

Finding Help in Ubuntu

By Elizabeth Krumbach



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Why this talk?



Installing Software

Documentation

User Support

Best Practices and Etiquette

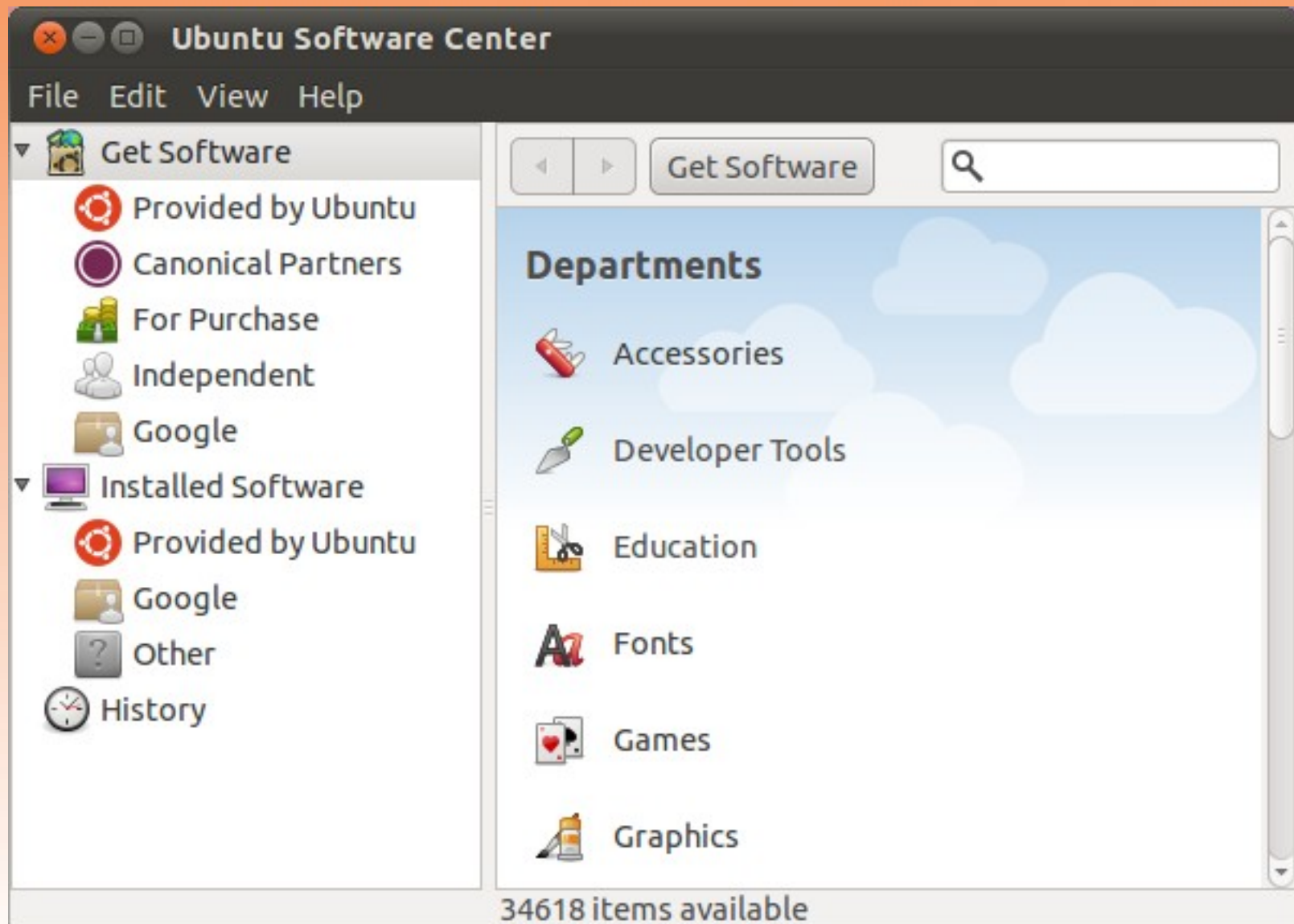


The First Question

How do I install...?



