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User Support News 22 May 2007

The items from which I expect feed-back are marked in red and the items which I propose as action items in the JOC meeting are marked in **bold red**.

For your information, the User Support tasks have been summarized in the CMS User Support internal area in CMSUserSupportTasks.

User Support summary

An announcement explaining the main User Support channels was sent to the physics announcement HN forum <https://hypernews.cern.ch/HyperNews/CMS/get/physics-announcements/22.html>. It also appears in the User Support main page.

Tutorials

- A tutorial session on analysis tools was held during the Physics days at the Joint Physics/Offline session, ~25 participants + 20 remotely
- A tutorial session on analysis on grid will be held on June 12, registration asked, 12 received.

Documentation

Reminder:

- Workbook: to get started and up to first analysis
- Reference Manual: **brief** description of content and purpose of each package
- CMS Offline Guide:
 - ◆ description of algorithms
 - ◆ usage and "how-to" documents which are too detailed for the Workbook
 - ◆ gathers information currently spread in numerous twiki pages to a single structure.

Workbook

Peter Kreuzer has agreed to update the page on available sample WorkbookDataSamples#Samples.

Please, check and complete the "which release to use" table in <https://twiki.cern.ch/twiki/bin/view/CMS/WorkbookWhichRelease#DifferentReleases>

Having this table up-to-date and giving more details in it (specific version numbers) will avoid good amount of confusion.

CMS Offline Guide

Work in progress:

- discussed with physics coordinators and created accordingly a new area for analysis examples, build template pages for analysis groups which already have some documentation to add.
- most reco and physics objects need an extensive effort in documentation (apart from vertexing and b-tagging most pages are little more than templates)
- continuously moving in any CMSW documentation outside these pages (the pages renamed to start with SWGuide, edited following the Offline Guide format and linked from an appropriate place)
- an example page build for the data format table:

<https://twiki.cern.ch/twiki/bin/view/CMS/WorkBookDataFormatTable>

- ◆ this will replace the table in the reference manual which is difficult to keep up-to-date
- ◆ the data formats will be documented in a separate page for each area, to do this I will need to know how to divide the pages Please, define the domain composition, would the division: Tracker, ECAL, HCAL, Muons be OK? Please let me know also the data format contacts for each group who will then be responsible to fill in and maintain these pages. It is important for the maintainability that the division is done so that there's one-t-one correspondence between the page and the responsible group. When I get the information, I will then build the template pages.

Reference Manual

Reference manual has not been build for version later than 1_3_2, see <http://cmsdoc.cern.ch/cms/cpt/Software/html/General/gendoxy-doc.php>. A savannah ticket submitted, but no reply yet from Vipin who is the author of the script. Need help from the sw tools group here

Getting help

Savannah

Getting first experience of forwarding savannah tickets to ggus.

Support for grid analysis at T2

Useful discussion with Frank Würthwein on user support on grid in <https://twiki.cern.ch/twiki/bin/view/CMS/CMSTriageSupportProposal>. We will discuss this within the computing project and converge to a plan. The discussion points to the obvious need of the second user support convener who can coordinate such tasks and to 1 FTE for building and maintaining a reference platform for trouble-shooting. These manpower requests are included in the manpower plan.

-- CMSUserSupport - 22 May 2007

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