Check before you ask

✓ 1. Are you a registered GSI/EnKF user?
   -We are only allowed to provide support to registered users.
   -We have GSI news and announcements which may benefit you.
   -Register at https://dtcenter.org/com-GSI/users/downloads/index.php

✓ 2. Do you use the latest GSI version?
   -We have limited resources and are unable to support old versions.
   -The new version normally fixed bugs in old versions.

✓ 3. Are your compiler and its version listed in the release note?
   -Only the listed compiler versions are fully tested and supported.
   -Check here: https://dtcenter.org/com-GSI/users/support/release_notes/index_GSIv3.6.php

✓ 4. Have you checked the error information in the *stdout* file?
   - Some quick solutions can be found by checking the stdout file

✓ 5. It's a good practice to mention who you are and what you want to do. Please don't be anonymous to the helpdesk.

When writing your email

✓ Please include the following information (especially for GSI crash/compiling questions)

The GSI version
The computer platform you use
The compiler and its version
stdout (please rename it to **stdout.txt**)
run_gsi*.ksh (please rename it to **run_gsi*.ksh.txt**)
list_dir   (rename it to **list_dir.txt**)

✓ Describe your problem in detail as much as possible to help us understand your situation.

✓ **Add suffix ".txt" to all attached text files.**

This will help us view the file content immediately in any email clients so as to promote an efficient communication.

✓ Use informative email subject/title:

Good examples: Running 3D Var with Anisotropic Option; read wind speed data
Not so good :   help me, ask for help, etc

✓ **Submit new tickets for new questions**.

DO NOT reply an old ticket to ask a new question.
This helps us organize tickets and better serve the community.

✓ Be sure to use an "English" or "Unicode" text-encoding email client, otherwise the email is not readable at the helpdesk.

Keep in touch during the ticket open period

❑ 1. A ticket will normally be answered in a couple of business days.
      It will take longer when we are very busy at some other urgent tasks.
      A few difficult questions will take even longer time.

❑ 2. Reply our emails and let us know whether our helps work or not.
       This helps us help others.

❑ 3. Tickets without feedbacks from users for 5~7 days will be closed.
      A courtesy notice may be sent before closing the ticket.
      If you want your ticket remain open, please respond to our emails.

Disclaimer:

❖ DTC scientists are part-time, have their own research tasks. Although we strive to answer tickets as soon as possible, but sometimes tickets may not be answered in time.

❖ Tickets created in USA weekends or holidays will be expected to be answered after the next business day.

❖ GSI/EnKF is a complicated system. It involves efforts from lots of scientists from multiple agencies. Some tickets are hot research topics and we may not be able to provide very accurate answers, but we will try our best to help.

For developers:

Deeping into GSI as a developer needs considerable efforts. Familiar with data assimilation theory, Fortran, GSI user guide, advance GSI user guide, GSI tutorial documents and online tutorial cases is a must.

https://dtcenter.org/com-GSI/users/docs/index.php is a good start.

Collaborate through DTC visitor program   https://dtcenter.org/visitors/