

LOCKED DECADE SOLUTIONS

Problem: **User cannot invoke sign-on prompt, or user is signed on but can't get keyboard response.**

Q.: **Does User know the terminal's process number ("e-control," port)?**

YES

NO

BACK

YES: User knows terminal's process number ("e-control," port).

Q.: Is process number ("e-control," port) signed on?

Check using "Busy-process:"

***;*b p \$H506 [enter]**

Response—

NETTER P (\$H506) is reading Story #17935
NETTER P (\$H506)

In LA Times TXP
\$H506 is not in use

YES

NO

BACK

YES: Process number ("e-control," port) is signed on.

NETTER P (\$H506) is reading Story #17935
NETTER P (\$H506)

Q.: Did "busy" show two entries for the user?

YES

NO

BACK

YES: "Busy" showed two entries for the user

Q.: Is the person signed on the same as the user who is calling?

YES

NO

BACK

Q.: Is there a risk of losing unsaved work?

Check using "Busy-process:"

;b p \$H506 [enter]

Response—

WEBER A (\$H506) is updating Story 'et-open15'

WEBER A (\$H506) is updating Story 'et-budget'

OR

MILLER MAR (\$H506) is creating Story '#168986'

MILLER MAR (\$H506) is updating Story 'vw-cookies'

OR

BRONSON K (\$H506) has requested PSDJ (\$PSJ1) to process Story 'ca-bres21'

(Will be updating when done)

BRONSON K (\$H506) is reading Story '#27243'

YES

NETTER P (\$H506) is reading Story #17935

NETTER P (\$H506)

OR

BARR (\$H506)

BARR (\$H506)

NO

BACK

YES: There is a risk of losing unsaved work.

Q.: Does the user have mouse control?

YES

NO

BACK

YES: The user has mouse control

Use File/Export to save text

NEXT

HOW-TO

BACK

ATTEMPT TO "WAKE UP" THE PROCESS ("E-CONTROL," PORT)

Method A: (Will not sign off user)

**Method B: (Will prompt to sign off user, otherwise
method aborts)**

BACK

Method A: To “wake up” the process (“e-control,” port). Will not sign off user.

;request \$H506 [enter]
01,069; ? -20 [enter]
01,069; ?

(May need 1-6 repetitions of -20)

(Exit by issuing CTRL-Y three times ... types “EOF”)

The “request” process may fail and not return a prompt. You must stop the “request” process:

HOW-TO

NEXT

BACK

Method B: To “wake up” the process (“e-control,” port).
(Will prompt to sign off user, otherwise method aborts)

*;**wakeup \$H506 [enter]***

Alternate Response 1:

\$H506: User Jones is signed on; force signoff?
Y [enter] (Then expect Response 2 or Response 3)

Alternate Response 2:

\$H506: OK ***NEXT***

Alternate Response 3:

\$H506: FAILED ***NEXT*** ***BACK***

Q.: Does the terminal respond?

YES

NO

BACK

RESOLVED

NO: User does not know the terminal's process number ("e-control," port).

Q.: Is the user signed on?

Check using "Busy-find":

;b f `NETTER P` [enter] (use unshift ~ for single quote mark)

Response—

```
NETTER P ($H506) is reading Story #17935      In LA Times TXP
NETTER P ($H506)                               NETTER P is not signed on
```

Q.: Are there two entries for the user?

YES

NO

BACK

Tell user to write number on terminal

NEXT

BACK

NO: User is not signed on (terminal number still unknown)

Find terminal number from "Terminals" list:

CMD X

List Name terminals Path US Proof _ Filter by _____
Key NETTER P* [enter]

"Found" Response—

VDT name	Typ Mdl	Description	Cable #
\$H5.#L06		NETTER P (Paul)	A201 S-10
\$A2.#L09		NETTER PAT (Patricia)	H309 521

2 item(s) listed

Tell user to write number on terminal

"FOUND," NEXT

BACK

"Not Found" Response—

VDT name	Typ Mdl	Description	Cable #
0 item(s) listed			

Tell user that the terminal will have to be identified by Electronics.

Transfer ticket to Electronics with description of user's name, work area, desk location.

To Be Resolved By Electronics

BACK

NO: Process number ("e-control," port) is not signed on.

NEXT

BACK

NO: The terminal does not respond.

Warn user that unsaved work may not be preserved.

NEXT

BACK

Stop user's process number ("e-control," port).

```
;stop $H506 [enter]  
;
```

Have user exit Decade application and restart it.

Q.: Does the terminal respond?

YES

NO

BACK

RESOLVED

NO: The terminal does not respond.

Shut down all open applications and cold-start the terminal.

Q.: Does the terminal respond?

YES

NO

BACK

RESOLVED

NO: The terminal does not respond.

Q.: Is the terminal in “inspect”?

Use the “pstat” utility to check.

