	1		1	ı	
Item #	Module	Error or	Total Message	Problem	Solution/
(priority)	Componen	Warning		Described	Actions Required
=>exec or script	t/				
name	Subcompo				
	nent/				
	Executab				
	le				
1	->HK	Email	JSOC: WARNING:	Dayfile	(1)Confirm the process that
(high)	Level 0	messages	Ingesting MOC	were not	retrieves Dayfiles from MOC is
=>dsdf.pl	->MOC	with this	dayfiles:	retrieved	
	Dayfile	subject.		by	(2-option a)Once this is working
	Save and	JSOC:	status:No files	process	the process will pick up dayfiles
	decode		loaded today	that	for lost day(s) and the current
	keywords	(1)WARNIN	Warning Message:	retrieves	
	data for	G:	>Received	the Level	(<u>2-option b)</u> If needed we can start
	asd	Ingesting	count of <0> hkt	0	save of dayfiles for lost day as
	dayfile	MOC	files and count	dayfiles	soon as we get files retrieved by
	and save	dayfiles:	of <0> xml files		process that gets files from MOC
	keywords	status:No	from directory	Product	Product Server.
	to asd	files	<td></td> <td>->login to j0 as production.</td>		->login to j0 as production.
	HK by	loaded	/mocprods/lzp>.	This	8
	APID	today	>When	should be	,
	series(s do.lev0_		executing script <td></td> <td>lev0/scripts/hk % dsdf.pl moc</td>		lev0/scripts/hk % dsdf.pl moc
	asd 0004		n/cvs/JSOC/proj/	Then this	
)		lev0/scripts/hk/	process	dayfiles and decode asd dayfile.
	_		dsdf.pl>	looks for	
	>dsdf.pl		from cron job.	dayfiles.	
	cronjob			If none	
	on			are	
	producti			there, an	
	on@j0.			email is	
				sent out	
				to	
				jsoc_ops.	
				This	
				causes	
				other	
				processes to fail	
				because	
				they are	
				looking	
				for	
				dayfiles	
				at 11PM.	

Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total Message	Problem Described	Solution/ Actions Required
2 (low-high) =>dsdf.pl	->HK Level 0 ->MOC Dayfile Save and decode keywords data for asd dayfile and save keywords to asd HK by APID series(s do.lev0_ asd_0004)) - >dsdf.pl cronjob on producti on@j0.	Email with subject: JSOC:WARN ING:Inges ting MOC dayfiles: status:Po ssible error ingesting dayfile.	<pre>from directory </pre>	next day there are previous days files on the dropoff	Action Problem Described(1): Probably not Problem. Confirm all 256 files were ingested by viewing log file(log- df-moc) and view the dayfiles are there in the three dayfile series for that day. Where three series are aia.hk_dayfile, hmi.hk_dayfile, sdo.hk_dayfile. Action for Problem Described(2): Confirm when SUMS/DRMS is working. Then follow similar procedure shown for item #1. The difference here is that, you will sse dayfiles(64 dayfiles + 64 xml files) on the dropoff directory. Since we had files but could not save, so kept files there for manual work around.

Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total Message	Problem Described	Solution/ Actions Required
3 (high) =>gdfrt.pl	->HK Level 0 ->Real time Decode and save of keywords to asd series using Minute of data in RTMON Dayfile ->On producti on@j0 cron job to start script. Script at /home /product ion/cvs/ JSOC/pro j/lev0/s cripts/h k. % gdfrt.p l apid=129 pkt_size =128 % nohup monitor _df_rtm on.pl apid=129 &	(1) j0 server down or crashed email from admins (2) Email with subject: JSOC:WARN ING:INGES TING REALTIME DAYFILE FOR APID 129:Dayfi le does not exist (3)Email with subject: JSOC:WARN ING:INGES TING REALTIME DAYFILE FOR APID 129:Dayfi le is not getting new packets	continue running and resend another email notice if the data file is there and data starts flowing and stops again. >To restart monitor enter command: /home/production/cvs/JSOC/proj/lev0/scripts/hk/monitor_df_rtmon.plapid=129 >To stop monitor run command(user=pro	Possible Problems: (1)J0 server goes down because of crash or runs out of memory. (2)The j0 server loses nfs connectio n to /hmisd pmon/log/packets directory or Lockheed is not feeding updates to dayfiles (3a)See item above(2). (3b) Or could be a short delay when moving to next day at 5pmPDT. (3c)Due to install on new egse software on hmisdpmon. Telemetry collection may	Action Problem Described(1): Solution is to restart gdfrt.pl process with new LOG file marked with time restarted process. Restart monitor_df_rtmon.pl process. a)Login into j0 as production user on terminal window. Execute: % nohup gdfrt.pl apid=129 pkt_size=128 > LOG-RT- APIDOx081-2010.05.11.09_10:00:00 & This process decodes minute of dayfile and saves keywords to sdo.lev0_asd_0004 series. b)Log on to j0 on another terminal window and execute: % nohup monitor_df_rtmon.pl apid=129 & This script monitors if dayfile is getting updated every 5 minutes, if not sends email warning. c) View if passing when processing. Note the is one issue shown in the log file as failed when processing more then 1 minute of data at beginning of run. This is really ok. % tail -f <log-rt-<whatever> d)View in LookData tool that data records are getting added to sdo.lev0_asd_0004. Action Problem Described(2): -Check j0 can see directory /hmisdp-mon/log/packetsContact Rock on why Lockheed not updating data to dayfiles. Action Problem Described(3a,b,c): -Check j0 can see directory /hmisdp-mon/log/packetsContact Rock on why Lockheed not updating data to dayfilesCheck logfile: /home2/production/cvs/JSOC/proj/le v0/scripts/hk/log/log-gdfrt- apid-129 -Check logfile if packets are getting processed now. Do tail -f</log-rt-<whatever>

Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total Message	Problem Described	Solution/ Actions Required on log. Log gets update every
				stopped.	minute. -Check logfile using view for the date and time warning email occurred. Note the log is in UTC but email is in PST. Check if there was a stop of telemetry processing. When started up, check that the processing caught up processing the packets. For example if regular process 14 packets per minute and was stopped for 10 minutes, then there should have been catch up of 140 packets. If catch-up did not occur, then check, if at end of the day, the moc dayfile processing fills the asd series(sdo.lev0_asd_0004). There should be 21600 packets for that day. This moc processing occurs at 12midnight-PST. So check this the next day PST time. If the gap in processing of rtmon dayfile and the moc dayfile processing does not fill gaps, contact Rock. This will cause level 1 to fail to process data, if gap in asd series is over a certain amount of time(>10min?).
4 (high) =>gdfrt.pl	->HK Level 0 ->Real time Decode and save of keywords to asd series using Minute of data in RTMON Dayfile ->On producti on@j0 cron job to start	(1)Email with subject: JSOC:ERRO R:HK Level 0 Real Time Processin g failed to decode minute dayfiles.	_	(1)Possib le problems: (a)drms data base is down for service (b)drms data series does not exist.	Action Problem Described(1a): Check with team if drms database is down for service. If down, then as soon as comes back up the script will begin processing where last successfully processed data. Confirm in log file (/home/production/cvs/JSOC/proj/le v0/scripts/hk/log-gdfrt-apid-129) that the processing is being done successfully. If not successfully processing review log for reason why failing. Sidebar 1: If the drms is down for less than two days and this process continues to run. The script will auto process previous days dayfile before starting processing of current dayfile(0

