The DSpace Course - How to Get Help

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http://hdl.handle.net/10673/61

Downloaded from DSpace Repository, DSpace Institution’s institutional repository
The DSpace Course

Module - How To Get Help
By the end of this module you will:

- Understand the help available from the DSpace community
- Understand the help available as part of the DSpace software
- Understand how to deal with Internal Server Errors produced by the DSpace system
Email Lists are a way to interact with a vast community of DSpace users from repository administrators to technical experts

- **DSpace Tech**: Use this list to ask questions on installation, technology and technical issues
  - [Subscribe by going to](http://lists.sourceforge.net/lists/listinfo/dspace-tech)
- **DSpace General**: Use this list to ask questions or join discussions about non-technical aspects of building and running a DSpace service
  - [Subscribe by going to](http://lists.sourceforge.net/lists/listinfo/dspace-devel)
- **DSpace Dev**: Use this list to share ideas and discuss code changes to the open source platform and shape the future of DSpace
  - [Subscribe by going to](http://mailman.mit.edu/mailman/listinfo/dspace-general)
Internet Relay Chat (IRC) provides a real time messaging service for the DSpace community. This can be used to ask community members for help or find answers to general queries about all aspects of DSpace.

<table>
<thead>
<tr>
<th>Server</th>
<th>Group</th>
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<tbody>
<tr>
<td>freenode.net</td>
<td>#dspace</td>
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Users can access IRC either:
- The DSpace website
  - Help & Support
  - Up and coming events
  - News
  - Technical manuals/API
  
  http://www.dspace.org/

- The DSpace wiki
  - contribute back to the community with your own experiences
  
  http://wiki.dspace.org/
The DSpace system documentation

- Downloadable from the DSpace website
  - http://www.dspace.org/images/onepointfivedocs/dspacemanual_15_may.zip
- As part of the DSpace software
  - [dspace-src]/docs

Help for the DSpace user is available through UI

- Click the ‘Help’ buttons for more information
  - Administer
  - Help
  - About DSpace
When DSpace encounters an error, an Internal System Error page will be displayed.
If The Worst Happens

- When requesting help, supplying the following will help speed responses to your query:
  - A description of the action that was being completed at the time of the error
  - The ‘stack trace’ created by DSpace at the time of the error

- Stack Traces are reports produced during a program execution

- During normal execution, DSpace writes stack traces to a log file

- In the event of an error, the ‘internal system error’ page is displayed and the current stack trace is embedded in the page html

- Posting this stack trace when requesting help will aid technical staff
If an ‘Internal System Error’ is received:

- Right click in the browser & View Source
- Scroll to find <h1>Internal System Error</h1>

When requesting help include the code above in your email (don’t worry if it makes no sense!)
These slides have been produced by:

- Stuart Lewis & Chris Yates
- Repository Support Project
  - [http://www.rsp.ac.uk/](http://www.rsp.ac.uk/)
- Part of the RepositoryNet
- Funded by JISC
  - [http://www.jisc.ac.uk/](http://www.jisc.ac.uk/)