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# The Chandra HelpDesk

<http://cxc.harvard.edu/helpdesk/>

Elizabeth Galle



# HelpDesk Staff

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## Chandra Director's Office

Andrea Prestwich - supervising scientist

Tara Gokas, Megan Bruck, and Ryan Foltz

## Science Data Systems

Liz Galle, Nina Bonaventura, and Nick Lee



# HelpDesk Staff

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**Liz**



**Nick**



**Nina**

**9 Years of CIAO Experience**



# Opening a New Ticket

The screenshot shows a web browser window titled "CXC Help Desk - Mozilla Firefox". The address bar contains the URL "http://cxc.harvard.edu/cgi-gen/wonderdesk/wonderdesk.cgi?do=hd\_ad". The browser's menu bar includes "File", "Edit", "View", "History", "Bookmarks", "Tools", and "Help". The browser's navigation buttons (Back, Forward, Reload, Stop) and a search bar with the Google logo are visible. The browser's address bar shows "CXC Help Desk" as the page title. The page content includes a navigation menu with links for "Home", "List My Open", "List All Open", "List All Closed", "List New", "Open a New Ticket", "Search", "Delete", "Reports", "News", and "Log Off". A "Powered by WonderDesk" logo is also present. The main content area features the "CXC Help Desk" logo and a form titled "Add a New Ticket". The form includes the following fields and options:

- Priority: New (dropdown menu)
- Assigned to: --- (dropdown menu) with a checkbox for "Email this to Technician" (checked)
- Name: [text input] with a checkbox for "Allow customer to see this ticket" (checked)
- Email Address: [text input] with a checkbox for "Email this to User" (checked)
- Web Site: http:// [text input]
- Category: CIAO (dropdown menu)
- Sub Category: --- (dropdown menu)
- Subject: [text input]
- Description: [large text area]
- Attach File: [text input] with a "Browse..." button
- Emergency:  This is an emergency
- Submit button

<http://cxc.harvard.edu/helpdesk/>



# Investigating Your Ticket

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## Get Your Information

- CIAO version: 3.4 or 4.0
- Platform and Operating System

## Confirm the Problem

- Reproduce the behavior
- Test in another version of the software
- Check the CIAO bugs pages

<http://cxc.harvard.edu/ciao/bugs/>



# Investigating Your Ticket

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## Talk to a Scientist or Developer

- Software: CXC Data Systems and SAO R&D Groups

Bill, Brian, Dan, Eric, Gregg, Helen, Ian, Janet , Jim,  
Joe, Kenny, Mark, Robert, Roger, Stephen, Warren

- Science: CXC Science Data Systems and Calibration Teams

Aneta, Antonella, Arnold , Dale, Dave, Doug, Frank,  
Glenn, Jeremy, John, John , Jonathan , Margarita,  
Maxim, Mike, Mike, Nancy, Tom, Vinay

- And many others...



# Investigating Your Ticket

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## Close the Loop

1. Get you an answer!
2. Improve the documentation: bug list entry, FAQ, or data caveat
3. Improve the software: bug report, request for enhancement, or new tool specification



# Sample Tickets

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## Analysis Questions

1. I get an error message when running `csmooth` on a 6k x 6k image:  

```
# csmooth (CIAO 3.4): dsALLOCERR  
-- ERROR: Could not allocate memory.
```
2. I am trying to extract a spectrum for an ACIS observation and get zero exposure in the source region.
3. There is a typo in the `psextract` thread: a parameter name is misspelled in the example.





# Sample Tickets

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## “Borderline” Questions

- We give you the tools, but the science is up to you.
  - I fit two observations of the same cluster, and the resulting temperatures are different
  - How do I find the center of an extended source?
- Unsupported platforms
  - I have installed CIAO on Suse Linux 10 / Ubuntu 7 / Playstation 3 and dmcopy is failing.



# The Final Word

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**Ask!**

<http://cxc.harvard.edu/helpdesk/>