

Thank you for participating in the Limited Preview of the New Relic Issue Tracker. New Relic has decided not to launch the New Relic Issue Tracker as Generally Available (GA) and will be decommissioning the feature in a phased approach. Starting April 4, 2023, customers will no longer be able to submit new tickets to the Issue Tracker.

If you have already submitted a Feature Request or reported a Bug you will still be able to view or edit existing tickets until the decommission date of April 28, 2023. After April 28, 2023, the progress on the existing tickets in the Issue Tracker will be managed by your Account Team.



Submit an issue with the New Relic issue tracker

Learn how to submit feature requests and report bugs to the New Relic issue tracker at issues.newrelic.com.

We've made it easier than ever to send feature requests and report bugs directly to our expert engineers. You'll also get to check out what New Relic is working on. This guide provides a practical overview of working with our issue tracker.

Meet the issue tracker

Anyone with and without a New Relic account can view the public issues filed through our issue tracker, but only New Relic users can submit, vote, or comment

on an issue. Interested in becoming a customer? Check out our service offerings at newrelic.com

Using the email associated with your New Relic username, we'll notify you as your feature request or bug moves through our triage process. Although we can't promise we'll be able to address every feature request or bug that gets submitted, we're committed to performing an initial review of your issue within 10 business days.

Search and vote for issues

We want to hear from you. But more than that, we want to act on your suggestions. If seven people request the same feature in seven different tickets, that request runs the risk of falling through the cracks. To avoid that, you can search our issue library and **Vote on an issue**.

1. From the [issue tracker landing page](#), click on **Search** in the top navigation.
2. To search for a specific issue within a certain criteria, select **Search for issues** and use [Jira query language](#) (JQL) to make your search.
3. View submitted issues by selecting one of the quick filters at the bottom of the issues dropdown.
4. View your open issues by clicking **My open issues**.

If an issue already fits your needs, then click **Vote for this issue**. Additionally, you can leave comments on existing issues describing how a particular function can benefit your team. By using votes and comments, you let our teams know what's most important to you so they can consider if it can be put on our roadmap.

New Relic Issue Tracker

Dashboards Projects Issues Boards Plans Create

New Relic Public / NEWRELIC-4

The first feature request

Edit Add comment Assign More In Progress Planned Workflow

Details

Type: Feature Request

Priority: P4 - Medium

Affects Version/s: None

Component/s: None

Labels: None

Visibility: Public

Description

The first ever.

Attachments

Drop files to attach, or browse.

Activity

All Comments Work Log History Activity

Omid Azizi added a comment - 01/Jul/22 11:41 AM

!Private

Add comment

People

Assignee: Unassigned

Reporter: Omid Azizi

Votes: 0

Watchers: 3

Assign to me

Vote for this issue

Start watching this issue

Dates

Created: 23/Jun/22 10:14 PM

Updated: Yesterday 8:01 PM

Agile

Slack

Note: You cannot vote on issues in the closed state. If a feature request in the closed state is important to you, reopen the issue by creating a new feature request for evaluation.

Submit a feature request

Once you've determined that your feature request doesn't exist in our library, it's time to file a feature request issue.

Create Issue

Configure Fields

All fields marked with an asterisk (*) are required

Project*

New Relic Public (NEWRELIC)

Issue Type*

Feature Request

Summary*

Visibility*

Public

Setting the "Visibility" controls who can see the ticket and all of the information contained in the ticket.

- If you choose Public: anyone in the general public can view the ticket and its content. Please do not include any security issues, sensitive information, or information that you do not want to be visible to the general public.
- If you choose Private: the ticket and its contents will only be visible to New Relic and you.

Submission of certain types of content is prohibited in the New Relic Issue Tracker. For more information, see our [Public Issue Tracker Terms of Use and Code of Conduct](#).

Description*

Style

B I U A

Visual

Text

Attachment

Drop files to attach, or browse.

Level of Importance

None

Level of importance to the reporter.

Component/s

Start typing to get a list of possible matches or press down to select.

Github URL

Github Comment Id

Create another

Create

Cancel

issues.newrelic.com > Create: Fill out this form to submit a feature request

The below table defines the required fields needed to submit a feature request.

Field	Meaning
Project	Pre-populates with New Relic Public (NEWRELIC) . This is the only option.
Issue type	Select Feature Request .

