

# ECS Configuration Change Request

1. Originator Gregory L Stensaas	2. Log Date: 9/26/01	3. CCR #: 01-0761	4. Rev: -	5. Tel: 605-594-2569	6. Rm #: EDC132 7	7. Dept. M&O
8. CCR Title: Authorize the release and installation of PDS Release 4.0, Patch.02, to the DAACs, VATC, PVC, and the EDF						
9. Originator Signature/Date <i>Gregory L Stensaas</i> 9/26/01			10. Class II	11. Type: CCR	12. Need Date: 25 Sep 01	
13. Office Manager Signature/Date <i>[Signature]</i> 9/26/2001			14. Category of Change: Other		15. Priority: (If "Emergency" fill in Block 27). Emergency	
16. Documentation/Drawings Impacted: 914-TDA-160			17. Schedule Impact: N/A	18. CI(s) Affected:PDS		
19. Release Affected by this Change: N/A		20. Date due to Customer: 09/25/01		21. Estimated Cost: None - Under 100K		
22. Source Reference: <input type="checkbox"/> NCR (attach) <input type="checkbox"/> Action Item <input type="checkbox"/> Tech Ref. <input type="checkbox"/> GSFC <input type="checkbox"/> Other: RM_5X_01integration of the EDC Product Distribution System (PDS) with ECS						
23. Problem: (use additional Sheets if necessary) PDS Release 4.0_Patch.02 is being provided to fix Severity 1 NCRs written against PDS Release 4.0. This patch is designed to be installed on top of PDS Release 4.0 with or without PDS Release 4.0_Patch.01; i.e., PDS Release 4.0_Patch.01 not required. The GenericOut 1&2 delivered with Release 4.0 do not work for large orders (SV1 issue for DAACs in need of generic out). The NCRs, background and test information, and installation files and instructions are attached.						
24. Proposed Solution: (use additional sheets if necessary) Files should be retrieved from the SMC ECS Help Desk anonymous site for EDC, put under CM control, and forwarded to the sites. The sites should install as described on additional sheet.						
25. Alternate Solution: (use additional sheets if necessary) Deliver media with genericout granule per sub-directory for large orders, and have Operations manually operate PDS. LaRC and NSIDC stated they would not go live without the granule being placed in 1 directory on the media. Therefore this is a SV1 fix.						
26. Consequences if Change(s) are not approved: (use additional sheets if necessary) The DAACs and ECS VATC will not have the latest PDS code and the DAACs waiting for the new production module can not go live with disk media.						
27. Justification for Emergency (if Block 15 is "Emergency"): SV1						
28. Site(s) Affected: <input checked="" type="checkbox"/> EDF <input checked="" type="checkbox"/> PVC <input checked="" type="checkbox"/> VATC <input checked="" type="checkbox"/> EDC <input checked="" type="checkbox"/> GSFC <input checked="" type="checkbox"/> LaRC <input checked="" type="checkbox"/> NSIDC <input checked="" type="checkbox"/> SMC <input type="checkbox"/> AK <input type="checkbox"/> JPL <input type="checkbox"/> EOC <input type="checkbox"/> IDG Test Cell <input type="checkbox"/> Other						
29. Board Comments:			30. Work Assigned To:		31. CCR Closed Date:	
32. EDF/SCDV CCB Chair (Sign/Date): <i>Bob Miller</i> 9/26/01		Disposition: <u>Approved</u> App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ECS				
33. M&O CCB Chair (Sign/Date): <i>[Signature]</i> 9/26/01		Disposition: <u>Approved</u> App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ECS				
34. ECS CCB Chair (Sign/Date):		Disposition: Approved App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ESDIS				



## ADDITIONAL SHEET

CCR #: 01-0761 Rev: - Originator: Greg Stensaas

Telephone: 301-594-2569 Office: M&O

**Title of Change:** Authorize the release and installation of PDS Release 4.0, Patch.02, to the DAACs, VATC, PVC, and the EDF

PDS Release 4.0\_PATCH.02 Dated: September 25, 2001

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### 1. Background

PDS Release 4.0\_Patch.02 (R4\_Patch.02) is being provided to fix new NCRs written against PDS Release 4.0. This patch is designed to be installed on top of PDS Release 4.0, with or without PDS Release 4.0\_Patch.01 (R4\_Patch.01). R4\_Patch.02 causes R4\_Patch.01 to become obsolete. R4\_Patch.02 provides fixes and/or upgrades for:

