

The Chandra HelpDesk

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

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HelpDesk Staff







Liz

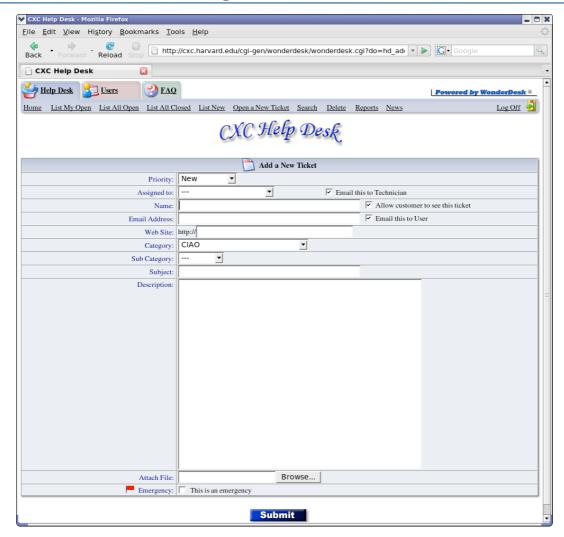
Nick

Nina

9 Years of CIAO Experience



Opening a New Ticket



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



Investigating Your Ticket

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

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

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

Analysis Questions

- 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

"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

Ask!

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