Ubuntu Software Center



Basic Offline Documentation

Help menu or "man" page for the software you're using

Help resources in your system menu

`/usr/share/doc`



Basic Online Documentation

Official:
help.ubuntu.com

Community:
help.ubuntu.com/community/



Solving Problems



Search Engines

Exact error message

Simple way to describe problem

Hardware? Model + "ubuntu" or
"linux"



Forums

ubuntuforums.org



Mailing Lists

lists.ubuntu.com

[lists.ubuntu.com/mailman/listinfo/
ubuntu-users](https://lists.ubuntu.com/mailman/listinfo/ubuntu-users)



Chat
Internet Relay Chat at
irc.ubuntu.com

#ubuntu
#ubuntu-beginners
#ubuntu-us-ca

webchat.freenode.net
ubuntu-california.org/chat



Question Sites

Launchpad Answers

answers.launchpad.net/ubuntu

AskUbuntu

askubuntu.com



What did I miss?



Best Practices and Etiquette



How to Ask



Smart Questions



Research the Problem

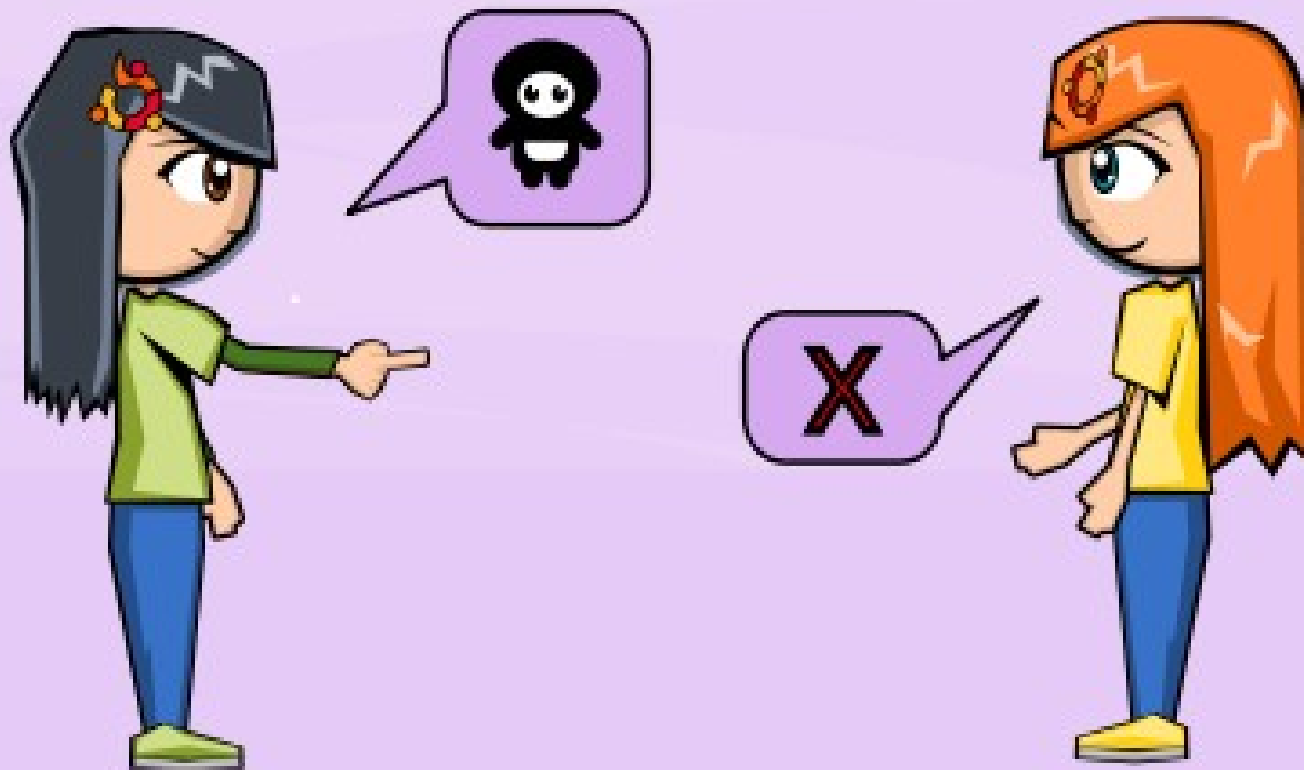
Read up on the problem before you ask for help, you may be able to save the time of the helper and even if the websites do not answer your questions, you'll be better able to write good, sensible questions.

