

Trac Support

Like in most [?open source projects](#), Trac support is available primarily through the [?mailing list](#) and the [?project wiki](#). Both are maintained by the trac community. The [?project wiki](#) is the authoritative source for the [TracGuide](#), consisting of the administrator and user guides for Trac.

There is also an [?IRC channel](#) where online users can help out. Much of the 'live' development discussions also happen there.

Before you start a new support query, make sure you have 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 to ask a Trac support question. 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!

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