Module: How to get Help

Module overview:
This module provides information on how to get help and support with all aspects of the DSpace software. Upon completing this module, you will understand the help that is available from channels such as:

- The DSpace community
- Websites
- Internet Relay Chat
- DSpace system documentation

The module will also look at how errors should be reported to enable quick and efficient responses from the DSpace community.

Module objectives:
By the end of this module you will:

1. Understand the help available from the DSpace community
2. Understand the help available as part of the DSpace software
3. Understand how to deal with Internal Server Errors produced by the DSpace system
Help Structures - Email

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.
- **DSpace General**: Use this list to ask questions or join discussions about non-technical aspects of building and running a DSpace service.
- **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](http://mailman.mit.edu/mailman/listinfo/dspace-general)

Help Structures - Email

Email Lists are a way to interact with a vast community of DSpace users from repository administrators to technical experts. These are available through SourceForge or the Massachusetts Institute of Technology mailing lists.
DSpace General List: Learn from Other DSpace Teams

Join DSpace-General to ask questions or join discussions about non-technical aspects of building and running a DSpace service. It is open to all DSpace users. Ask questions, share news, and spark discussion about DSpace with people managing other DSpace sites.

Watch DSpace-General for news of software releases, user conferences, and announcements from the DSpace Federation.

Subscribe by going to http://mailman.mit.edu/mailman/listinfo/dspace-general and following the instructions to subscribe. Browse or search the archive of DSpace-General discussions at http://mailman.mit.edu/pipermail/dspace-general/.

Post a message to all members of DSpace-General by sending an email to dspace-general@mit.edu. Note: If you’re new to the list, check the FAQ or the archive to see if your question has been answered before.

DSpace Technology List: Join DSpace Technical Discussions

DSpace developers help answer installation and technology questions, share information and help each other solve technical problems through the DSpace-Tech mailing list. Post questions or contribute your expertise to other developers working with the system.

Subscribe at SourceForge: http://lists.sourceforge.net/lists/listinfo/dspace-tech

Browse the collection of prior postings to the list at the DSpace-Tech Archives. Search past DSpace-tech postings at SourceForge. Post a message to all the list members by sending email to dspace-tech@lists.sourceforge.net.

DSpace Development List: Join Discussions among DSpace Developers

The DSpace-Devel listserv is for DSpace developers working DSpace platform to share ideas and discuss code changes to the open source platform. Join other developers to shape the evolution of the DSpace software.

The DSpace community depends on its members to frame functional requirements and high-level architecture, and to facilitate programming, testing, documentation and to the project.

Subscribe at SourceForge: http://lists.sourceforge.net/lists/listinfo/dspace-devel
Browse prior postings to the list, visit the DSpace-Devel Archives. Search postings on the DSpace-devel list at SourceForge. Post a message to all the list members by sending email to dspace-devel@lists.sourceforge.net.
Help Structures – Internet Relay Chat

- 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>
</tr>
</thead>
<tbody>
<tr>
<td>freenode.net</td>
<td>#dspace</td>
</tr>
</tbody>
</table>

- Users can access IRC either

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- Users can access IRC either

If you have time log into the IRC channel and say hello to the community!
Help Structures – Websites

- 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

If you have time open your have a browse of the Dspace website & Wiki
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 you have time open Dspace and browse the help files
If the Worst Happens

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

  ![Internal System Error Page]

- 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
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If the Worst Happens

- 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!)
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>`

```
2023-05-14 15:28:58,957 WARN org.apache.jaeger.httpserver.HttpServer @
webapp.servlet.jsp.selenium.InternalErrorServlet @
org.apache.jasper.compiler.runtime.ParameterizedString @
   return new String(BeanManagerFactoryBean@1915f4b3) be uncodeable: error at line 1, column 1: 1
   /WEB-INF/jsp/11.jsp: 1
   /WEB-INF/jsp/11.jsp: 1
   /WEB-INF/jsp/11.jsp: 1
```

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Credits

- These notes 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/