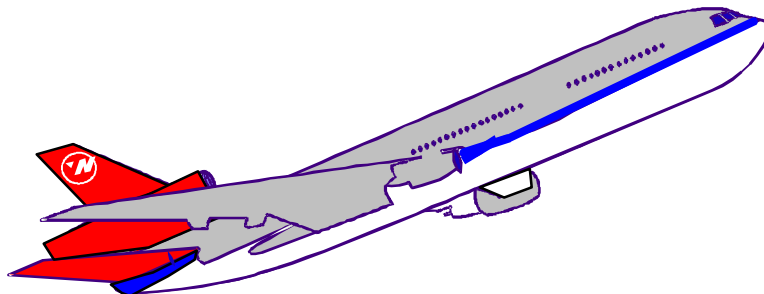




**NORTHWEST**  
**AIRLINES**

***RAMP***  
***HUB***  
***ADMINISTRATION***  
***GUIDE***



## RAMP HUB ADMINISTRATION GUIDE

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## WINDOWS AND MOUSE OPERATIONS

The following is a brief overview of working with windows and the mouse and will discuss some of the basics of operating them.

### Overview

The gray background on your screen is called the 'Desktop' and when opening a new application or window, it will appear on there. The 'active window' refers to the one you are currently working in with the colored title bar at the top. Only one window at a time is active. The other windows open on your monitor will have gray title bars and are considered inactive.

(pic)

### Windows Movement and Sizing

Below are two diagrams to show you how the windows can moved and re-sized smaller or larger.

**Note: The terminal emulator windows for IBM, Worldflight and PARS should NOT be re-sized. They are created at the correct size to show all data the main frame applications return.**

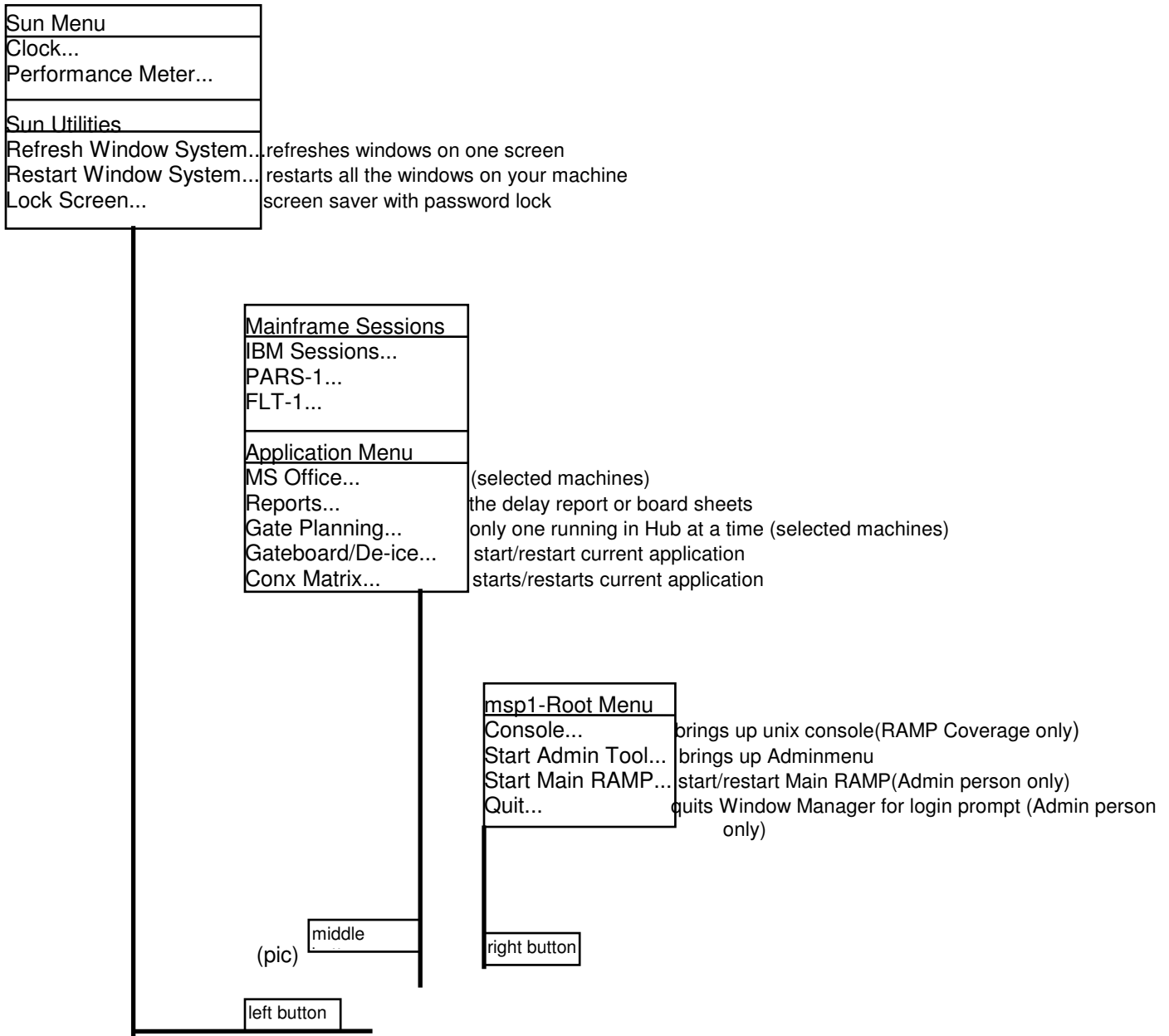
Moving the entire active window (pic)

