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 project wiki.

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 Trac <u>Mailing List</u>
- 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 this Trac 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: MailingList, TracTroubleshooting, CommercialServices