Reference Information for Administration for AIX Service Hints and Tips (also known as the cia faxes)

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AIX Service and Support

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Verifying That This is the Latest Version

The version of this printed document is on the front page of this document. Check the ":date." line in the master copy (PRC* SCRIPT on AIXFAX at AUSVMR) to verify that you have the latest copy. I will make sure the latest copy is in this binder any time I plan to be absent.

Chapter 1. Notes

Chapter 2. Component Group Fax Coordinators

The component group fax coordinators are front-end analysts who coordinate review of faxes that I submit to them with an approval sheet.

When the fax coordinators change, be sure to update the .mailrc file on labsu5:/u/roush and cia:/u/hsim.

If you do not know who the fax coordinator is for a particular component group, contact the team lead.

Chapter 3. Contacts

If you are backing up on these processes and need assistance, the following people may be able to help.

Note: I haven't included myself in the following because I am assuming that if you are following these processes, I am not available. — Cynthia Roush

4FAX	Mark Wallin, WALLIN at BLDVMA, T/L 465-4799 or IFAXADMN at BLDVMA
PSP Bucket (RETAIN)	Bonnie Romagus
AIXSERV on VM	Bonnie Romagus
AUSTEXT	Sharon Gordon and Bob Gustwick (tooladm@toolserver)
Phone List	Bonnie Romagus
Center FaxTool	Jeff Rampy
Communication Meeting	Sally Hausmann
J61S Handbook	Bob Hawkins
Bad Fax Process	Jane Chilton
HyperWin Administration	Bonnie Romagus (David Grote may also be able to help with acdc machine problems.)
toolserver	Sharon Gordon and Bob Gustwick (tooladm@toolserver)
IRTs	Jane Chilton
WhichQ	For routing whichq feedback, do one of the following: • Route to the appropriate group's HyperWin coordinator. Can use their acdc ID, such as zanlz@acdc. • Route to Russ Cunningham (rcunning@zcmds) for him to determine which group is appropriate. • Route to Kathy Schultz (kathys@pamcam) if feedback is for things that should be sent to other centers or that we do not support.
Debug Guide	I don't own this any more. It came to me from Jim Schafer and I passed it on to Evelyn Brengle.
cia	John Haugh
AFS, InfoExplorer, etc.	Help Desk at 8-1600
RETAIN Tips (for CEs)	Ron Love

Chapter 4. Automation Relating to Faxes

This section is just for your information. Action is not necessary unless a problem needs to be resolved.

These Messages are Not a Problem

The following messages may be sent to roush@austin or hsim@cia from the automated processes. They do not indicate a problem. Any other messages, however, should be considered as signals of possible problems.

```
From: daemon@cia.austin.ibm.com
Received: by cia.austin.ibm.com (AIX 3.2/UCB 5.64/4.03-jfh)
          for roush@austin.ibm.com at austin.ibm.com; id AA57064; Mon, 5 Sep 1994 19:12:54 -0500
To: hsim@cia.austin.ibm.com

cp: 0653-436  /u/hsim/other/admin is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/fax.data is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/fax.trace.tool.sna is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/old is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/pending is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/ps is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/references is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/fax.data/html is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/fax.data/hw is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/fax.data/scripts is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/fax.data/scripts/old is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/fax.data/scripts/tmp is a directory.
   Specify -r or -R to copy.
```

```
Received: by labsu5.austin.ibm.com (AIX 3.2/UCB 5.64/4.03-client-2.5)
          for roush at ; id AA25911; Mon, 5 Sep 1994 23:00:54 -0500
Date: Mon, 5 Sep 1994 23:00:54 -0500
From: daemon
Message-Id: <9409060400.AA25911@labsu5.austin.ibm.com>
To: roush

cp: 0653-436  /u/hsim/other/fax.trace.tool.sna is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/other/fax.data is a directory.
   Specify -r or -R to copy.
cp: 0653-436  /u/hsim/execs is a directory.
   Specify -r or -R to copy.
```

Tools, Files, and Processes Related to Fax Automation

Unless otherwise stated, files mentioned are somewhere under the following directories:

```
cia:/u/hsim/other     (source)
AFS:/afs/austin/depts/aixserv/faxes   (copied nightly from cia)
```

Unless otherwise stated, various files are in the following subdirectories of the above base directories:

```
Database            fax.data/db
Tools               fax.data/scripts
Output              fax.data and subdirectories
```

The following are the basic automated processes. All processes get information from the fax.data/db file unless otherwise stated.

Tool/Script	Output	Run By	Description
getpages	pages		Gets list of faxes with number of pages for each.
get4faxlist.fn	4faxlist		Gets list of faxes (by file name) and 4FAX numbers.
get4faxlist.title	tmp/4faxlist.title	manual, as needed	Gets list of faxes (by title) and 4FAX numbers for use in 4fax.gen fax.
gettitles	xxx.titles	getall, nightly	Gets lists of file names and titles for each component group.
getusage	usage.report	manual, as needed	Composes usage report for faxes.
create.hw.fax.links	fax.links, fax.links.afs		Creates links to faxes for HyperWin on toolserver and AFS
create.hwpkg.fax.links	fax.links.for.pkg		Creates links to faxes for HyperWin package which is built on my machine (currently labsu5) and put on AIXSERV on VM.
create.html.fax.links	faxes.html		Creates fax menu for internal use with mosaic.
create.html.free.fax.links	faxes.free.html		Creates fax menu for public external use with mosaic.
create.html.fee.fax.links	faxes.fee.html		Creates fax menu for registered external use with mosaic. (Also includes the "free" faxes.)
fax.update.sh	mail to roush@austin		Tool for others to use to send fax updates to me. This does not use db for source.
get.qrev.list	tmp/review.list		Creates list potential list of faxes for quarterly reviews.
send.qrevs	mail to fax coordinators		Sends quarterly review notices for all faxes in tmp/review.list.
getall	See Description		Runs gettitles, getpages, get4faxlist.fn, create.html.fax.links, create.html.fee.fax.links.
faxes.to.afs		cron	Copies faxes to AFS
fax.data.to.afs		cron	Copies most info from fax.data and subdirs to AFS

Problem Solving

- If you get mail from daemon@cia to hsim@cia (probably routed to roush@labsu5) stating that the **file system is full,** do the following:

  1. On cia, check file system with

     ```
     df /u
     ```

     Look at the output to see if the problem still exists (it may have been fixed sometime after the error was sent). If the problem still exists, contact John Haugh. Otherwise, continue with these steps.

2. On cia, run

   ```
   getall
   fax.data.to.afs
   ```

   If you still get a "file system full" message, contact John Haugh. Otherwise, continue.

3. Check faxes in HyperWin on acdc and toolserver. If they are inaccessible, do the following on both acdc and toolserver:

   ```
   cp /u/hsim/other/fax.data/hw/fax.links /u/auswin/dev/ref
   ```