

The HDF Help Desk

The HDF Group offers several levels of support services, including [documentation](#) and the [HDF Forum](#), the HDF Help Desk's Service Desk and email support, and [support packages](#) and [consulting](#).

Community Support

The [HDF Forum](#) is an active community of users and The HDF Group staff with topics on HDF5, HDF4, HDFView and Java HDF Object Package, as well as other The HDF Group projects.

Help Desk

The Help Desk can be contacted through either the Service Desk or by email:

Service Desk

The *Service Desk*, <https://help.hdfgroup.org>, is available to the entire HDF community to submit issues, help requests, and bug reports. It does require that you log in if you go there directly. If you do not have a login, please go to the www.hdfgroup.org page. At the top right of the page click on the button "Create Free Account" to register.

Email

The HDF Help Desk provides basic email consulting on The HDF Group's software, free of charge to the HDF community. We make our best effort to respond to e-mailed community member inquiries within one business week.

Email:

help@hdfgroup.org

Support is available Monday through Friday from 8:00AM through 4:00PM CT.

The HDF Help Desk is closed on all U.S. federal holidays.

Problem Reporting

Any discovered bugs or encountered issues can be submitted to the help desk and they will be added to our problem tracking database and scheduled for investigation by our engineers.

Viewing Bug Reports and Enhancements

Users can view bug reports that are open to the community by logging in to The HDF Group's Jira instance. Community members can browse, search, and vote on issues.

Steps to access:

1. Use your hdfgroup.org login (used to access the [forum](#) or download binaries on this site). If you do not have a login, please go to the www.hdfgroup.org page. At the top right of the page click on the button "Create Free Account" to register.
2. Visit jira.hdfgroup.org and login.

Once logged in, you can search and browse issues and vote on issues to let us know what's important to you. If you're not familiar with Jira, you might find the [system dashboard](#) an interesting place to start.

Advanced Support

We offer a number of different [support services packages](#) that include higher levels of help desk support, including phone support, improved response time, and support for a larger ecosystem of HDF tools beyond the C, C++, Fortran, and Java language bindings.