User Support Working Team

Facts from user support statistics

ESGF F2F Meeting 2015

Categories of Questions

help page problems
1%

non-ESGF archives
1%

processing
1%

scientific
1%

unclear

subscribe

usage rights

data
3%

messages and other staff mails
6%

search
14%

account
11%

download
23%

1188

login for download + certs + embedded group registration
39%
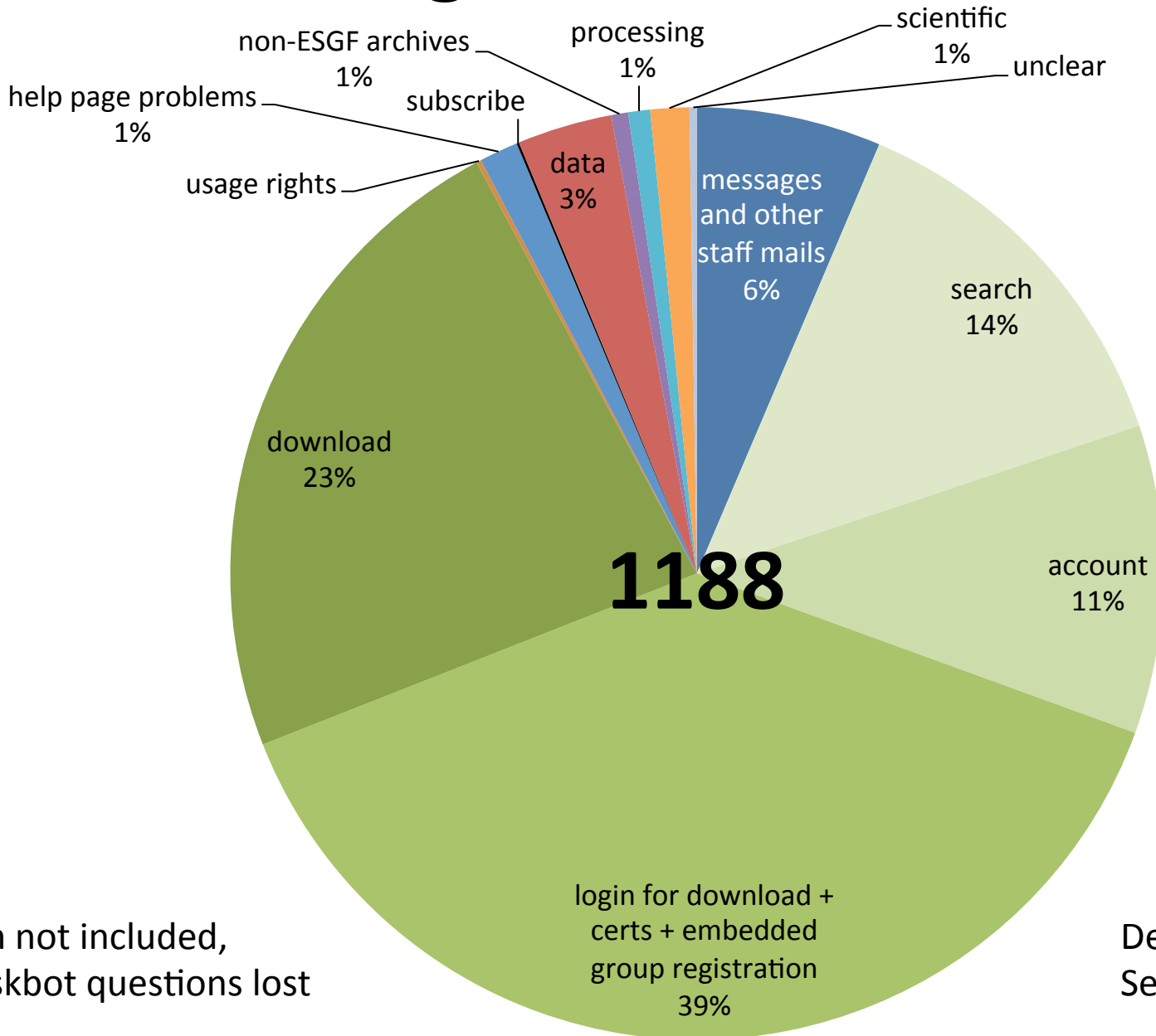
Spam not included,
~3 Askbot questions lost