- ▶ Look for tutorials.
- ▶ Do an Internet Search.
- ▶ Look at answers to other people's questions on forums and answer sites.
- ▶ Find and Read Documentation.
- ▶ Search the bug tracker for similar reported problems



Ask the Right People

Finding the right channel with the right people is pretty important. Also consider the complexity of the problem and the skill level of the people you wish to ask.



Don't Ask to Ask

Ask your questions directly and clearly, don't worry about asking if it's ok to ask a question. Any question is welcome, but you may be redirected if the question is more appropriate in a different channel.



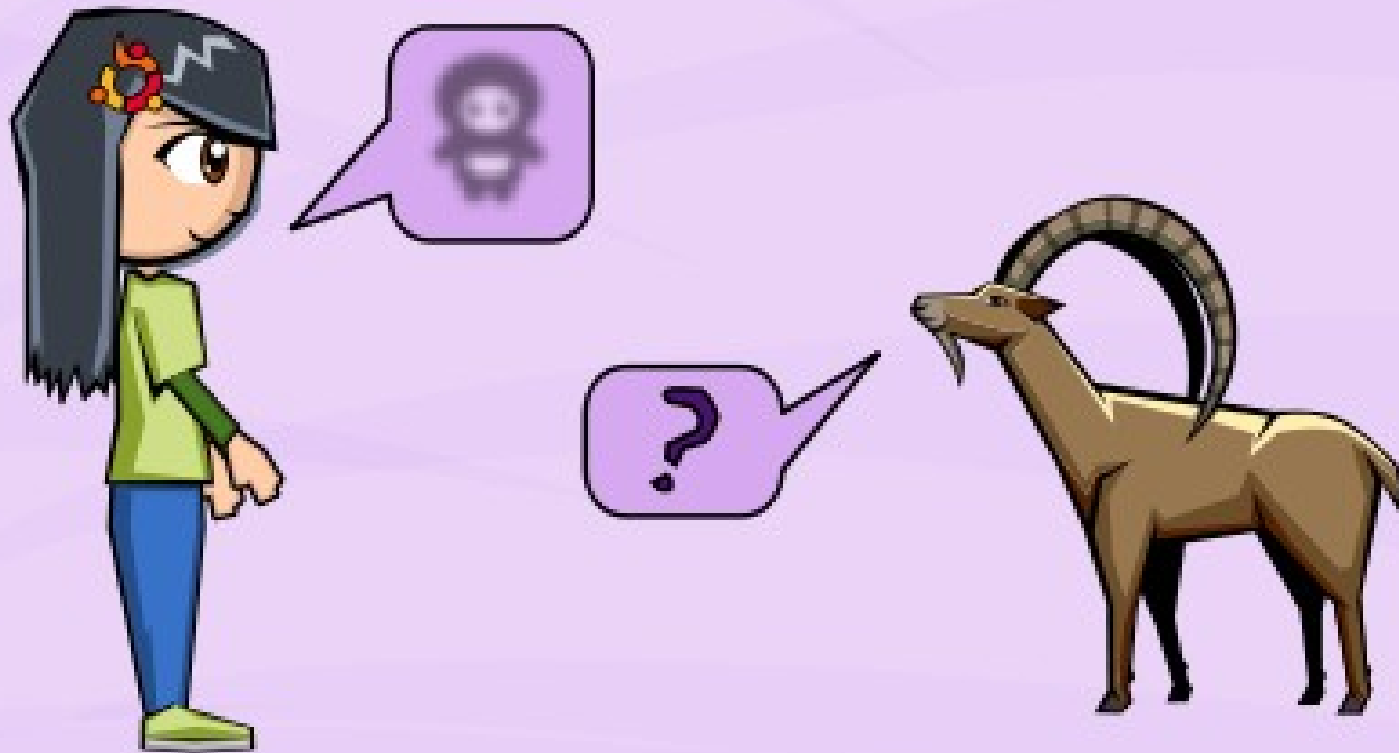
Ask Everyone

It's not a good idea to address a question to a specific person, even if they've helped you in the past. Directed questions are much less likely to be answered than open questions.