- Large orders with over 16,000 characters in the file granule id to be tarred up was not working
- Large Orders on DVD media could consume Rimage staging disk causing PDS to fail order units due to not enough space on the Rimage staging disk
- GenericOut 1 & 2 Production Modules had an image deletion wildcard coded wrong causing missing image and merge files on large orders.
- PDSIS JAR had a less than 28 character delete id long name limit causing media orders for these products (<28 character Long name) to fail.
- The L-7 L0out Production Module was modified for 2K buffer, "job key" errors, and e0dig06 "X" drive configuration as done in GenericOut 1 & 2 production Modules
- MKISOFS software was re-delivered to fix aborts related to shutting down the GUI or terminal before the order was complete
- Lag report fixed to include information to support Operations planning

a. The following NCRs were fixed and tested in PDS Release 4.0\_Patch.01 and are included in R4\_Patch.02.

The NCRs are ECSed32022 OPS:5B.07:PDS:DLT does not appear to be working in Ver4 and ECSed32038 OPS:5B.07:PDS:DVD image files are only being created one at a time. The NCRs, background and test information are provided below.

For ECSed32022 OPS:5B.07:PDS:DLT does not appear to be working in Ver4, the fix for the problem was to change the TAR command to the PAX command. The issue was that the UNIX globbing could not support a TAR with over 16,000 characters in the files to be tarred up. There is an inherent limit to the TAR and PAX commands of 100 characters per file name which needs to be watched related to ECS granule file names.

The test performed was done by trying the PAX command with 2000 files containing 95 character file names. The testing in the EDAAC ECS Test Modes was successful and the code was changed to use the PAX command versus the TAR command.

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For ECSed32038 OPS:5B.07:PDS:Data image files are only being created one at a time, the fix for the problem was to create a virtual directory on the NT box for the PDS staging area on e0dig06. Two tests were performed in the EDAAC ECS Test Modes related to this fix.

Test 1 was to test the ftp rate for the old path versus the new path. A file with 2 MODIS granules was used for the test.

Old path START-13:51:29, END - 14:12:30, TOTAL - 00:21:01

New path START-14:31:16, END - 14:48:30, TOTAL - 00:17:14

The transfer enhancement was significant.

Test 2 was to run an order with 9 CDs and 4 DVDs concurrently with the Rimage set up in the BLAST mode (release and forward all files versus 1 file release at a time). The order went through without manual intervention, and will reduce the OPS touch time by cutting out the work around of releasing 1 job at a time.

b. The following fixes were tested in PDS Release 4.0\_Patch.02. The associated Trouble Tickets and NCRs fixed are listed in 3.b below.

Intermittent PDSIS Order Ingest Failure (Orders Missing Units)

Description: PDSIS Order (ODL) Ingest is failing for some orders (TTEDC000000008832)

- Partial Oracle data is logged (no units)
- User sees a "failed order"
- No False Positive (user notify properly of the failure)

Cause: R4.0 PDSIS.JAR file has bad line of code

- Added Browse Band at the unit level to the L-7 LOR Production Module to support L-7 Floating Scenes
- Floating Scene ODL includes bands, LOWRS does not.
- In Line 774 of the PDSIS code, a compare on the dset\_id (Long Name) to see if the string is a L-7 WRS or not.
- The code fails unit ingest for Long Name < 28 characters and does not clean up after order.
- The only data set in this category at EDAAC is ASTER DEM V003.

Solution:

- 1 line of code was added making allowing an IF/THEN check to see if the Long Name is < 28 characters, then ignore it (not L-7 band related).
- Delivered a new PDSIS.JAR file, currently running in the OPS mode at EDAAC.

Test:

- ASTER DEM Products with less than 28 characters in the long name were tested successfully

Order failure, merge/image/bundle files not available

Description:

- Merge/Image/Bundle files missing and PDS could not create media.
- Bundle file (.BDL) gets placed on the E: drive \cd-image and it described the image and merge file association.

Cause:

- GenericOut 1 & 2 Production Modules had a image deletion wildcard coded wrong causing missing image and merge files on large orders.
- Added code to correct the garbage cleanup process

Solution:

- Added code to correct the garbage cleanup process.
- Delivered a new GenericOut 1 & 2 Production Modules.

