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1- SPRSNAP DESCRIPTION

sprsnap is a utility that can be used to collect error log information, core files, and process status information after a software crash, or significant software problem has occurred on the Signa scanner.

It's best to create an sprsnap as soon as possible after the system crashes or whatever software problem occurs. Otherwise, the data gets overwritten on reboot and subsequent scanning, erasing the evidence that engineering needs. If the system locks, bring up a C-Shell from service tools (from the background) to run the sprsnap before rebooting the system.

2- SPRSNAP PROCEDURE

If the scanner has a working InSite connection, then the preferred storage media for the sprsnap is the site's hard drive. Data can be transferred to InSite relatively quickly from an LX system. Most sprsnap directories can be transferred to InSite in about an hour or less. This is easier (and quicker) than mailing a MOD disk to headquarters. Also we would have to reimburse the customer with a new MOD.

The sprsnap will go into a new directory created by the sprsnap program. It will be located in */usr/g/service/log* and has the form "Joe.olc-lx.980317063/", (this is only an example) where the first half of this file is the site name, and the last half is a date stamp. (In this example an sprsnap was performed on the LX computer at the OnLine Center on March 17, 1998).

If you choose to save to MOD, the program will ask you if you want to delete the sprsnap directory after writing the MOD. You can answer either yes or no at this time. However, if you choose no, you will have to delete it manually later on. See below for how to delete it.
Note: the storelog program will NOT delete it for you. It will stay on the disk forever unless you manually delete it.

How to create an sprsnap

Here's a sample sprsnap session on the OnLine's LX. You may be at the insite, or genesis, or root level, it doesn't matter. In this example, the user was insite.

```
insite# sprsnap [rtn] *** must be lower case ***

SPR information will be stored in directory
/usr/g/service/log/Joe.olc-lx.9803170637
Do you wish to store SPR information onto MOD? [n] [rtn]
```

*** accept the default no to save to a directory!! (preferred method) ***

*** NOTE *** (IF you want to save it to a MOD, enter an upper case "Y". Some sites have reported that a lower case "y" doesn't work. Any images on the MOD will be deleted so use a blank disk. If the program asks to format the MOD first, answer yes. Be aware this could take a while.)

```
Please enter your name and phone number (then press <ENTER>):
your name & phone number here [rtn]

Now enter a Description of the Problem...
1) Please use the <Enter> or <Return> key at the end of each line.
2) Press <Enter> then <CNTRL-D> to terminate input.

your problem description here, don't forget the [CTRL-D] or it will
never
start! [rtn]

^D
Thank you

If all goes well, no more questions will be asked of you.  Sit back
and relax... data collection will take several minutes.

hint: not a lot of information will be output while this process takes
place. If you like to see lots of output, next time use the -v switch
on the sprsnap command line.
sprsnap: Done!
```

How to transfer sprsnap to InSite

To transfer the sprsnap to InSite, you need to "tar" the sprsnap directory to a file, compress it, and then use the ftp tool to transfer it. From the */usr/g/service/log* directory...

tar -cvf snapfile Joe.olc-lx.9803170638/ [rtn] <-- example only!

You can pick any filename you like instead of snapfile, but make it easily recognizable. Now the entire contents of the sprsnap directory are also in the file "snapfile". It can be a huge file, between 5 and 60 MBytes! Compress it before transfer as follows:

compress snapfile [rtn]

This will make it "snapfile.Z"

Now simply transfer it to InSite using the ftp tool.

sprsnap - Good for Housecleaning

The sprsnap procedure can also be use to clean up a system that may have a number of core files or other error logs (example kernal faults) cluttering up the /usr partition.

Create a snap using the sprsnap command and note the name of the directory created during the script execution. Next use the remove rm command with the recursive -r and force -f options on the directory to delete the snap and its contents. Finish with a check of the space left remaining on the partitions with a df command.

