

Before you ask

Search

Documentation

Distributor maintained (web, man pages, info pages, apropos)

Distribution Wiki

3rd party (e.g. developerworks)

man pages

the web

mailing list archives

forums

How to ask Questions

Do's and Don't's

Don't

Never assume you are entitled to an answer.

post your question to a forum(or other avenue) where it's off topic

post a very elementary question to a forum where advanced technical questions are expected, or vice-versa

cross-post to too many different newsgroups (or other avenue)

post a personal e-mail to somebody who is neither an acquaintance of yours nor personally responsible for solving your problem

make questions general (unless it's intended to be a general question like (e.g what music player do you use?))

make topics stupid (e.g. help I'm a Linux n00b)

ask questions obviously answered in some form of documentation

Do's

Make topics specific. (e.g. ktorrent 1.0 doesn't build with gcc 4.1)

include as much detail of PROBLEM as possible

include some (if not all of what you've tried and read)

consider giving any information you consider relevant (beware of large configuration files, often you will be asked for them, however they may not be needed and might be annoying and get in the way of your problem if they are not need. and sometimes only specific sections of these files may be needed.

be courteous (don't beg, don't demand, both are rude)

mark forum threads solved. and post solution if you find it yourself.

Places to ask

Forums (search first)

Mailing Lists (search first)

IRC

Bugzilla or other bug tracker (search first try to make sure it's a bug by doing all others first)

Resources

General Links

<http://www.catb.org/~esr/faqs/smart-questions.html> (how to ask smart questions)
<http://www-128.ibm.com/developerworks/>

IRC channels (just try # software works most of the time Mozilla has their own server, and search sites for their IRC channel)

freenode.net

#ubuntu

#kubuntu

#gentoo

forums

<http://ubuntuforums.org/>

<http://kubuntuforums.net/>

<http://forums.gentoo.org>