Mukurtu CMS Support

Digital Stewardship Curriculum

- These slide are an introduction to Mukurtu Support
  - Where to find resources
  - How to contact the support team
  - Bug reporting and support team communication recommendations and tips

mukurtu.org/support
support@mukurtu.org

- Many resources on
  https://mukurtu.org/support/
  - Arranged by topic
  - Searchable
- Always adding new resources
  - Let us know what you need
- Announcements go out to our newsletter
  - We can help you subscribe

- First, a short note that you can primarily contact support@mukurtu.org for Mukurtu support questions.
- We make all of our support resources publically available a mukurtu.org/support
- They are arranged by topic - for example, digital heritage, managing media, roundtrip.
- There is a mix of text and screenshots, and video resources.
- You can also search for specific articles and resources.
- We are constantly adding new resources, and if you need something that isn't there, let us know, and we can put it in the queue to create.
- Finally, we send out announcements about development, new releases, and sometimes support articles to our newsletter (you can find the link on mukurtu.org).

Bug reporting and troubleshooting

To troubleshoot, we need to:

1) Understand the problem from the user's perspective
2) Find and replicate the problem
3) Identify a solution
4) Implement and/or communicate the solution to the user

- Sometimes things don't always work, or they don't work as expected.
- When a support request comes in, this is the general workflow that we run through.
1) First we need to make sure we understand what's being asked. Often we need to ask clarifying questions.
2) Then we need to see if we can re-create the issue. It could be Mukurtu-wide bug, user error, a hosting issue for that site, who knows.
3) Once we know what's going on, and why, then we can figure out a fix.
4) Finally we need to get that fix out to the user. This might include giving a link to existing support resources, writing up some quick instructions, providing guidance for reaching out to a hosting provider, or something else entirely!

Try to:

- Be descriptive, use Mukurtu terms:
  - "When I try to create a new digital heritage item, I get an error message"
- Include error message text (copy and paste)
- Include screenshots
- Include links to specific pages
- Identify user account name and/or user roles

- Most of the time when you submit a support request, we're going to need to have *some* back and forth to get the information needed.
- However, the more relevant information you can collect and provide upfront, the less back and forth we'll have to go through to sort things out.
- Some tips to keep in mind:
  - Try to use Mukurtu specific terms, and if you're not sure what we mean when we use them, ask for clarification. For example, talking about an "item" or a "record" might not give enough detail - do you mean a digital heritage item? A person record? A dictionary word?
  - When something goes wrong, or doesn't work, STOP. Don't immediately navigate away - take a screenshot and write a note about what exactly you were trying to do when you got the error message or unexpected behaviour. Personally, I suggest drafting an email right then with all the the information - you can still go and try to resolve it yourself before sending the email, but at least you have it ready and don't have to try and remember what you did later.
  - Finally, the more detail the better. Screenshots, links, specifying user accounts are all super useful.

Try to avoid:

- Vague statements
    - User: "Import isn't working"
    - Support: "It works on my site"

- Panic
    - "Our site is broken!"

- Providing information helps us avoid this kind of situation - a vague question will get a vague answer.
- Of course we'll send follow up questions if we don't have enough information, but the more you can prepare for us, the more *you* think through the problem, the better.
- And at least for the time being, as long as your sites are hosted at WSU, it is *extremely* unlikely you'll actually be able to "break" your site. If your site is not working properly, just reach out, and we will take a look.
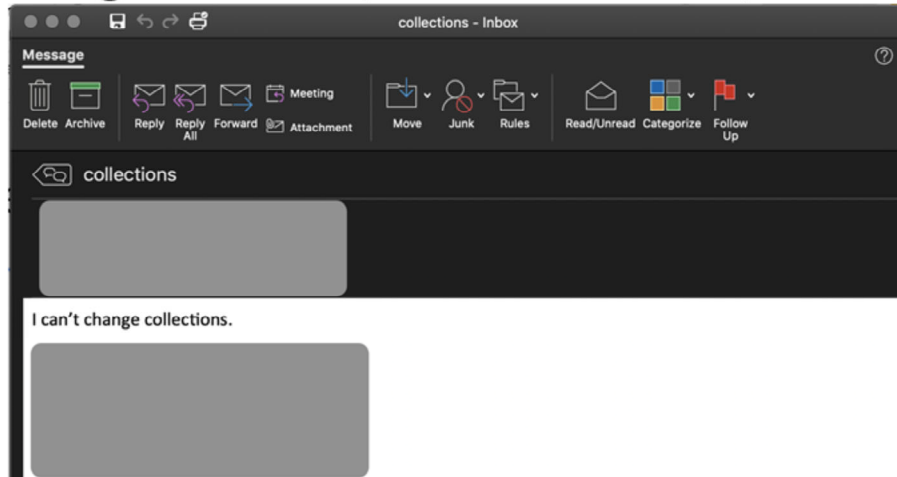
- Here is a little case study to illustrate the above.
- This is a real support request I got. As you can see, it's… not much to go on.
- There are many different things that could cause *something* to go wrong with editing collections.

