

## 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](#).

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.edgewall.org](http://trac.edgewall.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](#)