Resizing the active window (pic)

### The Mouse

The mouse furnished with your workstation has 3 buttons. Whenever you move the cursor to the Desktop, it will turn into an **X** shape where a 'pop-up' menu will appear. Press and hold the correct button and slide the mouse down the list to select the option you want. Releasing the mouse button will activate your selection. Refer to the following page for the mouse options available on your desktop.

## Mouse Options on Desktop



## TERMINAL EMULATORS

These applications are named 'Terminal Emulators' because they emulate what your main frame terminal can do. Your workstation has both an IBM emulator (Office Vision, TSO, SCEPTRE, CMS, ACCESS, etc.) and a Unisys Emulator (Worldflight, CFT, PARS, MAPPER, etc.). These are the two types of 'main frame' computers that Northwest utilizes and should, with proper security, allow you to use any main frame application.

### IBM Sessions

You can start up to three IBM session windows. The Mainframe Session Menu is activated by pressing the middle mouse button on the gray desktop of your monitor. You will then be able to logon to any of the options listed if you have a user ID on that system.

**NOTE:** There is currently only one font size available for the IBM session windows so when they are started, try not to resize the window as the print will not get larger. You can reduce the window to an icon when not in use.

### Worldflight and PARS

The following describes some of the basic and most commonly used options for the Unisys terminal emulator.

Menu Items:

Exit            This option exits the current FLT or PARS session and kill the window. It's a good practice to SOF (sign off) or logoff before exiting.

Connection    This pop-up window shows the options to *Connect* or *Reset* the session.

Quick Pad     *Load* will load the quick pad for this session. The Quick Pad has buttons you can click on for various input. For example in FLT, you can *RU* (roll up) and *RD* (roll down). There is also a *Clear Screen* button. *Unloaded* will remove the Quick Pad.

### Function Keys

The function keys along the top of the keyboard work as PF keys as described in the IBM applications such as OV.