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Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total Message	Problem Described	Solution/ Actions Required
	script. Script at /home /product ion/cvs/ JSOC/pro j/lev0/s cripts/h k. The cronjob script executio n with argument s: gdfrt.p l apid=129 pkt_size =128		data successfully>Minute Day File not decoded is:>Next Email Alert will be sent in 1 hour if problem persists>Here is log from decode_dayfile executable showing error messages:		UTC = 5pmPDT). If greater than two day's of drms down, auto processing will not occur for previous files 2-n days back. Action Problem Described(1b): First check the dataseries in log file is existing in drms by doing show_info <name>. If does not exist, will need to create using jsd files auto created at /home/production/cvs/TBL_JSOC/lev0/hk_jsd_file/prod using create_series. The script should write to series with no errors. Second check, since the gdfrt.pl calls decode_dayfile. decode_dayfile's series name setup could be incorrect in SOURCE_ENV_FOR_HK_DECODE_DAYFILE which is in directory /home/production/cvs/JSO C/proj/lev0/apps. This name change could occur if the HK config files from Lockheed are updated.</name>
5 (low) =>dsdf.pl	->HK Level 0 ->RTMON Dayfile Save of only ASD Dayfile - >dsdf.pl cronjob on producti on@j0.	Email message with this subject: JSOC:WARN ING:Inges ting RTMON dayfiles: status:Po ssible error ingesting dayfile.		The RT Dayfile was not saved to dayfile series. Possible problems: (1)SUMS/D RMS down so could not save files. (2)Path setup to pickup or drop off dayfile	(Step 1) Verify issue: Check if RT dayfile in sdo.hk_dayfile series where date is day of problem and source=rtmon. Check log file at log-df-rtmon for information on warning. Check for dayfile at drop directory defined in dsdf.pl and pickup directory in ingest_dayfile.pl (Step 2) Manual save RT dayfile that failed last night. Execute the manual command to save asd rtmon dayfile to sdo.hk_dayfile. ssh or login to j0 as production user. Since we are save only asd files(apid in hex use 81) use command with apid=81. Set merged

Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab	Error or Warning	Total Message	Problem Described	Solution/ Actions Required
			ingest into data series and delete from directory did not match the count of the dayfiles received. >Possibly a problem ingesting dayfiles in series because of bad setting of SUMSERVER parameter or SUMS could be not available. >Possibly not an issue which was caused by the dayfiles not being ingested on previous day(s) therefore the file count received today does not match files ingested.	(3)No dayfile on /hmisd p-mon server.	<pre>value to 0 which mean save dayfile only. Utilize src=rtmon because file is in rt filename format. The dsnlist is a map to tell script were save dayfile. a)Save dayfile:</pre>

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Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total Message	Problem Described	Solution/ Actions Required
6 (low) =>dsdf.pl	->HK Level 0 ->RTMON Dayfile Save of ASD apid 129, apid 17,19,21 ,38,40, and 44 Dayfiles - >dsdf.pl rtmon cronjob on producti on@j0.	subject:	Similar to item #1 except this is for RTMON or Real time day files. This RTMON refers to HK_SOURCE keyword setting in <aia hmi sdo>.hk_dayfile series.</aia hmi sdo>	(1)Path setup to pickup or drop off dayfile was not correct. (2)No dayfile on /hmi-sdp server. (3)JO has no access to hmi-sdp server therefore cannot reach dayfile.	(Step 1) Check with j0 see hmisdpmon directory. Check if asd dayfile there(apid is 0x81). (Step 2) Follow similar step as item #3

