UI4. User Support

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Contributors: J. Chiang (GSFC-UMBC)

Purpose

This document specifies the requirements for user support.

Documentation

- User Guides and Reference Manuals: HTML and pdf versions of these documents shall made available on the web. Both versions of each document will be kept up-to-date and consistent with each other, i.e., the HTML and pdf versions will contain the *same* information. In each version, a log of the revision dates and summaries of the changes shall be included.

- Analysis Threads: A web page of "analysis threads" shall be provided and maintained. These are essentially very detailed use cases that show the precise sequence of commands to do a particular analysis, along with appropriate commentary and explanations. There are numerous examples on the CIAO web pages, `http://asc.harvard.edu/ciao/documents_threads.html`.

- Script library: There shall be a web accessible library of useful analysis scripts that have been produced internally or submitted by users. Where appropriate, a script shall exist for a corresponding analysis thread. Web page access or an email address shall be provided for users to submit scripts for the on-line library. Each script must be vetted and tested by the SSC and/or LAT software team before being accepted.

On-line Help

- `man` pages: For tools that are executed from the Unix/Linux shell command line, documentation in the form of `man` pages, similar in format to Unix-style man pages or FTOOLS' `fhelp` shall be provided. In addition, access to `man`-like information shall be provided from within the user interfaces for programs such as the Likelihood Tool. This information can be provided through methods that are part of the extension modules for each of the supported scripting languages.

- Web page help: Searchable web pages containing the information in the `man` pages shall also be provided. Hypertext links for all supported concepts shall be implemented.

Software Installation

- Software distribution: Source code shall be available and made part of the standard software distribution package. Precompiled binaries shall be made available on the web in appropriate formats (e.g., RPMs) for all of the supported platforms.

- Installation test suite: A package of scripts and data examples that test and illustrate the use of the software shall be included with the distribution.

Troubleshooting

- FAQ web page: A web page providing answers to Frequently Asked Questions shall be maintained and kept up-to-date.

- Bug reporting and help-desk: A web page and help-desk email address for reporting bugs shall be provided. The format for reporting bugs along with guidelines for describing software problems, including reproducibility constraints and source-code-level characterization, shall also be given on the web page.