

Writing a good bug report takes patience, but doing it right the first time saves time both for us and for yourself. A good bug report, containing a full test case for the bug, makes it very likely that we will fix the bug in the next release. This section helps you write your report correctly so that you do not waste your time doing things that may not help us much or at all. Please read this section carefully and make sure that all the information described here is included in your report.

Preferably, you should test the problem using the latest production or development version of MySQL Server before posting. Anyone should be able to repeat the bug by just using `mysql test < script_file` on your test case or by running the shell or Perl script that you include in the bug report. Any bug that we are able to repeat has a high chance of being fixed in the next MySQL release.

It is most helpful when a good description of the problem is included in the bug report. That is, give a good example of everything you did that led to the problem and describe, in exact detail, the problem itself. The best reports are those that include a full example showing how to reproduce the bug or problem. See [Section 5.9, “Debugging MySQL”](#).

Remember that it is possible for us to respond to a report containing too much information, but not to one containing too little. People often omit facts because they think they know the cause of a problem and assume that some details do not matter. A good principle to follow is that if you are in doubt about stating something, state it. It is faster and less troublesome to write a couple more lines in your report than to wait longer for the answer if we must ask you to provide information that was missing from the initial report.

The most common errors made in bug reports are (a) not including the version number of the MySQL distribution that you use, and (b) not fully describing the platform on which the MySQL server is installed (including the platform type and version number). These are highly relevant pieces of information, and in 99 cases out of 100, the bug report is useless without them. Very often we get questions like, “Why doesn't this work for me?” Then we find that the feature requested wasn't implemented in that MySQL version, or that a bug described in a report has been fixed in newer MySQL versions. Errors often are platform-dependent. In such cases, it is next to impossible for us to fix anything without knowing the operating system and the version number of the platform.

If you compiled MySQL from source, remember also to provide information about your compiler if it is related to the problem. Often people find bugs in compilers and think the problem is MySQL-related. Most compilers are under development all the time and become better version by version. To determine whether your problem depends on your compiler, we need to know what compiler you used. Note that every compiling problem should be regarded as a bug and reported accordingly.

If a program produces an error message, it is very important to include the message in your report. If we try to search for something from the archives, it is better that the error message reported exactly matches the one that the program produces. (Even the lettercase should be observed.) It is best to copy and paste the entire error message into your report. You should never try to reproduce the message from memory.

If you have a problem with Connector/ODBC (MyODBC), please try to generate a trace file and send it with your report. See [How to Report Connector/ODBC Problems or Bugs](#).

If your report includes long query output lines from test cases that you run with the `mysql` command-line tool, you can make the output more readable by using the `--vertical` option or the `\G` statement terminator. The `EXPLAIN SELECT` example later in this section demonstrates the use of `\G`.

Please include the following information in your report:

- The version number of the MySQL distribution you are using (for example, MySQL 5.7.10). You can find out which version you are running by executing `mysqladmin version`. The `mysqladmin` program can be found in the `bin` directory under your MySQL installation directory.
- The manufacturer and model of the machine on which you experience the problem.