

# Trac Support

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

There is also an [?IRC channel](#), 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 [?FAQ](#)
- in past messages to the [?Trac Users Mailing List](#)
- in the Trac ticket system, using either a [?full search](#) or a [?ticket query](#).

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 [?NewTicketGuidelines](#). 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!

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See also: [?MailingList](#), [?TracTroubleshooting](#), [?CommercialServices](#)