## Getting Help

If you encounter any issues installing or using NetBox, try one of the

following resources to get assistance. Please \*\*do not\*\* open a GitHub issue

except to report bugs or request features.

### Mailing List

We have established a Google Groups Mailing List for issues and general

discussion. This is the best forum for obtaining assistance with NetBox

installation. You can find us [here](https://groups.google.com/forum/#!forum/netbox-discuss).

### Slack

For real-time discussion, you can join the #netbox Slack channel on [NetworkToCode](https://slack.networktocode.com/).

## Reporting Bugs

\* First, ensure that you're running the [latest stable version](https://github.com/netbox-community/netbox/releases)

of NetBox. If you're running an older version, it's possible that the bug has

already been fixed.

\* Next, check the GitHub [issues list](https://github.com/netbox-community/netbox/issues)

to see if the bug you've found has already been reported. If you think you may

be experiencing a reported issue that hasn't already been resolved, please

click "add a reaction" in the top right corner of the issue and add a thumbs

up (+1). You might also want to add a comment describing how it's affecting your

installation. This will allow us to prioritize bugs based on how many users are

affected.

\* When submitting an issue, please be as descriptive as possible. Be sure to

provide all information request in the issue template, including:

\* The environment in which NetBox is running

\* The exact steps that can be taken to reproduce the issue

\* Expected and observed behavior

\* Any error messages generated

\* Screenshots (if applicable)

\* Please avoid prepending any sort of tag (e.g. "[Bug]") to the issue title.

The issue will be reviewed by a maintainer after submission and the appropriate

labels will be applied for categorization.

\* Keep in mind that we prioritize bugs based on their severity and how much

work is required to resolve them. It may take some time for someone to address

your issue.

\* For more information on how bug reports are handled, please see our [issue

intake policy](https://github.com/netbox-community/netbox/wiki/Issue-Intake-Policy).

## Feature Requests

\* First, check the GitHub [issues list](https://github.com/netbox-community/netbox/issues)

to see if the feature you're requesting is already listed. (Be sure to search

closed issues as well, since some feature requests have been rejected.) If the

feature you'd like to see has already been requested and is open, click "add a

reaction" in the top right corner of the issue and add a thumbs up (+1). This

ensures that the issue has a better chance of receiving attention. Also feel

free to add a comment with any additional justification for the feature.

(However, note that comments with no substance other than a "+1" will be

deleted. Please use GitHub's reactions feature to indicate your support.)

\* Due to a large backlog of feature requests, we are not currently accepting

any proposals which substantially extend NetBox's functionality beyond its

current feature set. This includes the introduction of any new views or models

which have not already been proposed in an existing feature request.

\* Before filing a new feature request, consider raising your idea on the

mailing list first. Feedback you receive there will help validate and shape the

proposed feature before filing a formal issue.

\* Good feature requests are very narrowly defined. Be sure to thoroughly

describe the functionality and data model(s) being proposed. The more effort

you put into writing a feature request, the better its chance is of being

implemented. Overly broad feature requests will be closed.

\* When submitting a feature request on GitHub, be sure to include all

information requested by the issue template, including:

\* A detailed description of the proposed functionality

\* A use case for the feature; who would use it and what value it would add

to NetBox

\* A rough description of changes necessary to the database schema (if

applicable)

\* Any third-party libraries or other resources which would be involved

\* Please avoid prepending any sort of tag (e.g. "[Feature]") to the issue

title. The issue will be reviewed by a moderator after submission and the

appropriate labels will be applied for categorization.

\* For more information on how feature requests are handled, please see our

[issue intake policy](https://github.com/netbox-community/netbox/wiki/Issue-Intake-Policy).

## Submitting Pull Requests

\* Be sure to open an issue \*\*before\*\* starting work on a pull request, and

discuss your idea with the NetBox maintainers before beginning work. This will

help prevent wasting time on something that might we might not be able to

implement. When suggesting a new feature, also make sure it won't conflict with

any work that's already in progress.

\* Once you've opened or identified an issue you'd like to work on, ask that it

be assigned to you so that others are aware it's being worked on. A maintainer

will then mark the issue as "accepted."

\* Any pull request which does \_not\_ relate to an accepted issue will be closed.

\* All major new functionality must include relevant tests where applicable.

\* When submitting a pull request, please be sure to work off of the `develop`

branch, rather than `master`. The `develop` branch is used for ongoing

development, while `master` is used for tagging stable releases.

\* All code submissions should meet the following criteria (CI will enforce

these checks):

\* Python syntax is valid

\* All tests pass when run with `./manage.py test`

\* PEP 8 compliance is enforced, with the exception that lines may be

greater than 80 characters in length

## Commenting

Only comment on an issue if you are sharing a relevant idea or constructive

feedback. \*\*Do not\*\* comment on an issue just to show your support (give the

top post a :+1: instead) or ask for an ETA. These comments will be deleted to

reduce noise in the discussion.

## Issue Lifecycle

New issues are handled according to our [issue intake policy](https://github.com/netbox-community/netbox/wiki/Issue-Intake-Policy).

Maintainers will assign label(s) and/or close new issues as the policy

dictates. This helps ensure a productive development environment and avoid

accumulating a large backlog of work.

The core maintainers group has chosen to make use of GitHub's [Stale bot](https://github.com/apps/stale)

to aid in issue management.

\* Issues will be marked as stale after 45 days of no activity.

\* Then after 15 more days of inactivity, the issue will be closed.

\* Any issue bearing one of the following labels will be exempt from all Stale

bot actions:

\* `status: accepted`

\* `status: blocked`

\* `status: needs milestone`

It is natural that some new issues get more attention than others. Stale bot

helps bring renewed attention to potentially valuable issues that may have been

overlooked.

## Maintainer Guidance

\* Maintainers are expected to contribute at least four hours per week to the

project on average. This can be employer-sponsored or individual time, with

the understanding that all contributions are submitted under the Apache 2.0

license and that your employer may not make claim to any contributions.

Contributions include code work, issue management, and community support. All

development must be in accordance with our [development guidance](https://netbox.readthedocs.io/en/stable/development/).

\* Maintainers are expected to attend (where feasible) our biweekly ~30-minute

sync to review agenda items. This meeting provides opportunity to present and

discuss pressing topics. Meetings are held as virtual audio/video conferences.

\* Official channels for communication include:

\* GitHub issues/pull requests

\* The [netbox-discuss](https://groups.google.com/forum/#!forum/netbox-discuss) mailing list

\* The \*\*#netbox\*\* channel on [NetworkToCode Slack](https://networktocode.slack.com/)

\* Maintainers with no substantial recorded activity in a 60-day period will be

removed from the project.