

4 Workarounds

Explain each workaround: the operational need, the operator's action, and the result.

4.1 *Ingest*

- **How do you convert a D3 ingest to a polling with delivery record ingest?**

This answer assumes that a D3 ingest was being done and there was some failure so that it is desired to retry the ingest without having to read in the tape again.

First, make sure that the data from the tape is still on a staging disk. If it is still on the staging disk, then rename the directory with a "." in front. For example, if the directory is user2, then type "mv user2 .user2". By putting a "." in front of the directory name, the Staging Disk Server will not delete the directory. If the data is not on the staging disk anymore, then untar the data from the tape.

Next, find the PDR for the request. It will probably still be in the GUI input directory. Copy the PDR somewhere else and modify it. The DIRECTORY_ID field for each file needs to be changed from NOT_USED to the full path where the data actually resides. In each file group, need to add NODE_NAME = "hostname"; where hostname is a machine from which the data can be seen. The ORIGINATING_SYSTEM field at the top of the PDR will also need to be changed to the data provider for which Polling is being used. I usually use EDOS because it normally has the TransferFlag in the InExternalDataProviderInfo table set to 0. This way the data will not get ftp'd again. But if you use EDOS, then an XFR will also need to be put in the Polling directory (the XFR file is the PDR file name with .XFR appended to it – it doesn't have to have anything in it).

Once the PDR file is ready, you will probably need to cold start Ingest in order to remove the previous D3 request if it did not complete. Put the PDR file in the appropriate Polling directory (and the XFR file if doing EDOS).

4.2 *PDPS*

Please checkout the PDPS Troubleshooting guide in /home/PDPS/troubleshooting.

4.3 Science Data Server

- **How to change DLLs without reinstalling?**

If the DLL has changed and the descriptor has not changed, then the DLL can be changed without reinstalling the ESDT. You should make sure that the DLL you are about to copy is not in use. For example, libDsESDTSyBASIC.001Sh.so is used by the majority of the ESDTs. You should copy the new DLL to the /usr/ecs/<MODE>/CUSTOM/lib/DSS. If the DLL is in use when you copy it in, there could be unpredictable results. If you are reinstalling a ESDT that uses the basic DLL, the DLL will not be copied into the lib/DSS directory if it already exists. This is to prevent copying in the DLL when it may be in use by another ESDT.

- **How to fix EVT files (should ESDTs be backed up)?**

If you are not using a Drop 5 version of SDSRV, you should create a backup copy of the EVT files which reside in /usr/ecs/<MODE>/CUSTOM/cfg. When you install an ESDT, this file is created. Sometimes these files become corrupted. If this occurs, copy the backup copy of the file to the cfg directory.

4.4 IDM

No known workarounds.

4.5 Storage Management

- **How do you handle AMASS while archive is down?**

AMASS runs independently of the Archive server. It can be left up when the Archive server goes down. If AMASS goes down, the Archive Server should also be brought down although this is not critical. The current directory structure of the AMASS volume groups is such that no files can be written to the area of disk where the AMASS cache is mapped when AMASS is not up.

4.6 Data Distribution

There is an odd case (which has been observed once) where requests that are suspended get resumed, and can never leave the “pending” state. It seems that a pointer isn’t getting set. A warm restart rebuilds the queues correctly and they are resumed.

- **When should you Suspend / Resume in DDIST to get pending jobs started?**

That shouldn't be necessary for pending jobs, only suspended jobs. In fact, it shouldn't start a pending job unless it was time for it to start anyway

- **How do you configure DDIST to speak to the right ftpdis server, depending on the client?**

HARDWARE_CI parameter in .CFG file.

4.7 IDG

- **How do you manage a CDS clerk that's out of control?**

This happens when CDS clerk uses 100% CPU in SUN platform. This has been fixed in DCE 1.1.C CPL1.

- **How do you handle the situation when you are unable to logon to a specific DCE account on SGI because the CDS clerks have lost their the pipe/sockets?**

As root user, run the script "check_cds_clerks" and then kill the PID of the cdsclerk process that has missing pipe/socket

NOTE: This script is not delivered now. Currently it is in Kevin Lange's Home Directory.

4.8 MSS

There are no real workarounds. All portions of the MSS monitoring "suite" must be up for accurate notifications and functionality.