December 2013 - September 2015

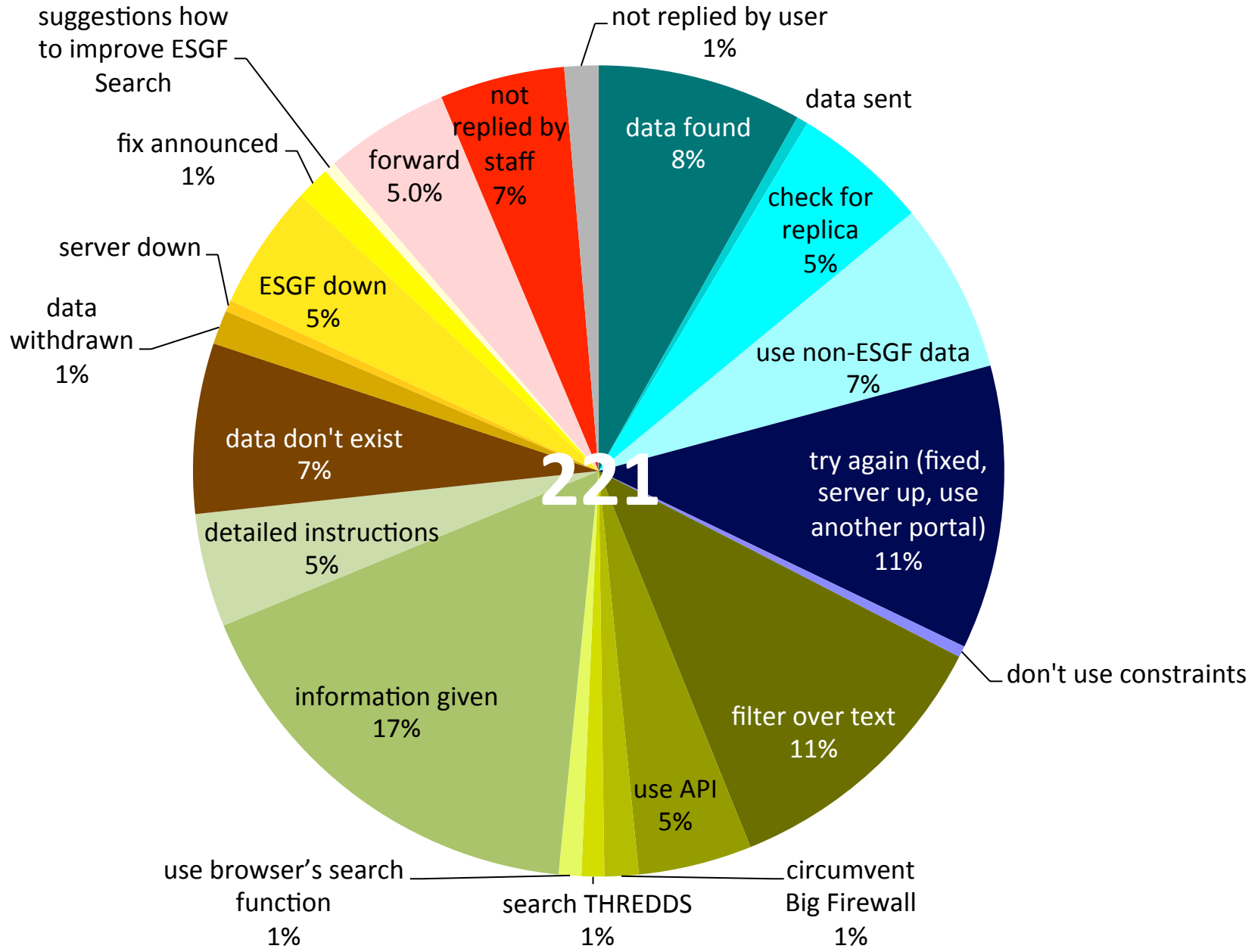# Half of the Questions Concerning (Group) Registration, Login, Certs

- **584 questions**
  Data producers: Could you allow anonymous download (dispense with registration and formal acceptance of licenses)?

