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:
Help Structures – Website(s)

- The DSpace website
  - Help & Support
  - Up and coming events
  - News
  - Technical manuals/API


- The DSpace wiki
  - contribute back to the community with your own experiences

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
If The Worst Happens

- When DSpace encounters an error, an Internal System Error page will be displayed.
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.
Reporting the Stack Trace

- 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/
- Part of the RepositoryNet
- Funded by JISC
  - http://www.jisc.ac.uk/