

Controls FAQ

SunRAY Trouble Shooting

My SUNRAY seems frozen

Occasionally a SUNRAY machine will seem frozen. -No mouse or keyboard interaction.

- Remove and re-insert the usb cables for the keyboard and mouse
 - Usually the system is not frozen, the mouse somehow gets lost

If this doesn't help

- Remove and re-insert the card
 - You will have to login again and your session will still be there.

If the system still looks frozen

- Power cycle the SUNRAY
 - Remove the power cord on the back of the SUNRAY

When none of this works contact KenB or Jingchen to reset the login session via the web interface.

Why won't Firefox start? It gives me this message when I try to start it: "Firefox is currently running, but is not responding. To open a new window you must first close the existing firefox process" - but I don't see firefox on my desktop!

This sometimes happens on a Taylored Linux machine, eg. in your office. It probably has to do with it's using AFS, whose tokens expire every 25 hrs.

You need to delete the ".parent" lock file. You'll find it in a temporary directory, which is itself in \$

```
Unknown macro: {HOME}
```

/.mozilla/firefox/. Eg

```
[esdsix01]:.mozilla/firefox/7b2eaes1.Default User> rm .parentlock
```

Sometimes I can't launch an EPICS display from the SCP?

There are three variations of this problem, depending on whether you're on a kiosk machine (one of the Linux boxes presently mostly used in the control room), or not. If you are a kiosk machine, then you can not launch PEP-II EPICS displays but you can launch LCLS displays. If you are on a COW, WindowsPC, or SunRay, then you can launch both PEP-II EPICS displays and LCLS displays. If you are on an Taylored Linux machine, then you can not launch PEP-II or LCLS displays. ie, kiosk == LCLS but not PEP-II, not kiosk == PEP-II and LCLS (except Taylored Linux == !PEP-II and ! LCLS).

The reasons are different for each restriction. You can't be on a kiosk machine to launch pepii displays because the command is being sent from the scp to cmdSrv running on the kiosks to execute the cs script indicated on the panel code line. That cs script is a pepii script. It not only invokes the pepii environment, but it runs an executable which was built for solaris which won't work on the linux kiosks. So, the idea is that new buttons will be added to the LCLS scp panels which invoke cs scripts that live in the lcls tree. These new buttons will use LCLS command server classes. You can't launch PEP-II or LCLS displays from Taylored Linux because of security restrictions related to Taylored machiens. See Terri Lahey and Ron MacKenzie for details.