- **86 questions about Java issues**
  Developers: Login without user certs should be the default

Solutions to Search Questions

Search Issues

- **25 questions concerning file selection inside datasets**
Data managers: Put only one file into a dataset (as in CORDEX)
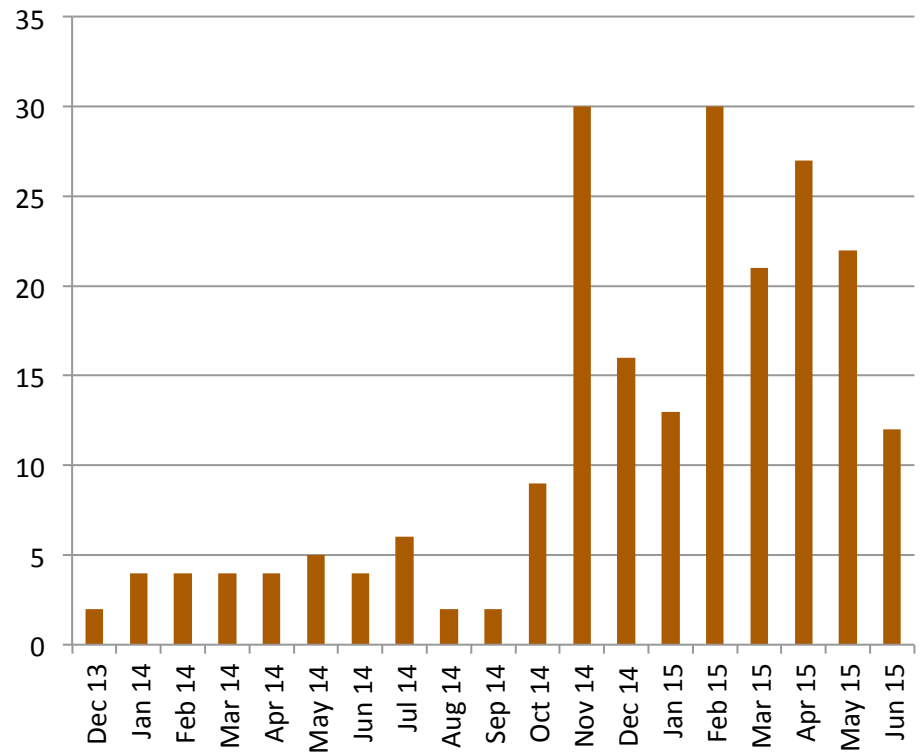
- **5 questions concerning empty search facets**
We request Chinese government to respect freedom of research and allow researchers to use the Internet without hindrance

