

Podcast Script: Submitting Bugs and Cases

Welcome to this 60-second Sugar snippet. My name is Susie Williams and today we're going to talk about cases and bugs ... when to file a case, when to file a bug, and who can file what.

Sugar commercial customers and partners, and open source users who have purchased Sugar Network, can log support cases with the Sugar Support team. Support cases are worked to resolution by the Sugar support team directly. It's part of the value of becoming a Sugar customer.

The entire Sugar open source community, as well as Sugar partners and customers, can submit bugs. Bugs are addressed by the Sugar development team based on priority and other factors. We talked about where your bug goes once it's been submitted in a previous podcast.

So if you're a Sugar customer or partner, or Open Source user that purchased Sugar Network, you may wonder when to submit a support case and when to submit a bug report.

Here are some guidelines to follow:

- Submit a support case if you have a **question** or if you need **technical assistance** about installing, configuring, or using Sugar, and if you have already reviewed the [documentation](#), [Sugar University](#), and the [Sugar Wiki](#),
- Submit a bug report if you have identified a **problem with Sugar that is consistently reproducible**, and is not specific to your environment or data.
- There's a special case regarding features. If you want to log a **feature request**, you should submit a [bug report](#) on bugs.sugarcrm.com, making sure the Type field says "Feature", not "Defect".

When in doubt, submit a support case. The SugarCRM support representatives can determine if your support case should result in a bug report, and will gladly file a bug report on your behalf when appropriate. In fact, we do this frequently. By linking your case to a bug, we tie the efforts of the Sugar Support and Development teams to quickly resolve your issue.

And that's your 60-second Sugar snippet. Goodbye!