

Reporting bugs

Reporting OpenDNSSEC bugs is done via our [Issue Tracker](#) (JIRA) by creating a new issue (upper right corner) in the Support project and selecting the issue type Bug. For SoftHSM we track bugs on [GitHub](#).

Or bookmark this link to create new bugs in Jira: <http://bugs.opendnssec.org/>
SoftHSM



Bugs for SoftHSM are not reported here, but on [GitHub](#).

You will have to create an account in order to create issues.

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Be sure to supply as much information as possible to help us find the problem faster, we recommend you supply the following information:

- The operating system and distribution that you are using and what version it has.
- OpenDNSSEC version and if its a package or self compiled.
- SoftHSM version if its used and if its a package or self compiled.
- Output from `/var/log/syslog` at the time of the problem, please attach it as a file if its large.
- Configurations used at the time if your not prohibited by company policy or something else, please attach it as a file.
- Zone file used at the time, both unsigned and signed if you wish, if your not prohibited. Please attach it as a file.
- Stack traces from core dumps or valgrind output (see [How to get information from a segmentation fault](#)).
- `strace/dtrace` output logs if you made any, please attach as a file.

- **And the most important thing; Actions/steps you did to trigger and/or replicate the problem!**
This is so we can replicate the problem on our end and find a solution faster.

If you are unsure about creating an issue, feel free to post a message to our OpenDNSSEC user mailing list. You can subscribe to it at <http://lists.opendnssec.org/mailman/listinfo/opendnssec-user>.