

Getting support

Users feedback is key to OpenNaaS success. That's why we put much effort in having a good documentation and several channels to help users solve their doubts, communicate their needs and report errors. This page offers an overview these channels.

FAQ

Frequently asked questions are being gathered in [FAQ section](#). This should be the first place to look in when facing usage problems or issues that might have already been reported.

Mailing lists

OpenNaaS has a mailing list which provide support and feedback for problems. The mailing list is a good starting point for understanding design ideas and key concepts used in the OpenNaaS implementation, and also for collaborations. If you have feedback or feature requests we would love to hear them!

Check out pointers to mailing lists here:

<http://www.opennaas.org/community>

Issue tracker

OpenNaaS has an issue tracker, accessible at <http://jira.i2cat.net:8080>. There you can check for already reported issues and find solutions to them.

Error reporting

If you have found an error in OpenNaaS software, or an unexpected behaviour that looks like an error to you, please don't hesitate to report it.



In order to help the development team to reproduce the error, please include following information in the error report:

- Description of the error or undesired behaviour.
- Shell history file or script to reproduce the error. Shell history is placed in `${usr_home}/.karaf/karaf.history` in the server
- Support files used in the script (e.g. resource descriptors)
- A zip with OpenNaaS log files. Log files are placed in `${opennaas-path}/data/log/` folder in the server.

Issue tracker registered users can create bug tickets to report the error, attaching collected information.

While we work out public access to the issue tracker, non registered users can use mailing lists for reporting. If you are becoming an active participant or plan to report periodically, consider to ask for issue tracker registration in our mailing list.

Remote support

In case we can not reproduce a bug, then remote access to your OpenNaaS installation may be needed. You can check this [tutorial](#) as base material to enable remote access.