**PCoIP (PC over IP)**

* Users can connect to company’s network via VPN ( **Viscosity** ) from any Remote location
* It is a Highly Securable
* And advanced encryption standard
* We can connect all types of devices
* We can send receive images,videos,audios in Real time
* For setting up PCoIP in Remote system some requirement are there
* Required **1GB RAM** and dual CPU for playing high definition
* Even graphic card is required.

**Nomachine**

* We can call it is a NX technology
* It is a proprietary Cross-platform software application for Remote access
* This tool is also like PCoIP
* Which is used to connect company network via VPN ( **Viscosity** ) for desktop sharing ,virtual desktop and file transfer between computers
* Nomachine NX can be installed on windows MAC(**media access control devices**) ,Linux computers to Let users Remotely access.

**Daily actives**

1. Linuxchk
2. Userchk
3. Syschk
4. Farmchk

**Weekly actives**

1. Time machine
2. Dirvichchk

**Dailychks**

1. **Linuxchk**

* Linuxchk is a Important that coms in as a ticket to **JIRA** everyday
* We have to assign these JIRA tickets to our Selves
* There are nothing but service requires which are raised by users
* So We need to sort out or resolve these request

EX: Sometimes **RAM** (Random Access memory) Will not be visible to users

* Linuxchk is a Perl script that gets run everyday
* It is via a Jenkins job
* It check each system or monitor Whether it in correct state

**How does it collect the data?**

By using **dnhinv** command

* This command Will give out put about machine’s specifications

**Errors and Troubleshooting**

**1. Graphics Drivers X**

**1. Being used for testing**

* If this error occurs while the user trying to install drive for testing purpose. We can Ignore it

**2. The wrong driver**

* Sometimes user wrong driver will be installed in that case error will come

**3. New Driver**

* If it is a new Drive the Drive should be added to the **Linuxchk** script

**2. Xorg: Composite is enabled**

* In This case We have to disabled the Xorg: Composite by editing the file

**3 .Xorg:** **no CIOverlay in Screen section**

* We have to change option CIOverlay “true” to “false”

**4. Xorg: More Screens in Screens section than ServerLayout**

* If This type of errors are coming We have to Visit the machine and see what monitor using currently
* We should Take the back file (Xorg)and remove the monitor section
* After the We have to Restart

**5. Xorg: Overlay set on rotated Screen0**

* This error Will only occur on machine’s Which have one Routed screen
* Back up the current **Xorg.conf** file
* After that open **nvidia setting**
* And edit the Xorg file and search for the value **“Overlay”**
* And Change it from **“True” to “False”**
* After that reboot

**6. Systems file reports X-of-X DIMM slots used but dnhinv reports X-of-X slots used**

* In this case We have to check the **RAM**

**7. Systems file reports OS as X but dnhinv reports X**

* In this case We have to logging the machine run the **dnhinv command**
* It will show the details of **OS, CPU, and RAM etc….**

**8. Systems file reports 3x4 cores but dnhinv reports 1x4 cores**

* Log into the machine and run dnhinv, it will take you the number of CPU 's and cores.

**9. Not on 1000base**

* In this case the machine is not 1GB network connection
* Try reboot(if not Works)
* Repatch the network Cable

**10. Incorrect Kernel**

* This error Will come When kernel is missing
* In This case We need to add kernel to Linuxchk file in the sit-etc-bin via PR

**11. NTP/time sync problem?**

* In This case We have to restart the **NTPDService**

**12. X inconsistency EXPORTS: X**

* This means Drive is not exported over **NFS**
* After that check the machine and refresh or reboot the machine

**13. X inconsistency EXPORTS: X MOUNTS: X X**

* This means there are two mount points on one export
* Check the mount point
* And unmount the un wanted mount point

**14. X inconsistency EXPORTS: X X MOUNTS: X**

* In this case we have to remove the old export

**15. User data missing filestreams**

* These errors will come for play back machines
* In this case **Edit fstab**
* If this type of error comes it means we have not included file streams, so include the filestreams in fstab.

**16. mount point X exists but no disk mounted there**

* This means the machine still has a directory for the drive but the physical drive isn't mounted to that directory.
* Check if the machine actually has that disk, by running fdisk command, If not found please remove that directory.