IBM Keys (OV) small keypad on left:

Again            Clears screen  
Props            Unlocks keyboard

FLT Keys:

Escape          ClearPageCursorHome  
F1                SetStartOfEntry  
F2                ClearToEndOfLine  
F3                ClearToEndOfPage  
F5                ClearPageCursorHome>otzero  
F4                ClearPageCursorHome  
F6                ClearPageCursorHome>ret  
F7                ClearPageCursorHome>staful

F9	ClearPageCursorHome>son/
F8	MessageWait
Page Up	RU
Page Down	RD

PARS Keys:

Escape	ClearPageCursorHome
F1	SetStartOfEntry
F2	ClearToEndOfLine
F3	ClearToEndOfPage
F4	ClearPageCursorHome
F8	MessageWait
Page Up	MU
Page Down	MD

## SUN APPLICATIONS OVERVIEW

Here are the different applications and their processes which run on the servers and X-terminals (refer to diagram on the following page).

<u>Application</u>	<u>Process</u>	<u>Discription</u>
Main RAMP	Ramp	This is the program that runs in the background and communicates with WF and all the remote RAMP displays (Gateboard, De-ice). It should be running on all servers.
Gateboard/De-ice	Remote	This program displays the Gateboard and De-ice applications. The process will have several copies running on a server, but will only have one per X-terminal logged on it.
Connection Matrix	Conx	This program displays the connection information and gets its data directly from the database server and should have several copies running on it, but will only have one per X-terminal.
Gate Planning	Plan	This program will have only one copy running at anyone time.

### Helpful Hints

- If you have an application running that you are not using, such as Connection matrix, Gate Plotting, etc., go to *File* on the menu bar for that application's window and **exit**.
- If you lost the word, Command, on any of your screens, try to do a **[Control-z]** to get it back. If that doesn't work, go to *File* on the menu bar and **exit** the Ramp Application. You will need to start a new one with the middle mouse button.
- If you have problems with the *Report* menu locking up, do a **[Control-c]** to release it. It is best to exit the Report menu when it's not being used.

(INSERT "RAMP PROCESSES" (ramp3pro.ppt) DIAGRAM FROM POWERPOINT HERE)



## ADMINMENU SUPPORT TOOL

To start the Adminmenu, go to the machine with the problem or to any machine on the same server:

- With the right mouse button, select *Start Admin*
- Enter the password when prompted

**NOTE:** when finished always exit the Adminmenu.

### ----- DISPLAY -----

#### **1. Display the applications running on this server**

This will show you all applications running on the current system and X-terminals connected to it.

#### **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 or allow you to page through the file.

#### **3. Check all applications for lost processes**

This option will check all applications running on the current system and if one there is one not running on a certain machine, it will be flagged to be killed. At that time go to *Option 4*.

### -----UPDATES -----

#### **4. Cleanup all lost processes that are running still**

This will kill programs that are still running by application. These are identified with *Option 3*

#### **5. Kill a single process by machine id and application**

If a machine is locked up and you can't click on anything to restart the application, this will kill an application on that machine.

**NOTE:** This function is logged, please be careful.

#### **6. Delete all restart flags for machine id**

### -----DATABASE -----

#### **7. Check the status of the DataBase Updater**

This option will check the output file of the primary database as well as check for common errors or allow you to page through the file.

#### **8. Check for lost database processes that are running still**

This will check the DB updater running on the Primary database and if more then one is running, it will kill it.

#### **9. Start/Restart the DataBase Updater**

If, after running Option 7 and determining that the Database updater is either not running or has an error, then select this option to start or restart it.

#### **10. Skip a message number in the DataBase**

This item is for messages that cause a database error It should only be done by the Coverage Group or if they ask you to do it and are supporting you on the phone.

-----SYSTEMS-----

- 11. Check the status of the UTS Daemon (for FLT and PARS)
- 12. Check the status of the XDM Daemon (for all X-terminals)
- 13. Check the status of the Bootp Daemon (for all printers)
- X. Exit Menu

-----

Select an option number and press enter.

## PROCEDURES

The following contains some basic procedures you can use in troubleshooting any problems that might occur. Remember, if you are in doubt or unsure of what to do, call the Help Desk and they can help you.

**IMPORTANT: When you click on something to please wait for some sort of response or action before clicking on something else.**

### Application Start/Restart

When your mouse is working but other parts of the application are not, such as the fact it's not updating or you are getting error messages, you can try restarting it without bringing the whole workstation down. These steps will start up an application which is not running, or will close down the one that is not working correctly and restart it.