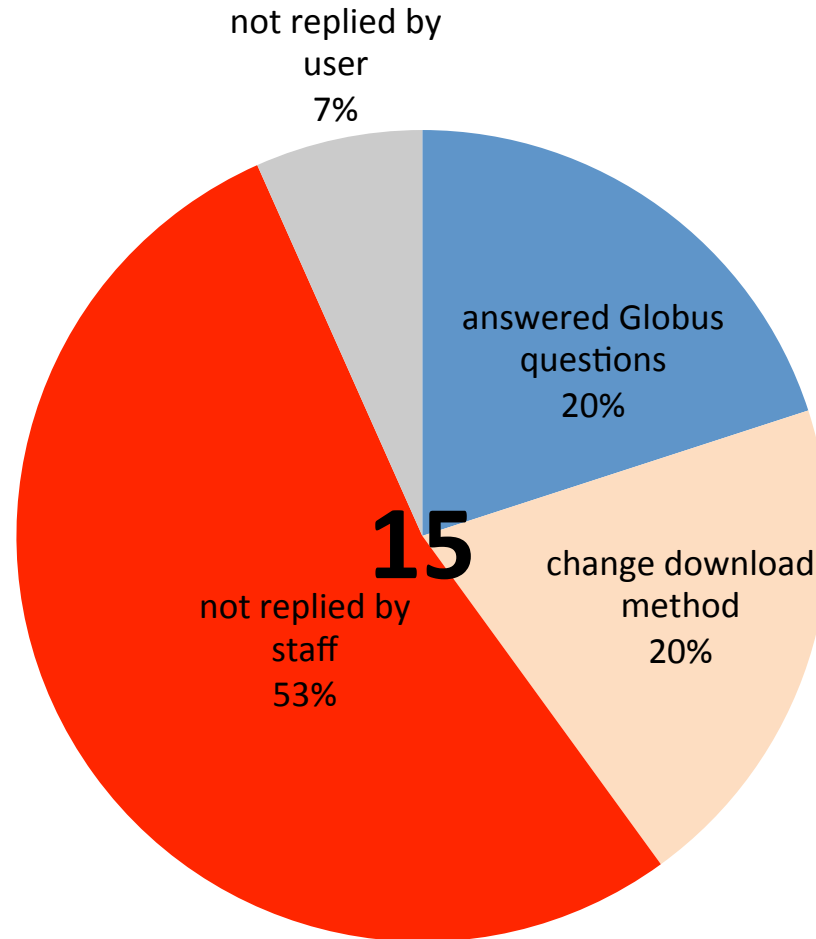# 365 Workarounds Proposed due to Malfunctioning Servers