**17. hosts.conf reports MAC address as 00:23:ae: b1:fd:2d but dnhinv reports 00:00:00:00:00:00issing from /etc/hosts (requires vetting)**

If this error comes we need to down the **bond0**

1. **SSH** in to machine
2. Ifconfig –a shows there’s a **bond0** in it
3. **Cd /etc/sysconfig/network-scripts**
4. **Ifconfig bond0 down**

**If this type of errors arises we should edit the /etc/X11/xorg.conf for troubleshooting**

**2. userchk**

* These errors will come in below cases.

1. If exceeded disk quota

2. Invalid dir. in/u

3. Wrong permissions for dir or files

**Below are some examples using "deng" as a user on the typical ticket:**

**1.deng: exceeded disk quota. Please delete 160 Mb from your home directory**

* Avery user would be allocated 2GB of home directory
* So if This error coming means the particular user using extra space
* We have to ask the to move the data

**2. Deng: permissions are wrong: drwxrwxr-x**

* We have to check the permissions
* After that to resolve this issue We should fix the **permissions to 755**

**3.warning: invalid dir in /u : deng.nv [drwxr-xr-x 2 deng user 4096 2016-01-60 01:160 deng.nv]**

* In this error is coming We have to remove .nv files in/u

**4.deng: exceeded disk quota for your Internet terminal (nomachine) login**

* The user has exceeded their internet disk quota. You can run the dnquota command specifying the terminal directory to find out how much is being taken up and how much to delete:

3 .Syschk

Requests Will come to JIRA as a ticket these tickets contains

* Errors in the systems file
* People who are listed in multiple places
* Issues with GED user accounts
* Issues with people home directory ( u space )

**TECH ERRORS**

**1.user listed in multiple places: firefish/416gps, sardine/516gps**

* This means the user is listed in multiple places. Check systems has been updated after a move

**2.missing machine name in systems / missing owner in systems / missing location in systems**

* In this case We have to provide the missing information

**3."deng" is not an active user nor a pseudo-user. Remove from systems file [machine\_name]**

* This means that user not a valid user
* If the user is inactive we can remove from the system files

**4.bad "ex" pattern in systems [line 187]**

* If that user is not active or moved in this case we can remove
* If users are retired or sick we can remove the user

**5.user is missing from passwd but an active user. Add/update passwd file in salt.**

* This means user is active but not update in passwd files
* We have to add or update passwd file in site
* This is normally auto-created by a Jenkins.

**6.passwd user 'deng' does not have a GED user\_account. Remove/update passwd file in salt.**

* That means user is retired so we have to remove From passwd file

**7.user has no /u directory but an active user. Create /u home directory.**

* In this case we have to create user home directory

**8.- (-/70005) has no login**

* In this case GED(HR Database) should already have constraints and does not allow user accounts to be created without mandatory filed login **mail** name and **UID**

**9./u/login does not correspond to an active GED user. Archive the account**.

* This means that user does not correspond to an active GED(HR Database) user. We can archive the account.

**10.ALIAS ERRORS (global/shared)**

* In this case user is retired we can remove user from Zimbra alias.

**4.Farmchk**

* Gives alert regarding nodes

**Weeklychks**

**1.Time machine**

* All mac's at DNEG are being backup with timemachine to a linux nfs server.
* There is a CNAME in place called timemachine that currently points to nfs20

**Steps**

1. Setting Up the Server:
2. Setting up the client:
3. Restoring:

**Dirvish backup**

* Dirvish is a perl script written with rsync command’s inbuilt to manage backup.
* Dirvish takes care of all the logic required to date subsequent backups, expire them after a certain amount of time and do the right thing when a backup fails.
* Dirvish is used to do backup for Linux and windows.

1. What do we backup

We make backups of

1.The servers that host the shows

2.The /user\_data folder of the user workstations

1. We do not make backups of:

1.The trash folder in the nfs servers (where the published data is firstly moved to when deleted as explained in the previous sections).

**JIRA**:

* JIRA is a ticketing tool
* Mostly JIRA is used to manage projects.
* It is used every day to know the work progress.
* We can create, Jira tickets if we have any technical issues.
* In Jira many options will be there to address the different types of issues based on priority ( Minor, Blocker, Critical, Major and Trivial ).
* Based on priority we should work on those tickets.