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# Help/Support & Releases

As perfect and magnificent as Batocera is, there will be times where things go wrong and you'll need to troubleshoot certain issues. This is for that.

The first thing to check is the page for the particular system you're having trouble with, as that will usually inform you of any common errors and prerequisite files you'll need for it:

- [Systems overview](#)

If you're needing to look into older/legacy versions of Batocera for your hardware, or need to upgrade to a beta build to fix a particular nasty bug:

- [Current/previous/beta releases](#)
- [Manually upgrade/downgrade Batocera](#)

When deciding to ask for help, the first page to check is the general troubleshooting page. It will tell you how to get your log files, which can help the support team help *you* better:

- [Troubleshooting](#)

For more general troubleshooting like audio issues, screen issues, controllers not working correctly, etc.:

- [Display issues and resolution changes](#)
- [Audio issues](#)
- [Diagnose joystick issues](#)

If you're certain it's an issue with Batocera and would like to provide a helpful issue report:

- [Report an issue](#)

You got banned from a Batocera social platform!? 🙄 There is an appeal process (not to be misused):

- [Ban appeal process](#)

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