



D SPACE

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

Server	Group
freenode.net	#dspace

- Users can access IRC either
 - Using a client like Miranda: <http://www.miranda-im.org/>
 - Using a web based client like Mibbit: <http://www.mibbit.com/>

- 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





If The Worst Happens

- When DSpace encounters an error, an Internal System Error page will be displayed

DSpace™ [About DSpace Software](#)

Search DSpace

[Advanced Search](#)

[RSP DSpace >](#)

Internal System Error

The system has experienced an internal error. Please try to do what you were doing again, and if the problem persists, please contact us so we can fix the problem.

[Leave a message for the RSP DSpace administrators.](#)

[Go to the DSpace home page](#)

Home

Browse

- [Communities & Collections](#)
- [Issue Date](#)
- [Author](#)
- [Title](#)
- [Subject](#)

Sign on to:

- [Receive email updates](#)
- [My DSpace](#)
authorized users
- [Edit Profile](#)
- [Help](#)
- [About DSpace](#)

[DSpace Software](#) Copyright © 2002-2007 MIT and Hewlett-Packard - [Feedback](#)

- 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>

```
2007-05-18 15:28:35,957 WARN org.dspace.app.webui.servlet.InternalErrorServlet @
:session_id=1DF9DA90064B8A6806A3088D278DA7F8:internal_error-- URL Was: http://localhost:8000/dspace/internal-error--
Method: GET-- Parameters were:
org.apache.jasper.JasperException: Unable to compile class for JSP: An error occurred at line: 109 in the jsp file:
/home.jspIncompatible operand types Locale and String106:          107: for (int i = supportedLocales.length-1; i >= 0; i--
)108: {109:          if(sessionLocale == supportedLocales[i].toString()) 110:          {111: %>
                                <option selected value="<%=supportedLocales[i].toString()%>"> <%=
supportedLocales[i].getDisplayLanguage(supportedLocales[i])%></option>Stacktrace:
    at org.apache.jasper.compiler.DefaultErrorHandler.javacError(DefaultErrorHandler.java:85)
    at org.apache.jasper.compiler.ErrorDispatcher.javacError(ErrorDispatcher.java:330)
    at org.apache.jasper.compiler.JDTCompiler.generateClass(JDTCompiler.java:415)
    at org.apache.jasper.compiler.Compiler.compile(Compiler.java:308)
    at org.apache.jasper.compiler.Compiler.compile(Compiler.java:286)
    at org.apache.jasper.compiler.Compiler.compile(Compiler.java:273)
    at org.apache.jasper.JspCompilationContext.compile(JspCompilationContext.java:566)
    at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:308)
```

- 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/>