- Click **middle mouse button** on gray Desktop for the Application Menu
- **Select** the application

If the application is already running, a window comes up saying, "Application is already running", otherwise a window will come up saying the application is starting.

Verify the resolution with the "Get Current Message Number" procedure.

### Getting the Current Message Number

Getting the current number is actually the first step in determining whether your applications are getting updates or not by comparing this number with the last one seen in your Notification window.

- Click on **Notification window**
- Click on **Mode** on menu bar
- Select **Get Current Message Number**
- The latest number appears in the *Activity* pane -**write down** last 4 digits

Compare the latest number with the last one in the *Activity* pane to verify update.

### Stopping and Restarting Communications

This procedure can be helpful for applications that are not updating and utilizes the Notification Window. Basically, it tells the Gateway to stop sending updates and then when communication is re-established it starts out fresh.

- Click on **Notification Window**
- Click on **Mode** on menu bar
- Select **Stop Communications**, "RAMP Com Halted" appears in *Comm Status* pane
- Select **Start Communications**,

The *Comm Status* pane goes back to normal showing what is on-line.

### **Starting/Restarting the RAMP Process**

This procedure will kill the process and all the applications running on that server. The server and all the users connected to it will stop getting updates from the Gateway and every user will then need to restart the Gateboard at their workstation.

**IMPORTANT: This process should only be done by the Admin Support Personnel trained by the Coverage group.**

- Click **right mouse button** on gray Desktop for the Application Menu
- Select **Start Main RAMP**

### **Rebooting an X Terminal**

This procedure involves doing what's called a 'Stop-A' on the terminal itself. The machine will shutdown completely and then start up.

- Hold down the **[Stop]** key and press **[A]**
- Type **>boot** [↵]

The "Welcome to Gate Management (1)" window pops up. The number indicates which fileserver you will connect to. Once you are logged back into the workstation, verify that communications are re-established by following the "Get Current Message Number" procedure.

### **Logging On**

After a server or X-terminal have been rebooted, it will come up with a console logon prompt.

- **>xxxgm** (lower case, where **x** represents the workstation ID) [↵]
- Type in **> your password** (lower case-it won't be displayed) [↵]

### **Rebooting a Server**

This procedure also involves doing a Stop-A on the server. The unit will go down and then come up with a logon prompt. You should avoid rebooting the file servers and try restarting the application first.

- Hold down the **[Stop]** key and press **[A]**
- Type **>sync** [↵]

**NOTE: It can take up to four minutes for the RAMP processes to start after rebooting the server.**

Verify the success of rebooting the server with the "Get Current Message Number" procedure. If there is a difference of 50 or more between the current message number and the latest message number, do not restart the x-terminal applications.

Wait until the difference is within 20 message numbers as this will give the server a chance to get up-to-date quicker without the extra load of having to update the other processes.

## TROUBLE SHOOTING

Here is a listing of some of the most common problems you may be able to correct yourself.

Symptoms

*Possible Causes/Corrections*

### Application Error

This window will appear when Main RAMP, Connection Matrix, Gate Planning, or Database updater has an error.

- 1) **Click** on this window. Another window comes up asking if you want to restart it. **Select "OK"**.
- 2) If you select "CANCEL", you will need to do the procedure for **restart the application**.

(pic)

If the errors continue, then something else is wrong. Contact the **Help Desk**.

### CFT Error

Got a response of "SI" to a function such as *FDS:923*.

- 1) *The session is trying to say you are not signed on.* Type **>SI:CFT [Enter]** and then **enter** a valid CFT sign in with your password.

Once you are signed in return to Worldflight, **>SI:FLT** and *FDS:923*. will return a proper response. Normally, you will remain signed in to CFT and not have to repeat this process.

