

-- JamieShiers - 23 Jan 2006

## Primary Contact points

If you don't know what the cause of the problem is, send mail to the `lcg-sc.support@cern.ch` list. This contacts the 2nd level support team who can route your problem appropriately.

Email	Usage
<code>mailto:lcg-sc.support@cernNOSPAMPLEASE.ch</code>	LCG Service Challenge Support

Tel No.	CERN Extn	Usage
+41 (76) 487 4111	164111	Primary 2nd level support
+41 (76) 487 4222	164222	Backup 2nd level support

## Software Support Contact Details

These lists can give you direct contact to the software development and support teams for various software components.

Email	Usage
<code>mailto:fts-support@cernNOSPAMPLEASE.ch</code>	Support list for the gLite File Transfer Service Software
<code>mailto:hep-service-lfc@cernNOSPAMPLEASE.ch</code>	Support list for LHC File Catalog Software
<code>mailto:hep-service-dpm@cernNOSPAMPLEASE.ch</code>	Support list for the LCG Disk Pool Manager
<code>mailto:castor2.support@cernNOSPAMPLEASE.ch</code>	Support list for the new CASTOR2 software

## Service Challenge Related Mailing Lists

The general service challenge lists are listed in order below from most general to most specific. These can be use for discussion (`-tech` and `-expt`) or for passing general information to wider groups not directly involved with the technical aspects (`-info` and `-man`).

Email	Usage
<code>mailto:service-challenge-man@cernNOSPAMPLEASE.ch</code>	LCG Service Challenges - management contacts (PEB, GDB, AF etc.)
<code>mailto:service-challenge-tech@cernNOSPAMPLEASE.ch</code>	LCG Service Challenges - technical contacts (T0/T1/T2/expt contacts)
<code>mailto:service-challenge-info@cernNOSPAMPLEASE.ch</code>	Open list for info / discussion (includes above)
<code>mailto:service-challenge-expt@cernNOSPAMPLEASE.ch</code>	Experiment contacts for LCG Service Challenges (member of SC-tech)

Weekly phone conferences are held, and the details and timings of these are published on the `service-challenge-tech` mailing list.

This topic: LCG > SupportContacts

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