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!

See also: ■MailingList, ■TracTroubleshooting, ■CommercialServices