Test:

- Large orders were tested in the test modes at EDAAC,

MKISOFS cores when GUI or terminal Shutdown

Description:

- Orders fail with reference to MKISOFS failure

Solution:

- Known Workaround. Don't shut down GUI or terminal while PDS is in use. Monitor for future issues. If happens in OPS, write TT. EDC has a USGS upgrade to MKISOFS to fix this problem, and it is delivered in R4\_Patch.02.



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Test:

- Tested in the test modes at EDAAC, and has been in use at EDC for many months.

The L-7 Production Module is not connected to X: drive on e0dig06 as implemented for the Genericout1 and Genericout2 in Release 4.0\_Patch.01.

Description:

- The L-7 Production Module is not connected to X: drive on e0dig06 as implemented for the Genericout1 and Genericout2 in Release 4.0\_Patch.01. In NCR ECSed32038: OPS:5B.07:PDS:DVD image files are only being created one at a time; the fix for the problem was to create a virtual directory on the NT box for the PDS staging area on e0dig06. This eliminates one hop of the data to the PDSSA staging area and speeds up the image transfer.

Solution:

- Operations should revert back to the E: overflow issue Operations Procedure currently in place for L-7 orders until we re-deliver a new L7L0out Production Module with the fixes implemented in genericout1 and genericout2. Temporary Reverted back to the E: drive only for genericout1 and genericout2. Next delivery, if E: drive to dig06 X: drive mapping works with minimal errors, re-deliver all production modules with the larger disk size to eliminate ops order handling.

Test:

- Large orders were tested in the test modes at EDAAC.

L-7 Production Module had an issue with L0Out unit directory character buffer size set to 2K versus 50K.

Description:

- The L-7 Production Module had too small of a buffer size and when the characters for the directory Npath were greater than 2000 characters the buffer filled, and the order failed.

Solution:

- Provided a new L-7 Production Module in OPS immediately with a new buffer size of 50,000. This is currently installed in OPS and should help reduce the number of large L-7 order failures.

Test:

- Large orders were tested in the test modes at EDAAC.

2. File Listing and Install Instructions.

a. Installation File(s).

The upgradeR42.tar.gz and PDSISR42.JAR will be sent to the anonymous ftp area, after the CCR is signed, so that Landover CM can obtain the file and deliver it to the DAACs, EDF, VATC, and PVC.

The filename: pdsis\_v1.0\_r4.2.jar, size: 220410.

Turn off the PDSIS cron, and rename and replace the current pdsis.jar in each mode as appropriate. This should be scheduled and done on a mode per mode basis.

The PDSIS.JAR file is located on the x0dig06 at the DAACs. The pdsis.jar file should be located at /data1/pdsis\_(mode)/local/javallib/

The files listed below are from filename: upgradeR42.tar.gz, size: 369263.

Listing:

```

rwxrwxr-x 535/20 dir      Sep 20 15:42 2001 pds/
rwxrwxr-x 535/20 dir      Sep 20 14:58 2001 pds/lib/
rwxrwxr-x 535/20 dir      Sep 20 15:40 2001 pds/lib/libcdgen/
rwxr-xr-x 535/20      269 Sep 20 15:40 2001 pds/lib/libcdgen/build_module
rw-rw-r-- 535/20     1564 Sep 20 15:12 2001 pds/lib/libcdgen/cdgen.h
rw-rw-r-- 535/20     2316 Sep 21 07:27 2001 pds/lib/libcdgen/controlfile.c
rwxrwxr-x 535/20 dir      Sep 20 12:13 2001 pds/modules/
rwxrwxr-x 535/20 dir      Sep 20 12:16 2001 pds/modules/genericout/