Summary	A brief title for the feature request.
Visibility	Controls who sees the issue. To learn more about the different visibilities, see Private vs. public in a later section.
Description	The place to add more context. To learn more about writing a clear, concise description, see What is a clear, concise description? in a later section

Report a bug

Buggy behavior can be something as small as a minor inconvenience or something that impedes your team's productivity. While it's never ideal to encounter a bug, our issue tracker allows you to file a report as soon as you encounter a bug and track the progress of the outcome.

Create Issue

Configure Fields

All fields marked with an asterisk (*) are required

Project*

New Relic Public (NEWRELIC)

Issue Type*

Bug

Defect type*

None

The type of a defect/bug.

Summary*

Visibility*

Public

Setting the "Visibility" controls who can see the ticket and all of the information contained in the ticket.

- If you choose Public: anyone in the general public can view the ticket and its content. Please do not include any security issues, sensitive information, or information that you do not want to be visible to the general public.
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Visual

Text

Attachment

Drop files to attach, or [browse](#).

Component/s

Start typing to get a list of possible matches or press down to select.

Affects Version/s

Start typing to get a list of possible matches or press down to select.

Environment

For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).

Github URL

Github Comment Id

Create another

Create

Cancel

issues.newrelic.com > **Create:** Fill out this form to report a bug.

The below table defines the required fields needed to submit a bug.

Field	Meaning
Project	Pre-populates with New Relic Public (NEWRELIC) . This is the only option.
Issue type	Select Bug .
Summary	A brief title for the bug.
Visibility	Controls who sees the issue. To learn more about the different visibilities, see Private vs. public in a later section.
Description	The place to add more context. To learn more about writing a clear, concise description, see What is a clear, concise description? in a later section

After you submit an issue, you cannot delete or edit the information you've submitted. On the other hand, if you want to provide additional information, then you can leave comments or attach files.

Public vs. private visibility

You can make an issue public or private.

- Public issues are the default option, and their details are visible to anyone.
- Private issues are visible only to New Relic and the reporter. Make the issue private if you're including sensitive information, information you do not want to be shared with the public, or reporting a security bug. If you're uncertain

about the information, please review our Terms of Use and Code of Conduct.

- Change the visibility of a public ticket to private by adding `!Private` in a comment on your submitted ticket. You can only use this functionality to make a ticket private if you were the submitter of the ticket. If you were not the submitter of the ticket, please email issue-tracker-mod@newrelic.com to request that the ticket be made private.
- You cannot change a private ticket to public.

Because of how the issue tracker functions, we want to stress that if you are attaching additional context to an issue:

- Check that any proprietary, sensitive, and confidential info has been removed from screenshots or attachments.
- If there are these types of information in the screenshot or attachment, set the issue as Private from the outset.

Do this, don't do that

The nature of the issue tracker lets you interact and collaborate with New Relic employees and users.

- Review the Terms of Use and Code of Conduct to understand our expectations for using the issue tracker.
- If you think something is a violation, check out our [Code of Conduct](#). If there's a violation, then read our [Reporting Guidelines](#) for next steps.
- Double- then triple-check that any proprietary, customer, or otherwise sensitive and confidential info has been removed from the discussion, screenshots, or attachments.

What happens to my issue after it's submitted?

When your feature request or bug is reported, it goes into our library of submitted issues. The issue is then triaged and sent to its relevant teams. At this point the team reviews the issues; bugs will be investigated and feature requests explored to determine if or when the work will go on our roadmap.

If you either submitted or opted to watch an issue, you'll receive emails whenever we make an update to the ticket. After submitting your request, we will strive to complete an initial assessment within 10 business days. Any decisions made about your request will be available in the ticket for reference. We ask that you keep in mind:

- Submitting a ticket doesn't guarantee its selection for our product roadmap.
- The complexity of the request, timing, resources, and our existing commitments additionally contribute to our decisions.
- Issues that you are listed as a watcher will appear on the System Dashboard.

What is a clear, concise description?

Our very first suggestion is to write a clear, concise description. Don't worry too much about grammar or length, as long as you convey good information. Our triage team decides what happens next.

Some good info to include in your feature request description:

- Is your feature request related to a problem? If so, describe the problem.

- What is the expected outcome?
- Why should we work on this? What use cases does it support?
- Are there any screenshots you can include (while avoiding disclosure of sensitive info)?

Some good info to include in your bug report description:

- What are the steps to reproduce this bug?
- What is the expected behavior?
- Are there any screenshots you can include?
- What environment are you using?

We intend to understand your request entirely. After you submit a request, we might ask for additional information.