

- 0) check with Bill
- 1) Make up TEST Procedure
- 2) table dendotest panels
- 3) arrange for tapes for dumps
- 4) ~~to~~ fix up a ~~log~~ crash log  
(clipboard)
- 5) cover page explaining CSP, etc.
- 6) does the message say  
"call the shift supervisor".

OPERATOR'S INSTRUCTIONS FOR DIAGNOSING AILMENTS OF CAL TSS

These pages contain instructions on how to

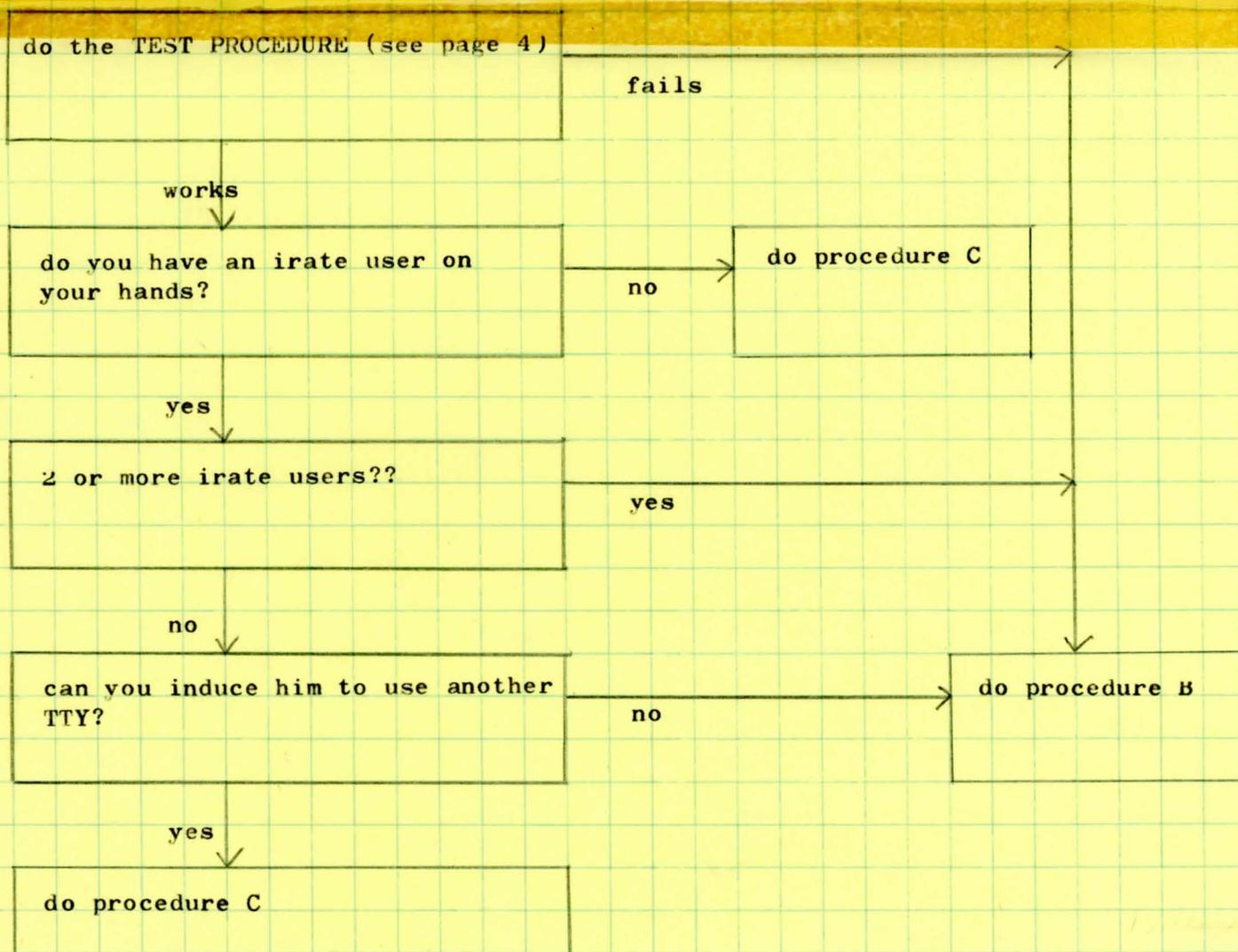
- 1) spot system problems by looking at the display screens
- 2) handle calls from users who have problems
- 3) diagnose the above problems
- 4) proceed when the problem is diagnosed.

Pages for logging the various problems that arise will be kept on this clipboard. These instructions will change as we get more experience and find out what the problems are, so you should always look to see if some note has been added since you last used the instructions.

Note: CSP is used as an abbreviation for control-shift-P in what follows.