What would have been better

"Hi, I'm having trouble editing collections.

When I edit a collection, and make changes, like adding a description, and the try to save the changes, I get an error message that says "The referenced entity (node: 710) is invalid".

All of the digital heritage items in the collection are in the same protocol, and I am protocol steward for that protocol, and a mukurtu administrator.

I attached screenshots of the error message. I'm trying to edit this collection: http://mymukurtusite.com/collection/collection-a"

- In an absolutely perfect world, an email like this would be ideal.
  - Describe exactly the issue you are running into, using Mukurtu specific terminology
  - Copy text of error messages
  - Give context of your role and permissions on the site
  - Take screenshots
- In reality, we can aim for somewhere between the two!
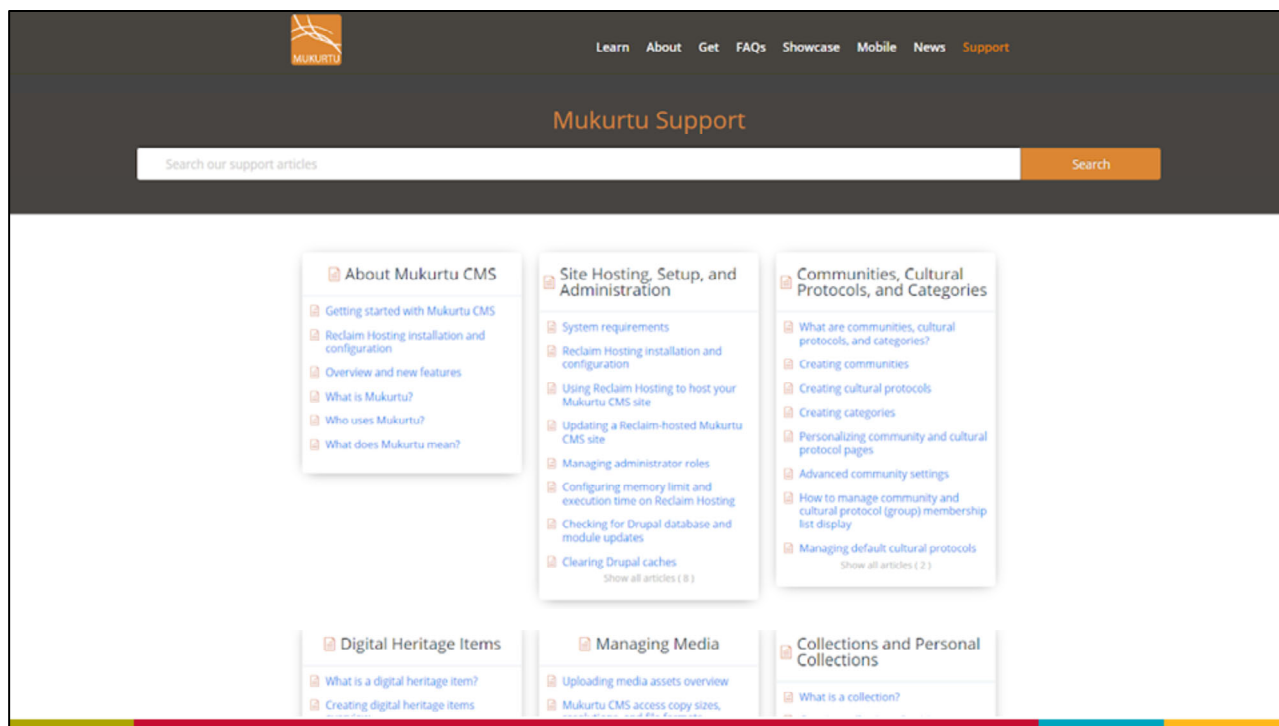
- We strongly recommend getting familiar with the Mukurtu Support site www.mukurtu.org/support and using this resource as your first place to look for learning and troubleshooting

Credits

- More resources at www.mukurtu.org/support
- Presentation template by SlidesCarnival.
- Minicons by Webalys
- *This template is free to use under Creative Commons Attribution license.*
- These slides contain changes to color scheme and content.

Using this Resource

The Digital Stewardship Curriculum is an Open Educational Resource created by the Center for Digital Scholarship and Curation.