Support

Debian and its support are run by a community of volunteers. If this community-driven support doesn't fulfil your needs, you may read our [documentation](#) or hire a [consultant](#).

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On-line Real Time Help Using IRC

[IRC (Internet Relay Chat)](#) is a way to chat with people from all over the world in real time. IRC channels dedicated to Debian can be found on [OFTC](#).

To connect, you need an IRC client. Some of the most popular clients are [HexChat](#), [ircII](#), [irssi](#), [epic5](#) and [KVIrc](#), all of which have been packaged for Debian. OFTC also offers a [WebChat](#) web interface which allows you to connect to IRC with a browser without the need to install any local client.

Once you have the client installed, you need to tell it to connect to the server. In most clients, you can do that by typing:

```
/server irc.debian.org
```

In some clients (such as irssi) you will need to type this instead:

```
/connect irc.debian.org
```

Once you are connected, join channel `#debian` by typing

```
/join #debian
```

Note: clients like HexChat often have a different, graphical user interface for joining servers/channels.

At this point you will find yourself among the friendly crowd of `#debian` inhabitants. You're welcome to ask questions about Debian there. You can find the channel's faq at https://wiki.debian.org/DebianIRC.

There's a number of other IRC networks where you can chat about Debian, too.

Mailing lists

Debian is developed through distributed development all around the world. Therefore e-mail is a preferred way to discuss various items. Much of the conversation between Debian developers and users is managed through several mailing lists.

There are several publicly available mailing lists. For more information, see [Debian mailing lists](#) page.

For user support in English, please contact the [debian-user mailing list](#).

For user support in other languages, please check the [mailing lists index for users](#).

There are of course many other mailing lists, dedicated to some aspect of the vast Linux ecosystem, which are not Debian-specific. Use your favorite search engine to find the most suitable list for your purpose.

Usenet newsgroups

A lot of our [mailing lists](#) can be browsed as newsgroups, in the `linux.debian.*` hierarchy. This can also be done using a web interface such as [Google Groups](#).

Web sites

Forums

[Debian User Forums](#) is a web portal on which you can discuss Debian-related topics, submit questions about Debian, and have them answered by other users.

Reaching Package Maintainers

There are two ways of reaching package maintainers. If you need to contact the maintainer because of a bug, simply file a bug report (see the Bug Tracking System section below). The maintainer will get a copy of the bug report.

If you simply want to communicate with the maintainer, then you can use the special mail aliases set up for each package. Any mail sent to <*package name*>@packages.debian.org will be forwarded to the maintainer responsible for that package.

The Bug Tracking System

The Debian distribution has a bug tracking system which details bugs reported by users and developers. Each bug is given a number, and is kept on file until it is marked as having been dealt with.

To report a bug, you can read the bug page below; we recommend the use of the Debian package *"reportbug"* to automatically file a bug report.

Information on submitting bugs, viewing the currently active bugs, and the bug tracking system in general can be found at the [bug tracking system web pages](#).

Consultants

Debian is free software and offers free help through mailing lists. Some people either don't have the time or have specialized needs and are willing to hire someone to maintain or add additional functionality to their Debian system. See the [consultants page](#) for a list of people/companies.

Known problems

Limitations and severe problems of the current stable distribution (if any) are described on [the release pages](#).

Pay particular attention to the [release notes](#) and the [errata](#).

This page is also available in the following languages:

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