New Relic Issue Tracker Code of Conduct

We expect all our New Relic Issue Tracker participants to agree to follow the behaviors and guidelines in this Code Of Conduct.

Effective August 31, 2022, in addition to the content below, your use of the New Relic Issue Tracker is subject to the New Relic Issue Tracker [Terms of Use](#).

The Issue Tracker is used for bug and feature requests that New Relic users can track publicly. Other questions, requests, and discussions may be appropriate for one of our other public forums. Contributions to the [New Relic Community Library](#) are subject to our [Community Terms](#) and the [Open Source Code of Conduct](#). Discussions in New Relic Explorers Hub are subject to our [Community Terms](#) and the [Explorers Hub Code of Conduct](#).

Participating in the New Relic Issue Tracker

The New Relic Issue Tracker is a place to publicly report a "Bug" or submit a "Feature Request." Our goal with the Issue Tracker is to create an information-filled resource where New Relic users can report or search for identified bugs or desired features within New Relic. With the Issue Tracker, users can search to see if tickets for the issues or features they are interested in already exist and can have visibility as to the status of those tickets. Public interest and visibility lends to the accountability of New Relic to (a) keep these requests up to date and (b) remain transparent as to our efforts to address the request or report.

While maintaining transparency and providing resources for these types of requests, New Relic also wants to ensure that its users feel welcome to participate in a resourceful environment that is free from inappropriate behavior and content.

To meet these goals, New Relic has created these Issue Tracker guidelines for all members to follow. These Issue Tracker guidelines are important, and will be enforced by New Relic moderators. They are also a work in progress, and may

evolve as the Issue Tracker grows. Finally, the guidelines are not exhaustive, so please act in good faith and follow the spirit of the guidelines at all times.

In the Issue Tracker, we hope to foster an environment that encourages participants to choose actions that reflect New Relic's values:

- Bold: Take risks to deliver ground-breaking innovation. Be courageous.
- Authentic: Be genuine, honest, and inclusive. You can be yourself at work.
- Accountable: Take pride in what you do and hold yourself to high standards. Deliver on your commitments.
- Passionate: Be inspired and inspire others. Make a difference.
- Connected: Build trusted, personal connections with each other. We are a team.

If New Relic staff decide that your behavior violates the spirit of these guidelines, we may remove your content or disable your use of the Issue Tracker at any time, with or without notice.

Though we will actively moderate the Issue Tracker, you may see objectionable content before it is taken down. Please report any problematic behavior per our [Issue Tracker Reporting Guidelines](#).

What to do in the New Relic Issue Tracker:

Treat your fellow issue Tracker members and New Relic staff with respect

Treat the Issue Tracker as a resource for bug reports and Feature Requests and help to keep discussion flowing on those topics in an appropriate manner.

Express your opinions in a considerate way

Flag inappropriate behavior to New Relic staff. For instructions on reporting inappropriate behavior in the Issue Tracker, please visit the [Issue Tracker Reporting Guidelines](#).

Follow particularly helpful or insightful content.

What *not* to do in the New Relic Issue Tracker:

Harass, intimidate, abuse, troll, or impersonate someone else through your use of the issue Tracker.

Use vulgar, obscene, inflammatory or hostile language.

Use the Issue Tracker in a way that prevents others from meaningfully participating.

Provide links to harmful, vulgar, or otherwise objectionable content.

Post or share Content in the Issue Tracker that you do not have the right to post

Use the Issue Tracker to phish or collect other people's information without their consent.

Use the Issue Tracker to defame or libel anyone or infringe the rights of others.

Post personally identifying information of yourself or others.

Share information that is sensitive or confidential to you, your employer, or others.

Use the Issue Tracker to engage in or discuss illegal activities

Advertise services or products

By accessing the Issue Tracker, you acknowledge that it is possible that you will be exposed to materials from others that you may consider offensive, indecent, or otherwise objectionable. Those views expressed in the Issue Tracker do not necessarily reflect New Relic's views. New Relic does not endorse content posted by you or others. Certain content from others may be incorrectly labeled, rated, or categorized.

Information not to post to a public ticket:

- License and API keys
- Credit card information
- Login credentials
- Phone numbers/email addresses
- Root passwords (or ANY password)
- Customer Data
- Account numbers or ID's from rpm.newrelic.com/accounts/account_id

- Logs, phpinfo pages, and code, that have not been reviewed for sensitive content
- Offers of help/services for a price
- Spammy recommendations of other services
- Malicious or harmful advice
- Posts that interfere with another customer's request for help in any way

If one of our support staff requires any of the above information from you in order to help with your issue, they will either create a private support ticket for you or reach out via a private comment in the Issue Tracker.

You are solely liable and responsible for how you use our issue Tracker, as well as your use of the Issue Tracker and any damages that may result from the disclosure of your content.

Support and Other Requests

The primary goal for the Issue Tracker is to allow New Relic customers to submit bug reports and Feature Requests so that the customer and public can track progress and improvements. It is not an appropriate platform for support requests, general troubleshooting, or open source projects.

If you are in need of New Relic support or troubleshooting for the New Relic observability platform, please seek support through your New Relic Support Plan or visit New Relic Explorers Hub. If you are contributing to a New Relic open source project, please visit our New Relic Community Library.