0) check with Bill
1) Make up TEST procedure
2) take dedicated panels
3) arrange for tapes for dumps
4) fill up a log crash log
   (clipboard)
5) cover page explaining CSP, etc.
6) Does the message say "call the shift supervisor"?
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:

- do the TEST PROCEDURE (see page 4)
  - works
    - do you have an irate user on your hands?
      - yes
        - 2 or more irate users??
          - yes
            - do procedure C
          - no
            - can you induce him to use another TTY?
              - yes
                - do procedure C
              - no
                - do procedure B
      - no
        - do procedure C
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:

- is the screen showing one of the problems described on page 1?
  - yes → go to page 1 and proceed accordingly
  - no →
    - does the user have a message on his TTY telling him to call the shift supervisor?
      - yes → is the last line on the TTY the word 'CRUNCH'?
        - yes → do procedure D
        - no → what is his problem???
      - no →
        - at this point, it is fair to note that we are suspicious that the user's TTY is down, or that the user himself is down
          -
        - is his TTY dead?
          - yes → have him type CSP on his TTY
            - responds → do procedure E
            - no response → do the TEST PROCEDURE (see page 4)
              - works → do procedure F
              - fails → do procedure B
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.

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. 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 away
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 basic, etc → fail
   go
   find empty TTY + logon more → fail
   logout
   OK
HOW TO MAKE A DIAGNOSTIC DUMP IF A SICK SYSTEM

Unfortunately, the dump program requires a different deadstart panel from the system deadstart program. Reset the deadstart panel to CAL TSS I, push the deadstart button, read the deck ?? into the card reader, mount a tape on unit 0, and stand back and watch it go. After four unloads, the tape unloads, reset the deadstart panel to CAL TSS II and deadstart the system as usual. Record the reel on which the dump was made along with the other information relevant to this crash.