```



```

rwxrwxr-x 535/20 dir      Sep 20 12:13 2001 pds/modules/genericout/CVS/
rw-r--r-- 535/20      15 Sep 17 12:46 2001 pds/modules/genericout/CVS/Checkin.prog
rw-r--r-- 535/20      706 Sep 17 12:46 2001 pds/modules/genericout/CVS/Entries
rw-r--r-- 535/20      23 Aug 14 14:05 2001 pds/modules/genericout/CVS/Repository
rw-r--r-- 535/20      15 Aug 14 14:05 2001 pds/modules/genericout/CVS/Root
rw-r--r-- 535/20      3428 Jul 12 14:58 2001 pds/modules/genericout/Makefile
rwxr-xr-x 535/20      329 Sep 20 12:16 2001 pds/modules/genericout/build_module
rw-r--r-- 535/20      7418 Jul 16 08:42 2001 pds/modules/genericout/genericcdout.c
rw-r--r-- 535/20      5466 Jul 16 08:42 2001 pds/modules/genericout/genericfpout.c
rw-r--r-- 535/20      36822 Jul 16 08:42 2001 pds/modules/genericout/genericout.c
rw-r--r-- 535/20      8914 Sep 17 12:46 2001 pds/modules/genericout/genericout.h
rw-r--r-- 535/20      11827 Feb 20 15:39 2001 pds/modules/genericout/genericout.pdf
rw-r--r-- 535/20      11940 Sep 17 12:46 2001 pds/modules/genericout/generictapeout.c
rw-r--r-- 535/20      4479 Jul 12 14:58 2001 pds/modules/genericout/getgeneric.c
rw-r--r-- 535/20      10419 Jul 12 14:58 2001 pds/modules/genericout/getpar.c
rw-r--r-- 535/20      7546 Jul 12 14:58 2001 pds/modules/genericout/labels.c
rw-r--r-- 535/20      8166 Jul 12 14:58 2001 pds/modules/genericout/links.c
rw-r--r-- 535/20      4545 Sep 17 12:46 2001 pds/modules/genericout/rimage_wait.c
rw-r--r-- 535/20      8003 Sep 21 07:11 2001 pds/modules/genericout/rimage_write.c
rw-r--r-- 535/20      7878 Jul 16 08:42 2001 pds/modules/genericout/status.c
rw-r--r-- 535/20      6083 Sep 21 07:21 2001 pds/modules/genericout/summary.c
rw-r--r-- 535/20      5583 Jul 16 08:42 2001 pds/modules/genericout/util.c
rwxrwxr-x 535/20 dir      Sep 20 12:18 2001 pds/modules/l0out/
rwxrwxr-x 535/20 dir      Sep 20 12:13 2001 pds/modules/l0out/CVS/
rw-r--r-- 535/20      15 Sep 17 12:43 2001 pds/modules/l0out/CVS/Checkin.prog
rw-r--r-- 535/20      1038 Sep 17 12:43 2001 pds/modules/l0out/CVS/Entries
rw-r--r-- 535/20      18 Aug 13 12:38 2001 pds/modules/l0out/CVS/Repository
rw-r--r-- 535/20      15 Aug 13 12:38 2001 pds/modules/l0out/CVS/Root
rw-r--r-- 535/20      3786 Aug 17 10:22 2001 pds/modules/l0out/Makefile
rw-r--r-- 535/20      2460 Jun 19 10:43 2001 pds/modules/l0out/average.c
rw-r--r-- 535/20      3051 Jun 19 10:43 2001 pds/modules/l0out/band.c
rwxr-xr-x 535/20      264 Sep 20 12:18 2001 pds/modules/l0out/build_module
rw-r--r-- 535/20      9456 Jun 19 10:43 2001 pds/modules/l0out/curve.c
rw-r--r-- 535/20      10547 Jun 19 10:43 2001 pds/modules/l0out/gen_thumbnail.c
rw-r--r-- 535/20      6342 Jun 19 10:43 2001 pds/modules/l0out/get_unit_info.c
rw-r--r-- 535/20      5843 Jun 19 10:43 2001 pds/modules/l0out/getl0.c
rw-r--r-- 535/20      6193 Jul 12 09:33 2001 pds/modules/l0out/getpar.c
rw-r--r-- 535/20      6498 Sep 17 12:43 2001 pds/modules/l0out/getparm.c
rw-r--r-- 535/20      10438 Sep 17 12:43 2001 pds/modules/l0out/l0cdout.c
rw-r--r-- 535/20      7968 Aug 14 14:10 2001 pds/modules/l0out/l0ftpout.c
rw-r--r-- 535/20      9957 Aug 13 09:12 2001 pds/modules/l0out/l0out.c
rw-r--r-- 535/20      8017 Aug 14 14:10 2001 pds/modules/l0out/l0out.h
rw-r--r-- 535/20      7420 Aug 14 14:10 2001 pds/modules/l0out/l0tapeout.c
rw-r--r-- 535/20      13195 Aug 15 11:58 2001 pds/modules/l0out/label.c
rw-r--r-- 535/20      9166 Jun 19 10:43 2001 pds/modules/l0out/read_hdf.c
rw-r--r-- 535/20      898 Jun 19 10:43 2001 pds/modules/l0out/read_hdf.h
rw-r--r-- 535/20      3132 Jun 19 10:43 2001 pds/modules/l0out/read_l0rp_metadata.c
rw-r--r-- 535/20      10645 Aug 14 14:10 2001 pds/modules/l0out/span_media.c
rw-r--r-- 535/20      4514 Jun 19 10:43 2001 pds/modules/l0out/status.c
rw-r--r-- 535/20      4686 Sep 21 07:34 2001 pds/modules/l0out/summary.c
rw-r--r-- 535/20      408 Jun 19 10:43 2001 pds/modules/l0out/test.txt
rw-r--r-- 535/20      2847 Aug 14 14:10 2001 pds/modules/l0out/write_granules_file.c
rwxrwxr-x 535/20 dir      Sep 20 12:15 2001 pdsforms/
rw-r--r-- 535/20      61440 Sep 20 12:13 2001 pdsforms/PDSISRELAG.rdf
rw-r--r-- 535/20      57344 Sep 20 12:13 2001 pdsforms/PDSISRELAG.rep
rwxrwxr-x 535/20 dir      Sep 20 12:14 2001 run/
rw-rw-r-- 535/20      724064 Sep 17 13:27 2001 run/mkisofs
rwxr-xr-x 535/20      1225 Sep 21 07:29 2001 upgradeR42.pl