;pstat \$H506 [enter]

Response—

```
Process $H506 (2,124) was created by: $ZEUS
Program file: $DATA3.SII.ECONTROL
Swap file:    $DATA3.#9624
Home Term:   $CONSOLE
Process creation: 5feb99 23:59:40, CPU time: 01:18.777
Process is in ***INSPECT***
INSPECT enabled, INSPECT propagation enabled
Creation ID = 254,255, process ID = 255,255, `NCNC`
Creator may stop process, and no one has tried.
Waiting for LREQ, LDONE
Will time out in 15.82 seconds
Initial priority was 140 and current priority is 140
          S=056471 P=013270 E=002427 L=056466
Environment Register: Sys Code, User Data, Priv, CCL, RP: 7
LISTEN LCB's reserved: 0, LINK LCB's reserved: 0
LISTEN LCB's in use: 0, LINK LCB's in use: 0
RECEIVE XLI limit: 255, SEND XLI limit: 1023
RECEIVE XLI's in use: 0, SEND XLI's in use: 1
XLB's owned by process: 2
LCBs on $RECEIVE -> nil
XLBs on $RECEIVE -> nil
File 0 is $RECEIVE (R/W, S), nowait 1
      Request 1 is READUPDATE for 2048 bytes
      Last requestor: 10,15, file number 2, read count 0, sync ID = 1
File 1 is $EFIO (R/W, S), nowait 1, sync ID = 18
File 2 is $H5.#L06 (R/W, S), nowait 1
File 3 is $H5.#R06 (R/W, E), nowait 1
      Request 1 is WRITEUPDATE for 0 bytes
File 4 is $EVPM (R/W, S), nowait 1, sync ID = 151
File 5 is $DATA1.EDITOR.MSGFILE (R/W, S), nowait 1, disk address = 15001612
File 6 is $EGOD (R/W, S), nowait 1, sync ID = 1
File 8 is $EMSG (R/W, S), nowait 1, sync ID = 1
File 9 is $EVPT (R/W, S), nowait 1, sync ID = 117
File 10 is $EVGT (R/W, S), nowait 1, sync ID = 9
File 11 is $ERSP (R/W, S), nowait 1, sync ID = 8
[etc.]
;
```

YES

NO

BACK

NO, SECOND TRY

**Forward the problem
to an editorial specialist
team member on the
Help Desk, or to second-level
support at Editorial Systems.**

***To Be Resolved By a Specialist
or by Second-Level Support***

NO: The terminal is not in “inspect.”

Q.: Is the terminal a TCU process or an FTM process.

TCU terminal process number
 (“e-control,” port)
does not begin with \$H, \$I or \$J

NEXT

FTM terminal process number
 (“e-control,” port)
does begin with \$H, \$I or \$J

NEXT

BACK

The terminal is a TCU process;
terminal process number (“e-control,” port)
does not begin with \$H, \$I or \$J

Transfer ticket to Electronics with description of user’s name, work area, desk location.
Summarize checks and procedures already performed.
Suggest “PIB reset”

To Be Resolved By Electronics

BACK

The terminal is an FTM process;
terminal process number (“e-control,” port)
does begin with \$H, \$I or \$J

Transfer ticket to Electronics with description of user’s name, work area, desk location.
Summarize checks and procedures already performed.

To Be Resolved By Electronics

BACK

NO: The person signed on is a different person from the user who is calling.

If a different person is signed onto the terminal, it is possible that this person abandoned the locked-up terminal. Confirm that the caller provided the correct terminal i.d. – is the caller seated at his/her normal workstation? Does the different person respond to a message? How long has the different person been logged on? (If overnight, it's more likely to have been abandoned.)

YES: Reasonably certain the different person has abandoned the terminal: **NEXT**

NO: Different person's log-on may be legitimate – Caller may not have the correct terminal i.d.: **NEXT**

BACK

NO: The terminal does not respond to the mouse (it may “chirp” or “buzz” when the mouse is moved or keys are pushed).

The Operating System is hopelessly locked up and the keyboard buffer is overflowing.

Tell user there is a good chance that unsaved work will be lost.

Have user shut down the terminal with the power button, then restart it after 5-10 seconds.

Wait for the terminal to reboot.

Restart the Decade application.

After application starts, user may :

A. ...get a brief glimpse of signed on screen, and/or message list, then will see a **COMMAND Z** automatically issued. This will preserve unsaved work and will require signing on again.

Q: Can user sign on?

YES

NO

BACK

RESOLVED

B. ...return to the place where they left off, still signed on.

NEXT

BACK

C. ...get no response.

NEXT

BACK

When the “request” process fails.

```
;request $H506 [enter]  
01,069; ? -20 [enter]  
01,069; ?
```

<===== This prompt should come back from the previous *[enter]*
If it does not, the “request” process is not executing.
The numbers in the request prompt are the process ID of
the executing request program.
In this example, the “request” process’s ID is **1,69**.
(Leading zeroes may be omitted.)

Push the COMMAND key to break out of the request process. This
will suspend the request and return a Command Interpreter
(semicolon) prompt:

```
;stop 1,69 [enter]  
;
```

This properly terminates the “request” process.

NEXT

BACK

No: “Busy” showed only one entry for the user.

This indicates a condition where one of the two sessions or workspaces, denoted by “Edit 1” or “Edit 2” on the window, is not active. Usually this is caused by the user (or the previous user) migrating the Edit 2 side to a different logical or physical system and signing on separately there.

Efforts to revive a terminal that has been migrated (has split session windows) can compound problems and can require that remedies be issued from each logical system. Forward the problem to an editorial specialists team member on the Help Desk, or to second-level support at Editorial Systems.

To Be Resolved By a Specialist or by Second-Level Support

BACK

BACK