

Wikiprint Book

Title: TicketGuidelines/NewTicketSummary

Subject: YAM - Yet Another Mailer - TicketGuidelines/NewTicketSummary

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Short guidelines for new tickets:

- no support questions here
- check whether the issue has already been reported. Use the [ticket search](#) for that
- check our [?online forum](#) and the [?FAQ site](#) for a possible solution to your problem
- no *vague* or one-line reports please! We need a detailed report that leads to a **reproducible** case.
- include a **step-by-step explanation** on how to reproduce that problem
- provide an email address (will not be publicly visible) or [register](#) an account
- *mandatory ticket fields*: summary, description, type, version, component, severity
- *don't touch ticket fields*: assign to, priority, milestone, keywords

For more information see the full version of the [ticket guidelines](#).