

# Support

## Code of Conduct

All DSpace support channels, mailing lists and meetings follow the [DuraSpace Code of Conduct](#). We ask you to remain respectful in all discussions. We also encourage you to report any violations of the code of conduct to DuraSpace (see the [DuraSpace Code of Conduct](#) for more details).

 As an open source software platform, DSpace is primarily developed, maintained and supported by volunteers from throughout the world. However, our large, diverse community of users and developers provides you with a number of opportunities for software support.

The following support options are provided for DSpace:

- [Documentation](#)
- [Mailing Lists](#)
- [Slack](#) (chat)
- [IRC](#) (chat)
- [Issue Tracker](#)
- [StackOverflow](#)
- `security at dspace dot org` (for reporting possible security issues via email)

In the below table, we detail which support option we recommend based on the type of support you are requesting.

Type of Support	Support Options
I need help using DSpace (or have general questions)..	Ask your question on one of the following mailing lists: <ul style="list-style-type: none"><li>• If it's a general DSpace user / usage question, we recommend asking on the <a href="#">dspace-community</a> mailing list</li><li>• If it's an installation, configuration or technical question, we recommend asking on the <a href="#">dspace-tech</a> (tech support) mailing list</li></ul>
Does DSpace provide [some feature]?	You may wish to check or search our <a href="#">Documentation</a> for a quick answer, and <a href="#">search the dspace-community mailing list archives</a> (to see if this has been asked before). You could also try searching Google (as all our documentation is well indexed there, as are our mailing lists).  If you cannot find the answer you are looking for, we recommend asking on the <a href="#">dspace-community</a> Mailing List.
DSpace is reporting an error... [or] I think I've found a bug... [or] Why isn't this working?	First, review our <a href="#">Troubleshoot an error</a> tips/tricks to be sure this isn't a simple issue or something that has been reported or fixed previously. Then, please send a description of the problem to our <a href="#">dspace-tech</a> (tech support) mailing list. Please be sure to include: <ul style="list-style-type: none"><li>• The version of DSpace you are running (including what UI: XMLUI vs JSPUI)</li><li>• Any error messages you located in your log files (feel free to attach a snippet of your logs if needed)</li><li>• What sort of actions you were performing in the system at the time of the error</li></ul> If you are unsure if the problem is in DSpace or in another system (e.g. Tomcat or PostgreSQL/Oracle), you may consider <a href="#">posting your question to StackOverflow</a> , as that way experts in the other system may also have quick answers for you.  If you prefer a more "live" interactive Q&A, you are also welcome to ask your question on <a href="#">Slack</a> or <a href="#">IRC</a> . But, if you get no response, it's likely folks are busy (or stepped away), in which case emailing the <a href="#">dspace-tech</a> mailing list may provide a quicker answer.
I've <i>definitely</i> found a <b>bug</b> (and possibly even a fix for it)	Please immediately report it to our <a href="#">DSpace Issue Tracker</a> (this ensures it is immediately logged and doesn't get forgotten or overlooked). If you have a fix ready, you can either describe it in your Issue Tracker ticket, attach a patch, or submit a <a href="#">GitHub Pull Request</a> (please mention the associated Ticket's number).  When possible, if you know the fix, we prefer that you link us to the problematic code and provide a patch or pull request. It really helps us to resolve the bug quickly if we are provided the fix or enough details to replicate and locate the bug easily!
I've figured out a fix for an issue! [or] We've built a feature locally that we'd like to give back.	First off, thanks! We depend on community contributions like yours, and are glad you are considering giving back to improve DSpace! If you haven't see it already, please take a look at our <a href="#">Code Contribution Guidelines</a> along with our notes on <a href="#">Develop with Git</a> (which also gives hints on creating Pull Requests). Keep in mind that these are guidelines and not strict rules. That said, they should give you a good overview of how to interact within our developer community.  When possible, we prefer you provide us with a GitHub pull request. Pull Requests (PRs) are much easier to review and test. If you run into any problems, or need to ask us questions, you can find the developers on <a href="#">dspace-devel</a> mailing list, <a href="#">Slack</a> or <a href="#">IRC</a> . We'll do our best to help you out quickly, but keep in mind we are volunteers. So, depending on the time of day, we may or may not be around to respond immediately.

<p>I'd like to customize my DSpace to do [something]...could you provide any tips or tricks in doing so?</p>	<p>First, you may wish to see if this question has already been asked before. Try searching our <a href="#">dspace-tech</a> mailing list, Google, or even <a href="#">StackOverflow</a> to see if you can find the answer.</p> <p>If you've started your customization work and have code snippets to share, you may wish to <a href="#">post your question to StackOverflow</a> (As it is sometimes easier to review code there, plus the answer is easily searchable to others).</p> <p>If you just want some general advice, usually asking on <a href="#">dspace-tech</a> (tech support list) or <a href="#">dspace-devel</a> (developers list) is the best option depending on how advanced of a customization you wish to make. But, be sure to provide:</p> <ul style="list-style-type: none"> <li>• Details on the type of customization (including which version of DSpace, which DSpace UI)</li> <li>• The <b>use case</b> you are trying to achieve (that way others may be able to point you in the direction of similar work, when applicable).</li> </ul>
<p>I'd like to hire someone to customize or upgrade or host my DSpace</p>	<p>Please consider contacting one of our <a href="#">DSpace Registered Service Providers</a>. The service providers on this list all contribute back to DSpace in some way, and we recommend them for their services. The types of services they each provide (customization, add-ons, upgrades, hosting) is detailed on that page. If you are looking for hosting specifically, <a href="#">DuraSpace</a> also offers a basic DSpace hosting service called <a href="#">DSpaceDirect</a>.</p>
<p>I've found a likely <b>security vulnerability</b> in DSpace which I'd like to report for investigation.</p>	<p>Email <a href="mailto:security@dspace.org">security at dspace dot org</a> (which sends a private message to all <a href="#">DSpace Committers</a>). The Committers will analyze the possible threat and send you a (private) report of our findings. If it is found to be a security vulnerability, we will resolve the issue in a new security release of the software, and then publicly announce the vulnerability to the community (crediting you with its discovery).</p>
<p>(Other support questions)</p>	<p>When in doubt, we recommend asking the question on <a href="#">dspace-tech</a> (tech support list). You may also wish to search the mailing list archives (of either <a href="#">dspace-tech</a> or <a href="#">dspace-community</a>) for similar questions .</p> <p>You are also more than welcome to ask any of the above questions via <a href="#">Slack</a> or <a href="#">IRC</a>. But, if you get no response, it's likely folks are busy (or stepped away), in which case emailing the <a href="#">dspace-tech</a> mailing list may provide a quicker answer.</p>