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# Efficient bug reporting for PSPDFKit Server



PSPDFKit Server has been deprecated and replaced by [Document Engine](#). To migrate to Document Engine and unlock advanced document processing capabilities, refer to our [migration guide](#). Learn more about these enhancements on our [blog](#).

If you experience a bug or crash you believe is related to PSPDFKit, [let us know](#). When reporting a bug, use the built-in debug output and send us a screenshot of your page.

There are many potential edge cases, which depend upon the app you're building and the way you call our API. We have a large test suite, yet there will always be bugs. We usually have fast turnaround time on issues, but there are several ways we can make the process of reproducing and fixing bugs more efficient.

**We assume you are using the latest version of the PSPDFKit SDK. If you are not, update first and verify that the bug you're experiencing still exists — thanks!**

## Sending a bug report

- ✧ First of all, try to reproduce your issue in our [Catalog example](#). This can tell us if the issue occurs with our samples as well, or only in combination with your app.
- ✧ Tell us about the reproducibility rate. What percentage of users is affected?
- ✧ Send us steps to reproduce the issue, if possible. If you can't reproduce the issue — for example, if the bug was reported by one of your customers — mention this as well. If the repro



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steps are a bit fuzzy, try to outline them as best as you can. Often, a video of the procedure that triggers the issue can help us too.

- ✧ Send us your complete Server configuration. This can be your `docker-compose.yml`, AWS ECS task definition JSON, or anything else that includes the whole configuration.
- ✧ Attach server logs from around the time the issue occurred in the text format.
- ✧ Attach deployment infrastructure information: on-premises or in the cloud, what cloud provider, if you are using a reverse proxy/load balancer, etc.
- ✧ Do not send screenshots of your code, configuration, and logs.
- ✧ Issues can originate from our code, your code, vendor code, or platform provider code. It is not feasible, nor is it possible, to act on every bug report we receive. However, we do our best in offering a stable and reliable software product.

Depending upon the category of the problem, there are various options that work best for reporting. Keep reading to find out more.

## Incorrect/partial rendering

If there's a PDF that does not render correctly, send us the file. Before submitting, you should verify that the latest version of Adobe Acrobat renders the file correctly. We go to extreme lengths to ensure that even partly broken files are rendered as accurately as possible.

Additionally, you should let us know which particular device and OS you've tested with, as different devices and versions might have different settings and fonts installed.

## Network logs

Logs for network activity can help us debug issues with server deployments. You can capture network traffic and save it as an HTTP Archive file ([HAR](#)) via developer tools in Firefox and Chrome:

- 1 Open the Network tab in the dev tools.
- 2 Reproduce the issue.
- 3 Save the capture by right-clicking on the tab and choosing Save all as HAR (Firefox) or Save as HAR with Content (Chrome).

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Was this helpful?

✓ YES

✗ NO

Questions? [Contact us](#)