```

b. Installation Instructions.

On x0dig06 (t1dpg06 for the VATC):



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Login as pds[\_mode].  
Place 'upgrade.R42.tar.gz' into the home directory of 'pds[\_mode]'.  
GUNZIP the file.  
Untar the file.  
Execute 'upgradeR42.pl.'

Note: pds[\_mode] is  
pds for OPS  
pds\_st for TS1  
pds\_it for TS2

NOTE: The following step should be done if R4\_Patch.01 has not been completed previously. If R4\_Patch.01 has been done, this step can be omitted.

On the Rimage NT:

Map a drive 'X' as an InterDrive NT directory, location: '\\<IP address of x0dig06>\wpdssa/assemble[\_MODE]

Note: the IP address of x0dig06 will be the same as that shown for the Z drive.

3. NCR Full Listing.

a. R4\_Patch.01 NCRs

NCR ID: ECSed32022 Status: NEW Submitted: 010904  
NCR Class: OPERATIONS Project: OPS\_PDS Enclosures: 1

NCR TITLE...

OPS:5B.07:PDS:DLT does not appear to be working in Ver4

PROBLEM INFORMATION...

Build Name[\*]: 5B.07  
Test Site[\*]: EDC DAAC  
Detection Method[\*]: Customer Use  
Detected-In-Phase[\*]: DAAC Activity  
Test Case ID:  
Machine Name:  
Severity (1=Showstopper)[\*]: 1  
Mission-Criticality (Admin Use Only): 0  
Mode [\*]:  
Trouble Ticket: SMC000000003771  
DAAC Trouble Ticket: EDC000000008830

SUBMITTER INFORMATION...

Submitter: djonesch

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NCR Class: OPERATIONS Project: OPS\_PDS

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\*\*\*\*\* Problem \*\*\*\*\*

Long Description :

Activated a DLT order from the pdsoi it asked for three tapes back to back. QC 'd the tapes and both were empty. The third drive selection window is empty and we are unable to select anything.

I need an order number - Tom Lines  
Mailer daemon 08/30/01 17:23:49



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08/30/01 16:24:50

stensaas

08/30/01 16:23:19 stensaas

The unix tar command populating the file names into a single directory is bombing. The unix limit for number of characters seems to be around 16000.

We will try to provide a fix fro this as a TE.

The current WA at EDC is to point the 8mm and DLT orders to the generic out t 1 (G001).

ocoates 08/31/01 10:38:54

Update from Greg Stensaas:

Alert: We have a SV 1 on the Release 4 PDS. The generic out 2 module blows up on dit and possibly 8 mm orders with characters in a single directory over approximately 16000 (unix limit). EDAAC WA: point back to generic out for 8 mm and DLT. We are going to provide a fix tomorrow where we loop the tar command or something similar.

NCR ID: ECSed32038 Status: NEW Submitted: 010905  
NCR Class: OPERATIONS Project: OPS\_PDS Enclosures: 1

NCR TITLE...

OPS:5B.07:PDS:DVD image files are only being created one at

PROBLEM INFORMATION...

