

STAF

Tuesday, August 22, 2017 12:12 PM

- 1) Problem with Cron registration: RC21, Output from Cron: Error registering with STAF, RC:21

Ex RPD: [RPD:27346638](#)



Reason: STAF on the tellus server is not running. It can be caused whenever the server is shutdown due to maintenance updates or the network/server is down.

Resolution:

- Logon to Tellus server
- Open "cmd" prompt and type "STAFProc" and hit enter
- You should see the below message:

```
C:\WINDOWS\system32\cmd.exe - stafproc
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\vnakka>stafproc

Machine       : vnakkapc.pc.factset.com
Machine nickname : vnakkapc.pc.factset.com
Startup time   : 20170822-12:20:20

STAFProc version 3.4.23 initialized
```

Note: Machine name and MachineNickname should be the server you logged onto

- Submit the jobs from Tellus JEP and see if you are getting the "GroupID" as the response.

- 2) Remote server Unauthorized error while deploying a VM for Tellus FPE jobs

Ex RPD: [RPD:24599769](#)

Tellusb01- Focalpoint error occurred for GroupId: 141981

STAFEmailService@factset.com

sent: Fri 7/1/2016 2:48 PM

to: Manikanta V, Yerraguntla

cc: **tellusadmins**

Retention Policy: FDSRetentionPolicy Inbox (3 years) Expires: 7/1/2019

* DO NOT RESPOND TO THE SERVICE MACHINE THAT GENERATED THIS NOTE *

The job with GroupId: 141981 encountered the problem:

FocalPoint was launched but it returned an error: Requesting playlist run... The remote server returned an error: (401) Unauthorized.

Feel free to contact Tellus administrators.

You would also receive the above email if you are seeing the above error message

Reason: Username through which STAF is launched on Tellus server might have got his password expired or user account is locked.

Immediate Solution: Have the password for the reset and restart "STAF" or any tellusadmin user can restart STAF if they have the perforce user account and port number set on tellus servers.

Set the Perforce user and port number using command line options below:

- p4 set P4PORT=scm.factset.com:1666 //sets the port number
- set P4USER= vnakka //sets the user vnakka
- p4 set //displays the user and the P4PORT if they are set using the above commands. Else returns nothing.

Permanent resolution: Run STAF as a service account on tellus servers([RPD:7118441](#)). It has a dependency on the below items:

- Write access to logs for all required shared drives so that we can copy/zip the logs to the network drive
- Service account authorization to deploy the VMs
- Service account authorization to sync the tests from SCM(P4/GIT)
- Any staf services that requires auth such as; FTP, Email etc.

Note: Few of the above tasks are finished. We have to try this on dev whenever there is a downtime and see if there are any other issues/new items to be addressed

- 3)

Tuesday, August 22, 2017 9:05 PM

Serial number
SPW posting
Tests Not Run

Retriggering Jobs

Monday, October 02, 2017 7:32 PM

- When we terminate all active jobs.
 1. get groupids
 2. stop STAF process -> service name: STAFProc
 3. Free up space -> p4holder, xml-> zip files, C:\Temp -> zip files
 - a. C:\Tellus\appqa\automation\Tellus\TC8\P4Holder
 4. VM -> VmtimeMetrics, get coma seperated vm IPs -> 121.23.34.111, 222.344.232.1 [not string]
 - a. Select * from [dbo].[VMTimeMetrics] where < groupid >
 5. <http://tellusdev/utls/admins.php> -> undeploy
 6. start staf [due to some perforce limitations we need to login as Avanthi or Vasu to start STAF]
 - a. C:\STAF\bin\Stafproc.exe
 7. python C:\Tellus\Utils\utils.py -> option 7 -> give groupids [pop out the faulty groups]
- Just retrigger
 - python C:\Tellus\Utils\utils.py -> option 7 -> give groupids [pop out the faulty groups]
- job did not run
 - <http://tellus/swp-green/logs>
 - MutiplanGroups -> StartdateTime 1st step
- trigger gobs with delay
- future jobs
 - list of groups
 - unregister CRON ids -> STAF LOCAL CRON UNREGISTER ID <cronid>
 - mark tem as deleted in schedulerTestgroups
 - calanderinstances

Resources:

www.esqsoft.com/tools/dedupe-list.htm
<http://jura.wi.mit.edu/bioc/tools/compare.php>
<http://tellus/swp-green/logs>
<http://is.factset.com/Justifier/api/FactSetProducts/>

How to get SCM for group id

```
select distinct GroupID, st.SCM FROM MultiplanGroupsWithTestCases as mpc
join schedulerTests as st on mpc.JustifierTestCaseID = st.JustifierTestCaseID where mpc.GroupID in
(<groupids>)
```