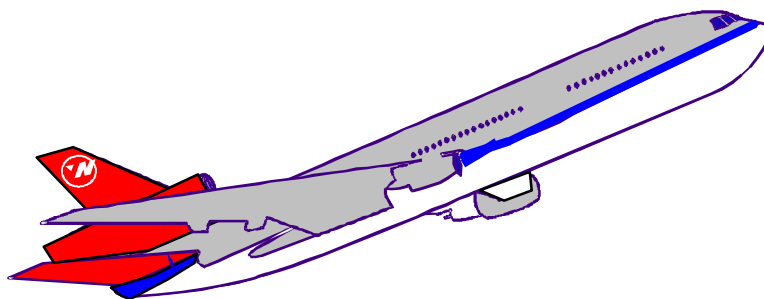




NORTHWEST
AIRLINES

ADMINMENU
SUPPORT
TOOL



ADMINMENU SUPPORT TOOL

Overview

The Adminmenu Tool was created as a user-friendly means of troubleshooting and resolving basic problems with the system. The Help Desk has access to it along with any user at a hub.

Using the Tool

To start the Adminmenu tool., you can click the right mouse button on the gray Desktop for the Root Menu. and select *Start Admin Tool*. Or you can click on a command window to activate it and type in the prompt, **▲adminmenu** and press [↵]. If you do not have a command window up, you will need to do the login procedure on your machine.

The menu appears as shown in the picture below (DTW File Server 1 was used as the sample for all of the figures as follows).

(pic)

To use Adminmenu, type in the option number you want at the prompt (the menu options will be covered in later sections). The program will then take you through each step by selecting a number or have you respond yes/no by entering a [y] or [n] (small case).

Helpful Hints

*Pressing [↵] at the prompt without entering a number will put you out of the tool. If you were not done, you will need to start it up again.

NOTE: When you are finished, always exit the Adminmenu tool.

Display

The first three options available in the Display Section deal with different aspects of the applications running on the server you are logged on to.

1. Display the applications running on this server:

This feature displays a list of the RAMP related applications running on this server as well as a list of all the x-terminals connected to it and whether the application is running or not as shown below.

(pic)

2. Check the output status of an Application:

This will check the output file of an application running on a certain machine as well as check for common errors. It will also allow you to page through the output file.

(pic)

You would then select the application you want to check by entering the appropriate number. The screen below comes up, which allows you to select the machine name. In this example,

dtwsfs01 is the Sun Server 1 and dtwsx001-005 are the x-terminals. For more information and details concerning the machines, see the section on “RAMP Workstation Layout”.

(pic)

If there are no errors on the machine you indicated, you will see the screen below.

(pic)

The Tool will prompt you if you would like to look at the Output file by typing in [y] for yes, or [n] for no. The Output file consists of all the status messages that an application generates.

(pic)

Sometimes the file takes up several “pages” or screens in which case you would press [↵] until the program exits Lisp as shown below.

(pic)

Press [↵] again and the prompt that takes you back to the main menu appears.

(pic)

If an error was found, you will be prompted with the corrective action to take. To see the error, you would type in [y] at the prompt.

In some instances, an output file has not been generated due to the fact that the application has not been restarted since the machine was last rebooted.

(pic)

3. Check all applications for lost processes:

As explained in Option 1, several applications can be started by a user on their x-terminal. If the application is terminated improperly or gets an error, the user can start another copy of it without terminating the previous one and all the information regarding who “owns” the process is erased. This feature retrieves all the running applications and compares their id numbers against the ones that are still open. If an application exists whose id is not assigned to an x-terminal, it is considered “lost” and must be killed as shown below. At that time, you would go to Option 4.

(pic)

Lost RAMP remote applications can confuse the Main RAMP application when a new one tries to connect to it. Main RAMP thinks it is already running and refuses the new request. You will then see a Gateboard which has no flights and doesn’t receive any updates.

Updates

Options 4 through 6 make up this section involving lost or flagged processes.

4. Cleanup all lost processes that are still running:

This will kill programs that are still running which were identified in Option 3 as shown below. You would want to try this option if you are trying to get a Gateboard/De-ice or Connection Matrix running, but the display is looking or acting abnormally even though Main RAMP is okay. Choose the application you want by typing in the appropriate number.

(pic)

After completing this step, you would exit Adminmenu and try restarting the application again.

5. Kill a single process by machine id and application :

If an x-terminal or server display is locked up and you can't click on anything to restart it, this option will kill an application running on that machine. You can also kill the same process from another x-terminal on the same server.

(pic)

Once you have selected the application and the machine you want by typing in the desired numbers, you will be prompted for a confirmation.

(pic)

IMPORTANT: Remember, if you kill Main RAMP, it will take down all the Gateboard/De-ice applications running on that server, please be careful.

After the process is complete, check to see if the display is okay. If it is not, try killing the other processes until either all the applications are killed for this x-terminal or server, or the display returns to normal. If the display is still locked up, you may want to try rebooting the machine (see the "Procedures" section).

6. Delete all restart flags for machine id:

Restart flags are set while an application is being restarted to keep the system from starting another one while the startup procedure creates the log files. Once the application is up and running, the restart flag is deleted. However, if the warning regarding the application already being restarted continues to pop up, this feature will clear all the restart flags as shown below.

(pic)

You will be prompted to continue this action.

(pic)

Database

Options 7 through 10 help you resolve problems with the database.

7. Check the status of the database Updater:

This will check the output file of the primary database for common errors. **Do we know what these errors mean and what to do about them????** It will also allow you to page through the output file .

(pic)

If there are no errors as shown in the figure above, you can choose yes or no to look at the Output file. However, if an error is found, you will be prompted to select Option 10 to start/restart the application.

8. Check for lost database processes that are still running:

This option is very similar to Option 3 in that it will check the DB updater running on the Primary database and if more than one is up, it will kill it.

(pic)

9. Start/Restart the Database Updater:

If, after doing Option 7 and determining that the Database updater is either not running or has an error, you would select this option to start or restart it. To make sure this is what you should do, the programs prompts you to continue or not.

(pic)

NOTE: This action should only be done by the Coverage Group themselves or if they ask you to do this while they are on the phone.

10. Skip a message number in the Database:

The object of this option is to bypass a WorldFlight or a local update which is causing an error in the RAMP Database Application.

Each message from WorldFlight is assigned a sequence number by the RAMP Gateway as a means of logging and ordering them to be processed. It then writes the message number to the database when the update is successfully completed. When an error occurs the RAMP Database must be restarted. If restarting the application results in the same error condition, the fastest way to get it running again is to bypass the update. This feature increments the assigned sequence numbers past the message causing the error and allows the database to continue on.

IMPORTANT: This action as well should only be done by the Coverage Group themselves or if they ask you to do this while they are on the phone.

(pic)

After the process is completed, you should redo Option 9 and the Database Application should run normally now.

Systems

Finally, the last three options all work the same by checking the status's for the major systems which run FLT, PARS, all the X-terminals, as well as the printers and they all work the same.

11. Check the status of the UTS Daemon, 12. The XDM, and 13. Bootp:

The software should be active when the status is checked. However, if a problem is found, you will be prompted through the different steps of action.

The UTS Status Screen

(pic)

The XDM Screen

(pic)

The Bootp Screen

(pic)

Exit

To exit the Adminmenu tool, you can press the [X] key, which will return you to the last window you had open, or type in "exit" at the unix prompt in your command window.