# Geant4 User Support

J. Apostolakis

# User Support Model (MoU)

- Support is guaranteed for G4 members,
  - but best effort basis for the rest-of-the-world
- Member groups (exp.,inst.) support each other
  - every one providing support in the area of their expertise
- So simple problems should be resolved
  - first with the help of colleagues in subgroup, .., experiment (where possible)

# User Support Model (MoU, cont.)

- Problem reports
  - for reports of program crashes, loops, discovered fixes
  - via Web 'Problem Reporting System'
    - WWW: Geant4 Home / Organisation & Support
- Differences from expected results
  - where possible consult 'local' experts, and then
  - refer to G4 experts (G4 assists in locating them)
- Enhancement requests
  - need to be prioritised, so currently must go through TSB representative
  - TSB prioritises.

# Other aspects

- User Documentation
- Training Kits

- Presentations on Geant4
- Tutorials in Labs, experiments
- CERN School of computing course

# Other aspects

- Much support has been via email, responding to user questions and requests
- A FAQ has been instituted (now small)


- Coming soon: User Forum  (HyperNews)

# User forum

- Requirements on system:
    - ability to structure
    - threads for discussion
    - possibility for moderation

- First list of 8 forums established
    - installation, detector description, hits, e.m. physics, hadronic physics, fast simulation, environments
    - user requirements (moderated)

- Decision to use Hypernews
    - obtained commitment of SLAC for implementation
        - for improving understanding (requirements, structure,..)
        - for hosting, support

# Open discussion forum

- Expectations
  - forum should assist users to help each other
  - Geant4 developers encouraged (but not obliged) to contribute
    - not committed to explicit response guarantees