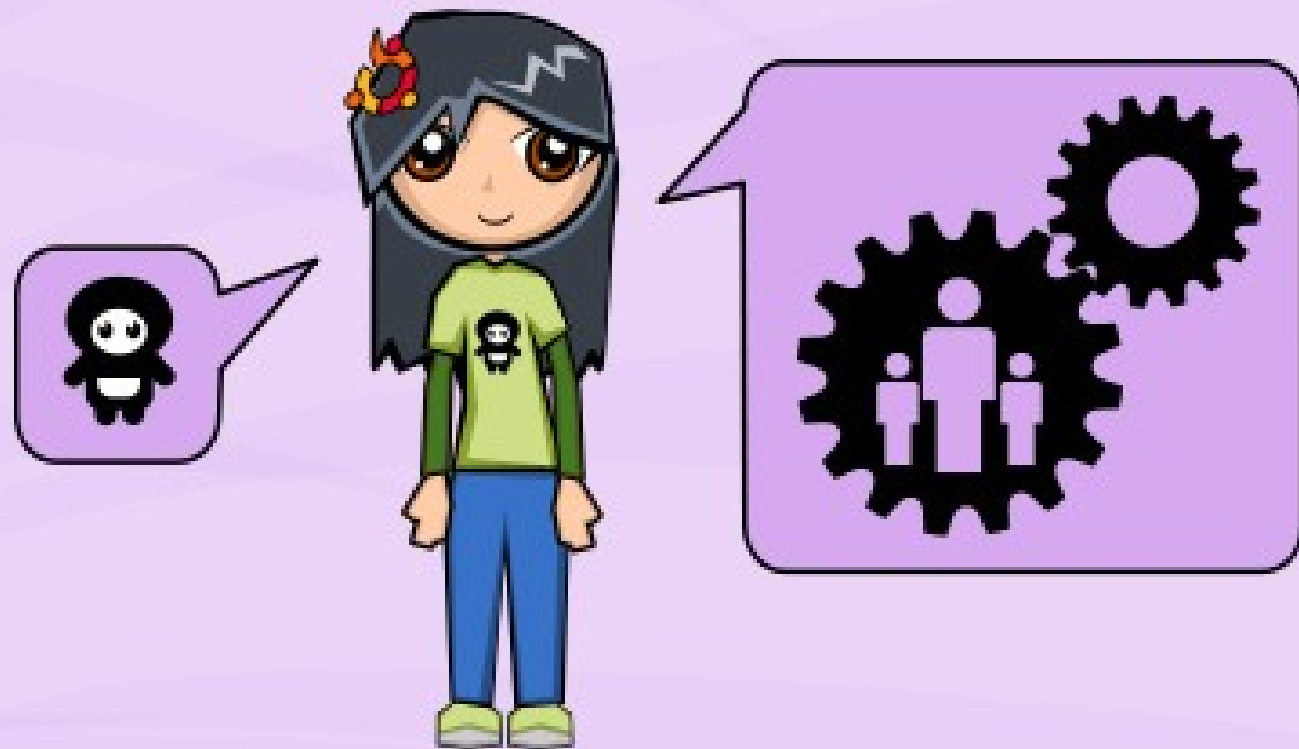
Be Clear

Make sure to write concise and clear questions that communicate the problem you want solved. This includes versions of programs or other details about the system your using.



Include Purpose

Make sure to include the reason for your question, what you want to achieve with the answer. This allows the person answering your question to provide the right solution even if it was not obvious.



Be Patient

Wait for an answer, not all users in chatrooms are checking all the time, but they will respond when they can.



Observe the Rules

ubuntu.com/community/conduct

[ubuntu.com/support/community/
maillinglists](https://ubuntu.com/support/community/maillinglists)

[ubuntuforums.org/index.php?
page=policy](https://ubuntuforums.org/index.php?page=policy)

wiki.ubuntu.com/IRC/TermsOfService 

Remember! We're Volunteers!



Paid Support

Canonical:

ubuntu.com/support/services

Other:

webapps.ubuntu.com/marketplace

webapps.ubuntu.com/partners



Other Resources

[help.ubuntu.com/community/
SwitchingToUbuntu](https://help.ubuntu.com/community/SwitchingToUbuntu)

[help.ubuntu.com/community/
GettingAnswers](https://help.ubuntu.com/community/GettingAnswers)

wiki.ubuntu.com/Classroom

search.ubuntu.com



Questions & Feedback



Credits:

“How to Ask Smart Questions” slides
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