## **Trac Support**

Like in most <u>?open source projects</u>, "free" Trac support is available primarily through the community itself, mainly through the <u>?mailing list</u> and the <u>?project wiki</u>. The latter is the authoritative source for the <u>TracGuide</u> (administrator and user guides for Trac).

There is also an <u>?IRC channel</u>, where people might be able to help out. Much of the 'live' development discussions also happen there.

Before you start a new support query, make sure you've done the appropriate searching:

- in the project's <u>?FAQ</u>
- in past messages to the <a href="?Trac Users Mailing List">?Trac Users Mailing List</a>
- in the Trac ticket system, using either a <u>?full search</u> or a <u>?ticket query</u>.

Please **don't** create a ticket in trac.egdewall.org for asking a support question about Trac. Only use it when you face a *real* and *new* bug in Trac, and do so only after having read the <u>?NewTicketGuidelines</u>. The more a bug report or enhancement request complies with those guidelines, the higher the chances are that it will be fixed or implemented promptly!

See also: <a href="mailingList">?MailingList</a>, <a href="mailingList">?TracTroubleshooting</a>, <a href="mailingList">?CommercialServices</a>

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