### Mouse Doesn't Work

It doesn't move; I can't select menu items or gates; It doesn't highlight any flight bars; etc.,

- 1) *A command was started and not completed.* Press **[Alt-Tab]** until the Command window or the Gateboard, De-ice/Hub, or Connection Matrix views come up and then press **[Control-z]**.
- 2) *It got unplugged.* Gently pull on mouse cable and make sure **it's secure**.
- 3) *[Num Lock] are not off.* **Press the keys** until the light goes out.

If none of the corrections resolve the situation, the problem lies elsewhere, possibly with the workstation or the application, which you can check with the other trouble shooting corrections below.

### All the RAMP Applications and FIDS Are Not Updating

All the RAMP applications as well as Connection Matrix aren't doing anything. Main Gateboard hasn't done anything for awhile; there's a bunch of error messages; FIDS isn't doing anything either; etc.,

Contact the **Help Desk**. They can check the status of WF and the network.

### FIDS is Not Updating

Nothing has changed on FIDS for awhile.

1) *The Main RAMP process is not getting any updates.* Do the procedure for **getting the current message number and select CP?** on FIDS to compare the two numbers.

If the numbers are the same, it is a FIDS hardware problem, contact the **ITS Coverage**. If they are not, contact the **Help Desk**.

### **The Gateboard/De-ice Applications are Not Updating**

Gateboard hasn't done anything for 10 minutes; De-ice is down; It says, "RAMP has not updated to screen"; etc.

1) *The application might be frozen and not updating.* Make sure **mouse works** (see above) and do procedure for **getting current message number**.

3) *Need to kill the process if application can't be restarted.* Go into **Adminmenu** and select **Option 5**.

4) *The Workstation may be down.* Go to **another machine** on the same server and try killing the process by pulling up **Adminmenu** and select **Option 5**.

5) *The application isn't working on the machine.* See if there's only one application not updating by pulling up **Adminmenu** and selecting **Option 2**. If an error shows up, do the procedure for **stopping/starting communications**.

6) *The workstation is frozen.* Do the procedure for **rebooting the X-terminal**. ~~The application needs to be restarted.~~ Do the procedure for **starting/restarting an application**.

7) *There's a problem with the server.* **Find out** if only a few applications are not updating by pulling up **Adminmenu** and selecting **Option 3**. If there's an error, do the procedure for **starting/restarting the ramp process**.

Make sure your corrective measures resolved the problem by checking the **current message number** again. Otherwise, there might be a problem with the Gateways, call the **Help Desk**.

## **Connection Matrix is Not Updating**

It's down; It's a half hour behind;  
Getting an error message; etc.,

- 1) *It just needs to be refreshed and the current info will come up.* Do the procedure for refreshing **Conx Data**.
- 2) *User has set the matrix to show a specific time bank.* Click on *Edit Report Criteria* under *Display* and make sure **the time is current**.
- 3) *The Workstation may be down.* Go to **another machine** on the same server and try killing the process by pulling up **Adminmenu** and select **Option 5**.
- 4) *There may be a problem with the other Connection Matrix.* Pull up **Adminmenu** and select **Option 3**
- 5) *There may be a problem with the database server.* Pull up **Adminmenu** and select **Option 7**.
- 6) *The workstation is frozen.* Do the procedure for **reboot the X-terminal**.

If there is a problem with another connection matrix application, Option 7 shows there is a problem with the database server, or your corrective measures did not resolve the problem call the **Help Desk**..

## **Application is Frozen**

Nothing works; It's locked up;  
Red line  
moving; etc.,

- 1) *There is a problem with the mouse.* **Try moving it** around.
- 2) *The workstation is locked up.* Try cycling through the open windows on the screen by pressing **[Alt-Tab]**.
- 3) *Need to kill the process if application can't be restarted.* Go into **Adminmenu** and select **Option 5**.
- 4) *The workstation may be down.* Go to **another machine** on the same server and try killing the process by pulling up **Adminmenu** and select **Option 5**.
- 5) *The workstation is frozen.* Do the procedure for **rebooting the X-terminal**.

The application should work after following these corrective measures. If not, call the **Help Desk**.