Item #	Module	Error or	Total Message	Problem	Solution/
(priority) =>exec or script name	Componen t/ Subcompo nent/ Executab le	Warning		Described	Actions Required
8. (low) =>getdf.pl	->HK Level 0 ->HSB Dayfile Save >getdf.p l hsb cronjob on producti on@j0.	Email message with subject: JSOC:WARN ING:Inges ting HSB dayfiles: status: Found Old HSB Dayfile Not Processed ->Action Required	action> ISSUE Found: (1)Old	(1)There was reprocess ing of older telemetry data. The ingest_le v0 executabl e write HK packets to HSB dayfile. The regular process that save HSB dayfiles only saves current days dayfile. It does not save older dated dayfiles.	Action for Problem Described(1): Step(1)(a)Check hsb dayfile have not been already saved to <aia hmi="">.hk_dayfile series. Go to /tmp22/production/lev0/hk_hsb_d ayfile and check old dayfiles or use list in warning email to check. Go to JSOC LookupTool and search for entry. For example query for hmi.hk_dayfile[<day date=""> [][hsb] to check hmi dayfiles(400 values) with apid 445, 481,etc. Check aia apids(500 values) by going to aia.hk_dayfile[<day date="">][][hsb]. If dayfile there, then did save the first created hsb dayfile created and this dayfile is a reprocessed dayfile so need to save with hsb_r source as discussed next. If hsb dayfile NOT there, then save this dayfile using source value hsb and follow same procedure below for only old dayfiles listed in email. Remember the latest dayfiles there should be left alone, since they are saved and removed automatically by cron job at 9pmPDT. Now we begin a manual process to save hsb dayfiles. See steps lb-le. Step (1)(b) go to production@j0 % ssh -1 production j0 % cd /home/production/cvs/JSOC/proj/lev 0/scripts/hk Step(1)(c)Save files in dayfile series using script. For day 9/29 use this. Important to note to use hsb_r. Also do not save or delete current dayfiles being updated, let auto process do this(getdf.pl hsb). ==>Best Way %ingest_dayfile.pl apidlist=./df_apid_list_day_fil e_hsb_r start=2000929 end=2000929 dsnlist=./df_apid_ds_list_for_h</day></day></aia >

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Item #	Module	Error or	Total	Message	Problem	Solution/
(priority)	Componen	Warning			Described	Actions Required
=>exec or script	t/					
name	Subcompo					
	nent/					
	Executab					
	le					
						-1 111 0
						sb_r src=hsb_r merged=0
						==>Slower Way
						% ingest_dayfile.pl apid=478
						start=20100929 end=20100929
						dsnlist=./df_apid_ds_list_for_h
						sb_r src=hsb_r merged=0
						(repeat command with different
						times and/or apid as needed)
						Step 1(d) Now, check got loaded
						using lookdata web tool for
						-
						<aia hmi="" ="">.hk_dayfile</aia>
						Step 1(e) Clear list of old hsb
						dayfiles to delete from
						DF_DELETE_FILE_LIST located
						in /home/production/cvs/JSOC/pr
						oj/lev0/scripts/hk.
						This step needs to be done
						because the auto script
						getdf.pl uses
						DF_DELETE_FILE_LIST file too.
						It is used to remove hsb
						dayfiles that have been saved to
						series.
						series.
						Step 1(f) Remove files from
						tmp22/production/lev0/hk_hsb_da
						yfile. Here is example
						Check if this is list want to
						remove by doing 1s command.
						%ls /tmp22/production/lev0/hk_h
						sb_dayfile/*_09_29*
						Now carefully do remove.
						%rm /tmp22/production/lev0/hk_h
						sb_dayfile/*_09_29*