Pie chart: use replica, 19%; create new account, 11%; use option -i or -s, 2%; 68%
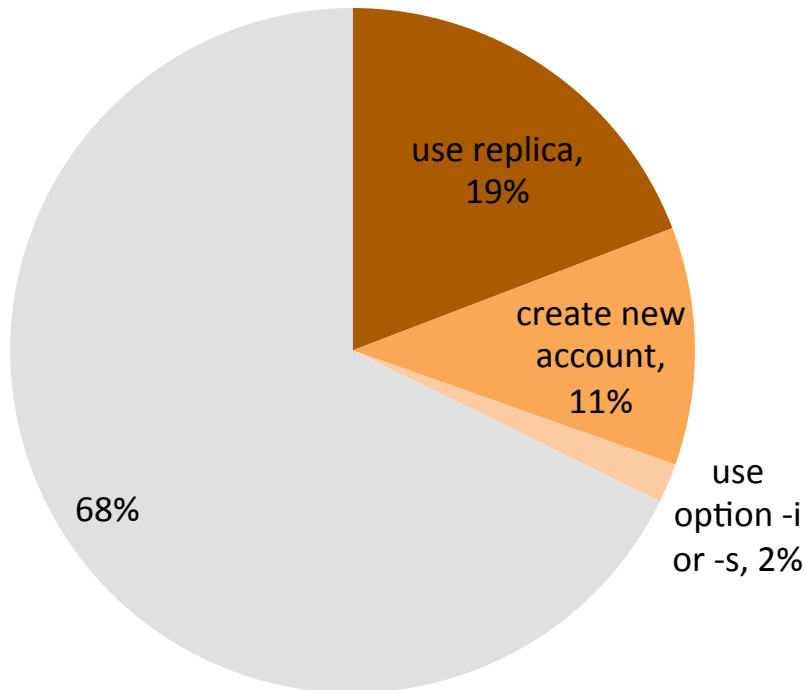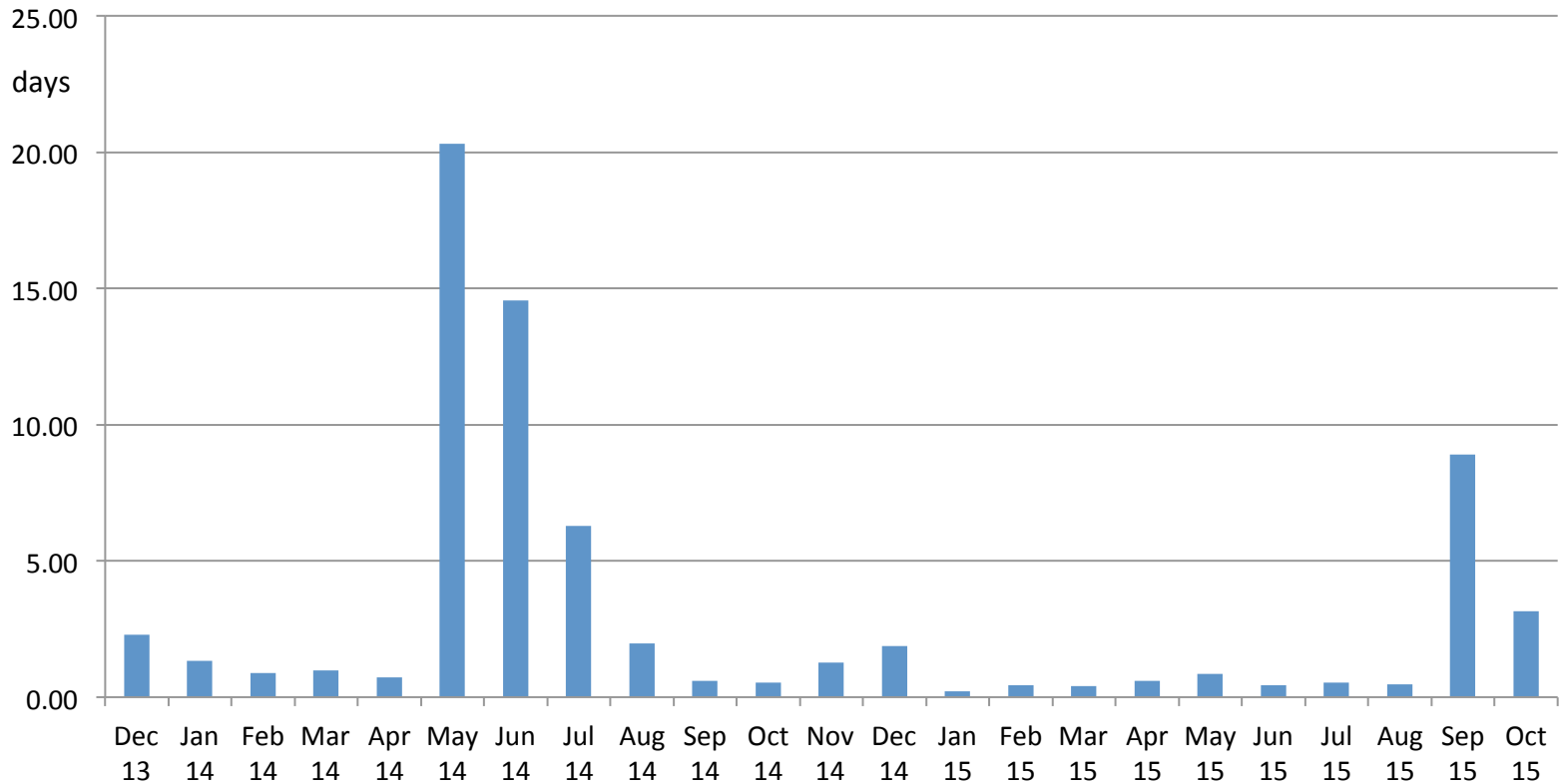
Time series for "use replica"

- Admins: Fix problems promptly

Globus Connect

- Admins and developers: Delete Globus download links or fix the issues

Mean of Response Times

- Substitution needed when Torsten is on holidays