Build Name[\*]: 5B.07  
Test Site[\*]: EDC DAAC  
Detection Method[\*]: Customer Use  
Detected-In-Phase[\*]: DAAC Activity  
Test Case ID:  
Machine Name:  
Severity (1=Showstopper)[\*]: 2  
Mission-Criticality (Admin Use Only): 0  
Mode [\*]:  
Trouble Ticket: SMC000000003775  
DAAC Trouble Ticket: EDC000000008828

SUBMITTER INFORMATION...

Submitter: djonesch

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NCR Class: OPERATIONS Project: OPS\_PDS

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\*\*\*\*\* Problem \*\*\*\*\*

Long Description :

With the drop of PDS Ver. 4 only one DVD image file is created at a time. This solves the problem of running out of disk space, but it causes a stall of 30-45 minutes between DVD burns. The DVD burner needs to wait for the image file to be created then it has to wait for it to be ftp'd to the NT box. It would be best if 2 image files were created at a time instead of one. This would keep one in que all of the time.

OPS IMPACT: This causes very long order generation times for large DVD orders.

Mailer daemon 09/04/01 17:10:57

09/04/01 16:12:57

stensaas

08/30/01 13:23:49 tglines

Modified 'genericout' & 'genericout2' to be like it was. Pass the rimage a ll the units at one tim. OPS will have to go back to the original method of res



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etting the .dn0s to .ORDs. This should be rethought and fixed however.

09/04/01 16:12:39 stensaas

This is being fixed in a patch to PDS Release 4 to be delivered the week of 10/3/01.

This is not a showstopper to PDS Release 4. It can become a problem if many orders are hitting the system at one time and the load becomes consistent. At that point an OPS WA would have to be implemented.

<< end of description >>

b. R4\_Patch.02 Trouble Tickets and NCRs (R4\_Patch.02 includes the 2 NCRs listed above for R4\_Patch.01)

NCR ID: ECSed32150 Status: NEW Submitted: 010919  
NCR Class: OPERATIONS Project: OPS\_PDS Enclosures: 1

NCR TITLE...

OPS:5B.07:PDS:The PDS lag report does not provide sufficient

PROBLEM INFORMATION...

Build Name[\*]: Drop 5B.07  
Test Site[\*]: EDC DAAC  
Detection Method[\*]: Customer Use  
Detected-In-Phase[\*]: DAAC Activity  
Test Case ID:  
Machine Name:  
Severity (1=Showstopper)[\*]: 2  
Mission-Criticality (Admin Use Only): 0  
Mode [\*]: OPS  
Trouble Ticket: SMC000000003803  
DAAC Trouble Ticket: EDC000000008977

SUBMITTER INFORMATION...

Submitter: cvanbatavia

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NCR Class: OPERATIONS Project: OPS\_PDS

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\*\*\*\*\* Problem \*\*\*\*\*

Long Description :

The PDS lag report does not provide sufficient information. At a minimum the report should disclose the Order ID (ECS and PDS), date received, order status, number of granules, media type, total order volume and if at all possible, the instrument data requested in the order (ASTER, MODIS, LANDSAT or MIXED if that is the case). This will likely require the report to be printed in Landscape format to fit on a printed page. Operations would also like to see all orders not just those that are 24 hours old and older.

Impact:

Without the aforementioned information readily available in the lag report Operations is unable to properly report the PDS backlog.

<< end of description >>

Submitter Info:

Submitter Name: Cory VanBatavia  
Submitter Phone: 605-594-2657  
Submitter Email: batavia@usgs.gov

NCR ID: ECSed32077 Status: ASSIGNED-EVAL Submitted: 010910  
NCR Class: OPERATIONS Project: OPS\_PDS Enclosures: 1

NCR TITLE...



OPS:5B.07:PDS: Production on PDS has not made any Progress

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PROBLEM INFORMATION...

ANALYSIS INFORMATION...

Build Name[\*]: 5B.07 Evaluate Engineer: stensaas  
Test Site[\*]: EDC DAAC Assigned To: stensaas  
Detection Method[\*]: Customer Use Analysis Due Date (yyymmdd):  
Detected-In-Phase[\*]: DAAC Activity  
Test Case ID:  
Machine Name:  
Severity (1=Showstopper)[\*]: 2  
Mission-Criticality (Admin Use Only): 0  
Mode [\*]:  
Trouble Ticket: SMC000000003789  
DAAC Trouble Ticket: EDC000000008903  
SUBMITTER INFORMATION...  
Submitter: bernard

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NCR Class: OPERATIONS Project: OPS\_PDS

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\*\*\*\*\* Problem \*\*\*\*\*

Long Description :

OPS:5B.07:PDS: Production on PDS has not made any Progress since about 20:00 on 09/08/2001.