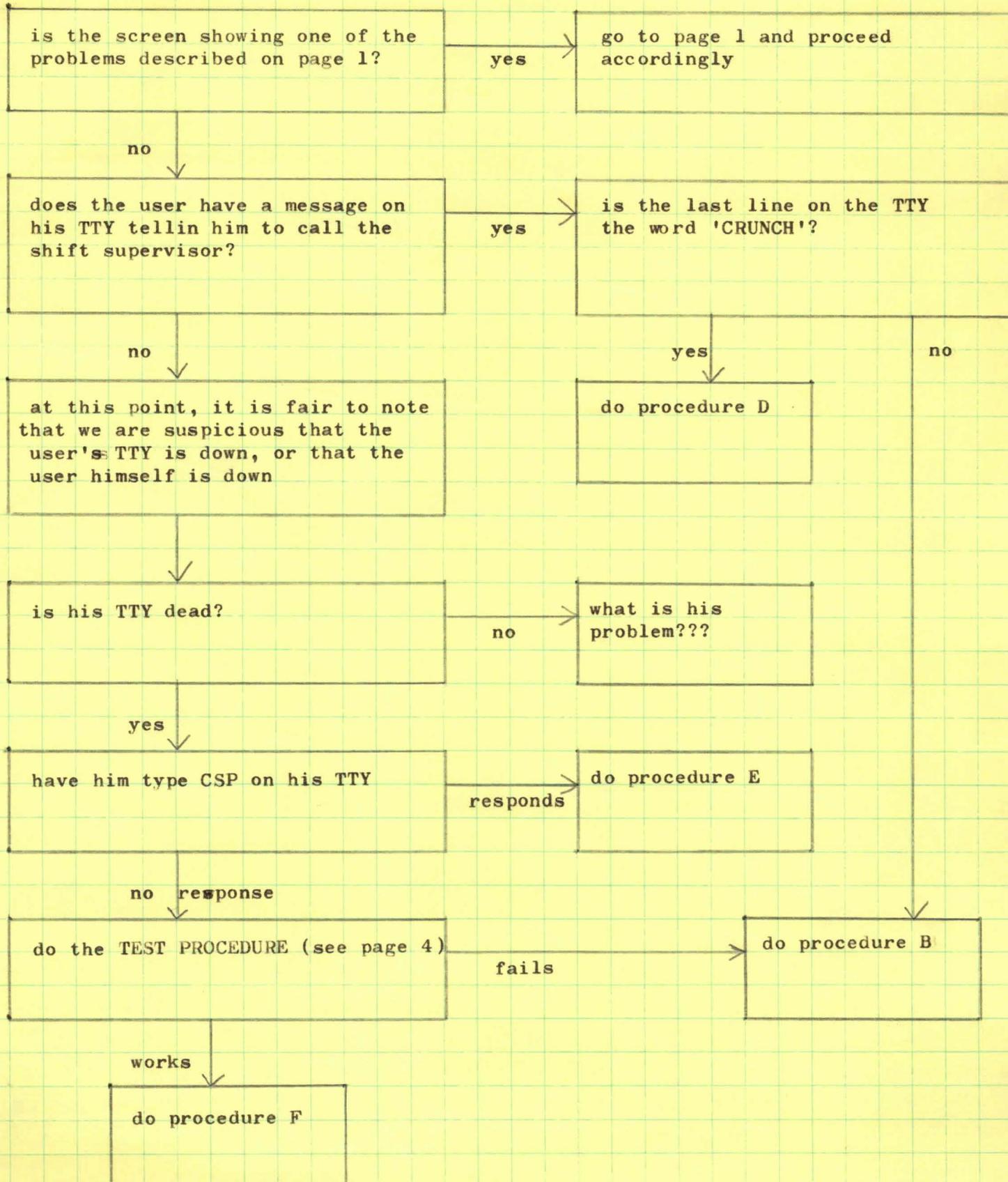
PROBLEMS THAT CAN BE SPOTTED ON THE SCREEN

- 1) The word 'DISASTER' flashing off and on means the system is down; if the display says something about an ECS parity error, do procedure A, otherwise do procedure B.
- 2) If the left screen shows a 'U' in the upper left corner and the right screen shows 'P=000012' in the upper right corner, a process has crashed somewhere. Perform the following diagnosis:



WHEN A USER CALLS

First, record the name and location of the user and the 10 most recent lines on his TTY. Then perform the following diagnosis:



- PROCEDURE A: ECS is sick. Run the test, if it works, see if the system will reload. If continuing problems, call the CE's.
- PROCEDURE B: The operating system is sick. Try to get a system programmer to look at it\*, failing that, dump the system\* and restart it. (page 85)
- PROCEDURE C: Note that the condition occurred and cross your fingers.
- PROCEDURE D: Sigh. That is a secret command which he shouldn't know about. Tell him to type 'HERE' and then 'RETURN'. If he is able to continue, fine, tell him not to do it again. Otherwise, go to procedure B.
- PROCEDURE E: This man is confused or doesn't know how to get at the system. Tell him that he always has to type CSP to make contact with the system. \*\*
- PROCEDURE F: Chances are his TTY is down or his line is sick or turned off. If the TTY is turned off, either turn it on or tell him you have orders to have it turned off, as the case may be. If ~~his TTY~~ Otherwise, tell him to call Gil Costa 2-2521 to report trouble with his TTY.

\*If there isn't one in sight, try calling

2-0560	Howard
2-5819	Dave, Bruce
2-5823	Vance
2-5835	Gene, Paul
2- 5817	Keith

*\* see page on how to dump system*

*\*\* the TTY may have been left busy*

TEST PROCEDURE: we have to make up a procedure and can give a copy of the TTY output from a typical run to the operators.

1 run basis, etc <sup>won't go</sup> → fails

↓ goes

find empty TTY + logon <sup>no ref</sup> → fails

↓

logoff

↓

OK



DATE

TIME

INITIALS

USER NAME/  
LOCATION

COMMENTS