<pre>Item # (priority) =>exec or</pre>	Module Componen	Error or Warning	Total Message	Problem Described	Solution/ Actions Required
script name	Subcompo nent/				
	Executab le				
(9)(high) =>dsdf.pl(9)(high) =>dsdf.pl	Effects RTMON and MOC Dayfiles: ->HK Level 0 ->RTMON Dayfile Save of ASD apid 129, apid 19 and apid 44 Dayfiles - >dsdf.pl	Missing records for aia.tempe rature_su mmary_300 s or/and or hmi.tempe rature_su mmary_300 s series causes level 1 processin g to stop processin g. Usually email	See Error or Warning column.	two possible	Solution for ISSUE(1): (1a)Check series for missing records to confirm issue. For apid 19:check hmi.temperature_summary_300s has 288 records per day. >For apid 44: Check aia.temperature_summary_300s has 288 records per day. (1b)Check if ran correctly last night by checking log files for rtmon and moc dayfile processing. >Check rtmon logfile at /home2/production/cvs/JSOC/proj/le v0/scripts/hk/log_df_rtmon >Check rtmon logfile at /home2/production/cvs/JSOC/proj/le v0/scripts/hk/log_df_moc
	rtmon cronjob on producti on@j0. ->HK Level 0 ->MCC	from Jim or John Serafin or Rock. There is no automatic email warning yet on		The cronjobs did not run last night because either systems down or retrieve	(1c)Check if dayfile with issue has no errors in xml quality information file paired with each dayfile>Go to datatool and view xml dayfile and check is there is missing data in summary line. (1d)Email Rock and team effected
	Dayfile Save and decode keywords data for asd dayfile and save keywords to asd HK by APID series(s	this issue.		ISSUE (1) and ISSUE (2)	with issue on findings. (1e)Implement fix if there is missing data. >Request recreate of moc dayfile with new version. Rock or you can do(see ticket). >When Goddard places new file on moc product server the process will work automatically when the dsdf.pl moc is run via Art's script on jsoc@j0.
	do.lev0_ asd_0004). Also save dayfile and do average processi ng of apid			processin g: This causes aia and hmi level one to stop processin g because it is a	(1f)Verify gaps were filled by checking series records for that day again. (1g)If gap not filled then get approvals from Rock to run the set_keys command to fill gaps. Here is example of filling gap for time 2010.11.29_20:40:00_UTC where DATE is current time when ran command and T_START time is time of record want to fill in(2010.11.29_20:40:00_UTC):

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Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total	Message	Problem Described	Solution/ Actions Required
	19 and 44 to series Art's cronjob on jsoc@j0.				nt to have 288 records per day in both series.	set_keys -c ds=hmi.temperature_summary_300s T_START=2010.11.29_20:40:00_UTC NU MPTS=0 DATE=2011-011-21T20:01:16Z The DATE parameter can be in UTC time(2011.03.23_19:00:00_UTC) or Z time as shown. The NUMPTS=0 since we have no packet data to calculate average data of keywords. SIDENOTE: Example email to Goddard to recreate dayfile: Original Message Subject missing packets in moc level 0(lzp) day file for apid 44 ->0044_2011_012_01.hkt Date: Fri, 21 Jan 2011 11:26:16 -0800 From: Carl Cimilluca <carl@sun.stanford.edu> Tb: Brett Sapper <srett.psapper@nasa.gov>, ChristopherB.VanDyke@nasa.gov CC: Rock Bush <rock@solarpost.stanford.edu>, Carl Cimilluca <carl@sun.stanford.edu> Brett, Chris, We are seeing a gap in packets for the moc level 0 dayfile for apid 44 between these times below 2010 OI2_F40:49.00_UTCGap in packets 2010 OI2_B:22:29.00_UTC This is about a 41 minutes gap where we have no packets. This is about</carl@sun.stanford.edu></rock@solarpost.stanford.edu></srett.psapper@nasa.gov></carl@sun.stanford.edu>

Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total Message	Problem Described	Solution/ Actions Required
					Can your team recreate an apid 44 dayfile for doy 12 with version setting to 02(i.e., 0044_2011_012_02.hkt) and drop off file on MOC Product Server? Our automatic scripts will pickup dayfile tonight at about 11pm-12am PDT Thanks Carl Cimilluca Stanford University— JSOC Team Solution for ISSUE(2): (2a)Confirm cronjobs did not run last night by checking log files (log-df-moc and log-df-rtmon) at j0:/home/production/cvs/JSOC/proj/lev0/scripts/hk. (2b)If occurred for just that one day because of down systems or failed cronjob then the process will process the moc dayfiles from yesterday and today files tonight and this should fix issue. (2c)If problem persist fix out source of problem. Possible causes are:down h/wdown sums/drmsdown cronjob for rtmon on production@j0down Art's retrieve script of moc down files. (2d)Once back up, the dayfiles from moc product server should be brought over and the cronjobs for moc should process all dayfiles (9) (high) ->dsdf.plfor all down days.
					(2e)The rtmon dayfile load_m3sd

Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total	Message	Problem Described	Solution/ Actions Required
						processing needs to be done manually, only if needed to fill gaps. Check with Rock. Should save rtmon dayfiles manually using ingest_dayfile.pl for missed days. We save apid 17,19,21,38,40, and 44 dayfiles to dayfile series using source setting rtmon by using dayfile on fileserver hmimon-sdp. Example steps to do: ===>Login as production@j0. ==>Copy over rtmon files to save to dropoff directory from hmimon-sdp. The drop directory is a /tmp22/production/lev0/hk_rtmon_ dayfile. ===>go to script directory % cd /home/production/cvs/JSOC/proj/ lev0/scripts/hk ===>run script using hex value for 129(hex is 81),17(hex is 11), etc: % ingest_dayfile.pl apid=81 dsnlist=./df_apid_ds_list_for_rtmo n src=rtmon merged=0 ===>Or do all apid by doing: % ingest_dayfile.pl apidlist=./df_apid_list_day_file_r tmon start=20080518 end=20080530 dsnlist=./df_apid_ds_list_for_rtmo n src=rtmon merged=0 ===>clean up by deleting items in DF_DELETE_FILE_LIST_RTMON file ===>clean up by removing files in the dropoff directory

Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total Message	Problem Described	Solution/ Actions Required
(10)(high) =>dsdf.pl	Effects RTMON and MOC Dayfiles: ->HK Level 0 ->RTMON Dayfile Save of ASD apid 129, apid 19 and apid 44 Dayfiles - >dsdf.pl rtmon cronjob on producti on@j0. ->HK Level 0 ->MOC Dayfile Save and decode keywords data for asd dayfile and save keywords to asd HK by APID series(s do.lev0_ asd_0004). Also save dayfile and do average processi ng of apid	JSOC:WARN ING:M3SD Processin g and Decode Dayfile Processin g of all MOC dayfiles NOT done. OR JSOC:WARN ING:M3SD Processin g and Decode Dayfile Processin g of all RTMON dayfiles NOT done.	Message(1): >Did not process the expected <6> dayfiles using load_m3sd executable. >Only processed <12> dayfile(s) >Check if the dayfiles for apid \$\mathbb{I}\$ 9, 21, 38, 40 and 44 have been retrieved and	have been	Problem(1) (1a)Check logfile on what happened. ==>For MOC Dayfile check log at /home2/production/cvs/JSOC/proj/le v0/scripts/hk/log-df-moc ==>For RTMON Dayfile check log at /home2/production/cvs/JSOC/proj/le v0/scripts/hk/log-df-rtmon (1b)Check if log shows did not run the day before. If did not run the day before need to find out reason it did not run. Problem(2) (2a)Check logfile on what happened. ==>For MOC Dayfile check log at /home2/production/cvs/JSOC/proj/le v0/scripts/hk/log-df-moc ==>For RTMON Dayfile check log at /home2/production/cvs/JSOC/proj/le v0/scripts/hk/log-df-moc (2b)Check if they sent us different versions of dayfiles that might be updates. The revised dayfiles could be resent with updated data. Check version, which could say 02(i.e., see 02 value in this file 0001_2011_097_02.hkt). Or it could be a resent of dayfile with a doy(day of year) that was not last night doy. For example,today is doy 097 and we got files showing doy 037(0001_2011_037_02.hkt) with updated version. (2c)Send email to team on your investigation. For example, there was a retransmit of doy dayfiles with verision 02 for doy=xxx. (2d)Also send any information if these files failed to get processed using load_m3sd(saves to 6 telemetry averaging series), decode_dayfile(save data to sdo.lev0_asd_0004 series) and ingest_lev0.pl(save dayfile series)

Item # (priority) =>exec or script name	Module Componen t/ Subcompo nent/ Executab le	Error or Warning	Total Message	Problem Described	Solution/ Actions Required
	19 and 44 to series.		has been retrieved and ingested in sdo.hk_dayfile series>If dayfile exists, get dayfiles and rerun with decode_dayfile executable.	with more complete data.	