OPS:5B.07:PDS: Production on PDS has not made any Progress since about 20:00 on 09/08/2001.

Rimage 1 has not produced an order since around 14:00 on 09/08/01. Rimage 2 had been producing separate parts of job 0700109050228 between 12:30-20:00, and has since been down. This job was created in parts when it was activated by support and would not activate the entire order even on multiple attempts, at which point it was activated in groups of around 8 units each. This created around 14 separate jobs for this one order and in addition 5 other jobs were activated. 3 of the additional jobs were shipped by 14:30 09/08/01, with 2 other jobs in addition to the L7 jobs stuck in the Assembly Area of the PDS Job Monitor.

Staging Area is currently at 162 GB and the Job Monitor is down to 100% from a peak of 198%. There are currently 41 jobs and 4430 units on PDSIS waiting for production. Production is halted, and support has been notified and informed us that the issue will be worked on 09/10/01.

<< end of description >>

Ticket-Id : EDC000000008883

Submitter ID : eseager

Create-date : 09/06/01 05:09:26

Assigned-To : tglines

Last-modified-by : edaacops

Last-Modified-date : 09/08/01 22:48:27

Ticket Status : Assigned

Short Description : OPS:5B.07:PDS 000109030001\_1 Missing volumes due to missing images.

Long-Description : OPS:5B.07:PDS 000109030001\_1 Missing volumes due to missing images.

FTP file Err occurred while being FTPed to e0dip07 from e0dig12.

Resolution Log (End User Sees) :

09/08/01 22:48:27 edaacops

mdbrown:

I don't see this job on the GUIs, so I suppose it was shipped last week.

Ticket-Id : EDC000000008901

Submitter ID : bernard

Create-date : 09/08/01 19:00:53

Assigned-To : phillips

Last-modified-by : stensaas

Last-Modified-date : 09/10/01 10:01:40

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01-0761

Ticket Status : Assigned  
Short Description : OPS:5B.07:OTHER: PDS Jewel case insert printer e0dit09 is displaying Error.  
Long-Description : OPS:5B.07:OTHER: PDS Jewel case insert printer e0dit09 is displaying Error.  
Message "Main Charge Grid; replace" appears on the LCD. Printer is still operating, but has slowed down.

Ticket-Id : EDC000000008795  
Submitter ID : tollefo  
Create-date : 08/24/01 05:28:52  
Assigned-To : stensaas  
Last-modified-by : edaacops  
Last-Modified-date : 08/26/01 22:56:02  
Ticket Status : Assigned  
Short Description : TS1:5B.07:PDS:Job Key 0340108213197 had merge file not found  
Long-Description : Job Key 0340108213197 had an error on Rimage 1 Production Server. The error is "Bundle file 0340108213197\_0001.dbl, Merge file specified in Bundle file not found." Another issue was that the L7 DVD order was released for production on Rimage 2, but the files staged on Rimage 1.

Resolution Log (End User Sees) :  
08/24/01 15:48:12 edaacops  
This job was taken back to a pending state on the PDSSA gui and was activated again. It was sent to rimage 1, wrote DVD 2 of 3 which contains 9 granules, and DVD 3 of 3 which contains 7 units. I am unsure how to read the QC printout as to which of the granules are missing. I consulted with Daryl J. and he suggested this job be left for Tom L. to look at on Monday 8/27/01.  
08/25/01 21:09:59 edaacops  
I noticed that the TS1 PDSOI on e0pls01 is not responsive. We've been told not to bounce a GUI when there are jobs activated via that GUI, so I'll leave it for resolution by Monday's day shift.  
08/26/01 08:00:39 edaacops  
Gui is now responding. Problem was that the error message which was recurring had appeared under the Ops PDS Gui's and was not noticed.  
08/26/01 22:56:02 edaacops  
The recurring error message window referred to above is "ERROR accessing job key for "TS10108240002 1 ORA-01403. No data found". It can pop up in the OPS work space despite being a TS1 error.

