

# Trac Support

Like 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 [Trac Guide](#), 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 [full search](#) or a [ticket query](#).

Please **don't** create a ticket in [trac.edgewall.org](http://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!

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