Wikiprint Book

Title: Trac Support

Subject: TechTIDE-Wiki - TracSupport

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Like most <u>lopen source projects</u>, Trac support is available primarily through the <u>lopen source project wiki</u>. Both are maintained by the Trac community. The <u>lopen source project wiki</u> is the authoritative source for the <u>TracGuide</u>, consisting of the administrator and user guides for Trac.

There is an IRC channel where online users can help out. Much of the 'live' development discussions also happen there.

You can search questions tagged with trac on Stack Overflow.

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 <u>■full search</u> or a <u>■ticket query</u>.

Please **don't** create a ticket in trac.edgewall.org to ask a Trac support question. Only create a ticket 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, ■TracFaq, ■CommercialServices