

- MySQL Enterprise Server
- MySQL Enterprise Monitor
- Monthly Rapid Updates and Quarterly Service Packs
- MySQL Knowledge Base
- 24x7 Technical and Consultative Support

MySQL Enterprise is available in multiple tiers, giving you the flexibility to choose the level of service that best matches your needs. For more information, see [MySQL Enterprise](#).

1.6 How to Report Bugs or Problems

Before posting a bug report about a problem, please try to verify that it is a bug and that it has not been reported already:

- Start by searching the MySQL online manual at <https://dev.mysql.com/doc/>. We try to keep the manual up to date by updating it frequently with solutions to newly found problems. In addition, the release notes accompanying the manual can be particularly useful since it is quite possible that a newer version contains a solution to your problem. The release notes are available at the location just given for the manual.
- If you get a parse error for an SQL statement, please check your syntax closely. If you cannot find something wrong with it, it is extremely likely that your current version of MySQL Server doesn't support the syntax you are using. If you are using the current version and the manual doesn't cover the syntax that you are using, MySQL Server doesn't support your statement.

If the manual covers the syntax you are using, but you have an older version of MySQL Server, you should check the MySQL change history to see when the syntax was implemented. In this case, you have the option of upgrading to a newer version of MySQL Server.

- For solutions to some common problems, see [Section B.3, “Problems and Common Errors”](#).
- Search the bugs database at <http://bugs.mysql.com/> to see whether the bug has been reported and fixed.
- You can also use <http://www.mysql.com/search/> to search all the Web pages (including the manual) that are located at the MySQL website.

If you cannot find an answer in the manual, the bugs database, or the mailing list archives, check with your local MySQL expert. If you still cannot find an answer to your question, please use the following guidelines for reporting the bug.

The normal way to report bugs is to visit <http://bugs.mysql.com/>, which is the address for our bugs database. This database is public and can be browsed and searched by anyone. If you log in to the system, you can enter new reports.

Bugs posted in the bugs database at <http://bugs.mysql.com/> that are corrected for a given release are noted in the release notes.

If you find a security bug in MySQL Server, please let us know immediately by sending an email message to [<secalert_us@oracle.com>](mailto:secalert_us@oracle.com). Exception: Support customers should report all problems, including security bugs, to Oracle Support at <http://support.oracle.com/>.

To discuss problems with other users, you can use the [MySQL Community Slack](#).