

Table of Contents

ILCDIRAC.....	1
ILCDIRAC Support.....	1
Error report, support request.....	1
More information.....	1
ILCDirac for Users and Beginners.....	1
ILCDirac for Production Manager.....	1
ILCDIRAC for Admins/Shifters.....	2

ILCDIRAC

ILCDIRAC Support

- ILCDIRAC Jira [↗](#) - ticketing system for bug reports and feature requests, see here for access rights
- E-Mail: ilcdirc-support@cern.ch (remove NOSPAMPLEASE from the email address)
- ILCDIRAC Web interface <https://ilcdirc.cern.ch/DIRAC/> [↗](#)
- Forum: <http://forum.linearcollider.org> [↗](#) - post your questions and browse for solutions

Error report, support request

When sending an error report or support request, please provide as much information as possible:

- What are you trying to accomplish? (E.g.: Uploading a file)
- How are you trying to accomplish it? (E.g.: Full command and output including debug flags (-ddd), if you tried different things, list them all, or we will just propose alternate solutions you might have already tried)
- Which client installation (your own, at cern afs,...), what is the version (i.e., run the command `ilcdirc-version`))
- What is your operating system?
- What is your proxy (`dirac-proxy-init -ddd [-g]`, `dirac-proxy-info -ddd`)?
- If certain jobs are failing:
 - ◆ Give a list of job IDs (In the JobMonitor [↗](#) Select the jobs and click on the "square button with three horizontal lines" just above the check boxes...)
 - ◆ Provide the python script you used for submission
 - ◆ ...
- ...

More information

ILCDirc for Users and Beginners

More information to run user jobs, find files and get started with ILCDirc can be found here: [ILCDirc for Users](#). The link contains some FAQs, examples, links to Dirac tutorials, etc.

- [ILCDirc for Users](#)

Please have a look at the tutorial slides there: <http://www.cern.ch/lcd-data/doc/HeadFirstTalk.pdf> [↗](#)

In ILCDIRAC for users, you can find the same (more) documentation as a wiki.

Also, for more detailed API documentation, please have a look at <http://www.cern.ch/lcd-data/doc/ilcdircdoc> [↗](#)

There is also a presentation in <https://indico.cern.ch/conferenceDisplay.py?confId=157467> [↗](#) that is relevant for the New Interface (as of 05/10/2011).

ILCDirc for Production Manager

TODO:

- ILCDirac for Production Managers: More information about the transformation system used for productions

ILCDIRAC for Admins/Shifters

For administrative shifters see the ILCDirac for support shifters for links of monitoring pages. And to the attached document below that is the Production Shifter manual. For the more details about when things go wrong look at ILCDirac for admins.

The specific documentation for administrators starts with the page <http://www.cern.ch/lcd-data/doc/ilcdiracadmin.doc>

- ILCDirac for support shifters: links to overview pages, guidelines, how-tos,
- ILCDirac for admins: For Dirac maintainers and admins

This topic: CLIC > DiracUsage

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