

SNEWS Shift Manual

June 28, 2010

1 Shift Checks

Twice per day (morning and evening) perform the following checks and make the corresponding entries in the online shift log page at <https://snews.bnl.gov/wg/shift/>.

- Check that the server is running on bnlboom1:

```
bnlboom1:~> ps -u snalert
  PID TTY          TIME CMD
 15976 ?            00:00:00 sh <defunct>
 15984 ?            00:00:00 gcserv
 15985 ?            00:00:00 gcserver.csh
 15986 ?            00:00:00 gcserver
   6778 ?            00:00:00 sshd
  6781 pts/2        00:00:00 tcsh
```

There should be three processes in memory, as listed above.

- Check the server log file, `/home/snalert/gcalert/out/gcserver.out`. Are there any unusual error messages or alarm records? If any experiment is giving an unusually high rate of alarms, the shifter should contact that experiment's subgroup member.
- Note anything unusual in the online logbook, and contact the relevant people if anything unusual is found.
- Send a ping message from your experiment's client machine, using the `cping` utility, *e.g.*

```
cping all 0 0 0 1
```

The arguments of `cping` are: server, ddmmyy, hhmmss, ns, experiment. If the first argument is "all", it will read `serv_ip_addr.dat` (recommended). Note that your working directory must have this file (and must also have

the client certificates). If ddmmyy, hhmmss, ns are all zero, it will send the current UTC according to your computer's clock (recommended). Put your experiment's number as the last argument. To cause the server to dump the contents of the queue to the log, add 100 to the experiment number.

After sending the ping, check that it showed up in the log.

- Now do the same for the backup server on boboom1. Note that you can have `cping` send to both servers at once by including both IPs in the `serv_ip_addr.dat` file.
- Check the eStar connection on bnlboom1 by running
`/home/snalert/gcalert/estar_check.pl;`
go to <http://www.estar.org.uk/voevent/SNEWS/gov.bnl.snews/SNEWS/>
to see if the test message was received (click on the link in the shift form). If it was received correctly, there should be a file corresponding to the date and time of size 2.2K. If the file does not exist, or has zero size, there may be a problem. Email Alasdair Allan, aa@astro.ex.ac.uk, in case of problems with the eStar server.
- Check that your communications equipment is running, batteries charged, etc.
- If it is your last shift: send email reminder to the next shiftworker.

2 Contact List

See https://snews.bnl.gov/wg/contact_list.html for alert contact info.

Alec Habig

Email: habig@neutrino.d.umn.edu

Office: 218-726-7214

Home: 218-724-9158

Cell: 218-290-4706

Soudan: 218-753-6611

Kate Scholberg

Email: schol@phy.duke.edu

Office: 919-660-2962

Home: 919-402-1606

Cell: 919-698-2620

Brett Viren (SNEWS sysadmin)

Email: bv@bnl.gov

Office: 516-632-8085