Ticket-Id : EDC000000008895  
Submitter ID : bkontz  
Create-date : 09/07/01 23:35:32  
Assigned-To : mmartens  
Last-modified-by : arsystem  
Last-Modified-date : 09/10/01 07:56:33  
Ticket Status : Assigned  
Short Description : OPS:5B.07:DDIST:PDS Job Key 0700109050228\_0001 has unit 60 not coming across DDIST Gui to PDSSA Gui.  
Long-Description : OPS:5B.07:DDIST:PDS Job Key 0700109050228\_0001 has unit 60 not coming across DDIST Gui to PDSSA Gui.  
ReqID 0300085526 100 unit L7 DVD order  
Still in "D" status on PDSIS Gui.

Resolution Log (End User Sees) :  
09/08/01 23:06:37 edaacops  
mdbrown:  
The job does not seem to be progressing at this time, and it is holding up the other jobs. There are 7 processes with this job number on the JobMon (units 9, 25, 50, 58, 67, 83, 91) "Waiting for e0dig06@cdrimage2 Status". The logs for these processes are being updated with repeated messages "Polling the log file" with wait times now at 500 minutes each. We called Support.



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Ticket-Id : EDC000000008881  
 Submitter ID : bkontz  
 Create-date : 09/06/01 00:21:20  
 Assigned-To : tglines  
 Last-modified-by : edaacops  
 Last-Modified-date : 09/08/01 22:37:31  
 Ticket Status : Assigned  
 Short Description : OPS:5B.07:PDS:Job Key 000010940005 had several CDs that did not write.  
 Long-Description : OPS:5B.07:PDS:Job Key 000010940005 had several CDs that did not write.  
 This job has 22 CDs. It was started on Rimage 1 during Day Shift, however, several CDs did not write due DVD order 9/4\_6. The powertool log stated that the remaining image files did not exist. Tom Lines requested that this job be reactivated -- Due to the number of CDs to be written, maybe just have this as the only job writing in the rimage. I have attempted to force rimage completion from the Job Monitor but it has not updated yet. Went to QC-Hold.

During Swing Shift, job was reactivated on PDSSA Gui Rimage 2. Similiar results occurred. Daryl is looking at the problem.

Resolution Log (End User Sees) :  
 09/08/01 22:37:31 edaacops  
 mdbrown:  
 I believe the job number should be 000010940005. It is 152 units AST\_6V on CDR, ECS ReqID 0300085327. It's waiting for activation on the PDSIS GUI with the status date 09/07/2001 01:23, so I guess it was reset.

Ticket-Id : EDC000000008874  
 Submitter ID : djonesch  
 Create-date : 09/05/01 07:44:49  
 Assigned-To : tglines  
 Last-modified-by : stensaas  
 Last-Modified-date : 09/07/01 17:06:03  
 Ticket Status : Assigned  
 Short Description : OPS:5B.07:PDS:Merge files are not being created  
 Long-Description : Occasionally we see on the PDS Production Server log that it was unable to open the merge file. When we check for the merge file, we find that it hasn't been created. We then need to create the merge file to get the cd to write.

Ticket-Id : EDC000000008850  
 Submitter ID : eseager  
 Create-date : 09/01/01 07:49:06  
 Assigned-To : tglines  
 Last-modified-by : stensaas  
 Last-Modified-date : 09/07/01 17:09:30  
 Ticket Status : Assigned  
 Short Description : OPS:5B.07:PDS Multiple nonwritten and nonlabeled cds in Rimage2.  
 Long-Description : OPS:5B.07:PDS Multiple nonwritten and nonlabeled cds in Rimage2.  
 This occurred while writing job 000001083100018\_16 while writing this job it gave an error about not being able to open the 000001083100018\_16.merge file. After giving this error it would then place a blank cd in the output bin.

Ticket-Id : EDC000000008832  
 Submitter ID : jlemig  
 Create-date : 08/30/01 12:14:49  
 Assigned-To : tglines  
 Last-modified-by : edaacops



01-0761

Last-Modified-date : 09/06/01 14:37:22

Ticket Status : Assigned

Short Description : OPS:5B.07:PDS:Received 2 orders on PDSISOI both with a quantity of 0 Units.

Ticket-Id : EDC000000008890

Short Description : OPS:5B.07:PDS:Bundle file not found, Error reading image file

Long-Description : Received the following errors on the Production Servers of e0dip07 and e0dip08. These volumes will not write due to this error.

Rimage1:

09/07/01 04:05:08 - Job ID:0000109030002\_1, Error reading image file, X:\assemble\0000109030002\_1.image, The specified network name is no longer available.

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