bug in Node.js, please fill out the `Bug Report` template to the best of your ability. Do not worry if you cannot answer every detail; just fill in what you can.

The two most important pieces of information we need in order to properly evaluate the report is a description of the behavior you are seeing and a simple test case we can use to recreate the problem on our own. If we cannot recreate the issue, it becomes impossible for us to fix.

In order to rule out the possibility of bugs introduced by userland code, test cases should be limited, as much as possible, to using *only* Node.js APIs. If the bug occurs only when you're using a specific userland module, there is a very good chance that either (a) the module has a bug or (b) something in Node.js changed that broke the module.

See How to create a Minimal, Complete, and Verifiable example.

Triaging a bug report

Once an issue has been opened, it is common for there to be discussion around it. Some contributors may have differing opinions about the issue, including whether the behavior being seen is a bug or a feature. This discussion is part of the process and should be kept focused, helpful, and professional.

The objective of helping with triaging issues (in core and help repos) is to help reduce the issue backlog and keep the issue tracker healthy, while enabling newcomers another meaningful way to get engaged and contribute.

Anyone with a reasonable understanding of Node.js programming and the project's GitHub organization plus a few contributions to the project (commenting on issues or PRs) can apply for and become a triager. Open a PR on the README.md of this project with: i) a request to be added as a triager, ii) the motivation for becoming a triager, and iii) agreement on reading, understanding, and adhering to the project's Code Of Conduct.

The triage role enables the ability to carry out the most common triage activities, such as applying labels and closing/reopening/assigning issues. For more information on the roles and permissions, see "Permission levels for repositories owned by an organization".