How to delete an sprsnap

First, locate the sprsnap directory in /usr/g/service/log: (example only)

```
 cd /usr/g/service/log [rtn]
 ls [rtn]

IMS.state.log geofile.out.old rdbm_log.out.old
Joe.olc-lx.9803170808/ gesys_olc-lx.log review.out
TIR.log grxfile.out review.out.old
TIR.log.old ifcc.out satfile.out
TriggerList ifcc.out.old saveINFO.log
atp_svat.trace psc.log scn.out
diskfull.log psc.log.old scn.out.old
geofile.out rdbm_log.out tds.log
```

See example above. You can recognize the sprsnap directory by the combination site name and date stamp as part of its directory name. It also has a "/" at the end, indicating that it is a directory. To make absolutely sure, you could go into that directory and list its contents.

To delete the directory, use the "**rm -r -f**" command from the upper-level */usr/g/service/log* directory. "-r" deletes the sprsnap directory recursively (first deletes all contents and then the directory itself), and "-f" forces all files to be deleted without asking permission. If you leave off the "-f" you will be answering "y" to give permission to delete each and every file, which will take you a LONG time!

Note: Be careful deleting the sprsnap directory. Don't use any wildcards or you may regret it later when you find you've deleted the wrong thing(s). Each sprsnap will have its own directory in */usr/g/service/log*.

(must be root user to do this!)

rm -r -f Joe.olc-lx.9803170808/ [rtn] <-- example only!

You'll want to delete the "tar'd" file also, "snapfile", or "snapfile.Z" if compressed, in our example. Just delete it like any other file, as below:

rm snapfile [rtn] <--- example only

Here's a breakdown of what goes into an sprsnap (example only):

insite# ls Joe.olc-lx.9803170638/ [rtn]

AUTHOR mr.closure.MrpApps#
HEADER_POOL* mr.closure.MrpResSrv#
IMS.state.log mr.closure.PostSdC#
MR.Date.out mr.closure.driverSupport62#
MR.Hostname.out mr.closure.install
MR.printenv.out mr.closure.os_cd
MR.whatRev.out mr.swrev*
SPR_DESCRIPTION oSYSLOG

SPRsnapErrLog ps.info
SYSLOG psc.log
TAPEREV* psc.log.old
TIR.log rdbm_log.out
TIR.log.old rdbm_log.out.old
TriggerList review.out
atp_svat.trace review.out.old
config/ rpc.info
core.mrt_rfmgr.17Mar002615 satfile.out
core.scn.04Mar092915 saveINFO.log
core.scn.09Mar112338 scn.out
crashdump/ scn.out.old
df.info sdc.info/
diskfull.log sdcStartupLog.649
fstab state/
geofile.out swap.info
geofile.out.old system.info
gesys_olc-lx.log tds.log
grxfile.out where.mrt_rfmgr.17Mar002615
hosts where.scn.04Mar092915
ifcc.out where.scn.09Mar112338
ifcc.out.old xdm-errors
messages

config:
CoilConfig.cfg gasm1.cfg
CoilConfig.cfg.0.5T gasm2.cfg
CoilConfig.cfg.1.0T gdt_tolerances.cfg
CoilConfig.cfg.1.5T gip_signals.cfg
CoilConfig.vf goofy
CoilConfig.vf.0.5T install.cfg
CoilConfig.vf.1.0T ipg_stage*
CoilConfig.vf.1.5T ipg_stage.qtune*
DateTime.cfg lvshim.cfg*
GradientConfig.cfg mr_gshim_config
GradientConfig.cfg.120.ECHOSPEED netinfo.cfg.old
GradientConfig.cfg.120.ECHOSPEED_SGD pages
GradientConfig.cfg.20.HORIZON palette.cfg
GradientConfig.cfg.20.HORIZON_SGD prescan_config.cfg
GradientConfig.cfg.77.HISPEED purgeFileList
GradientConfig.cfg.77.HISPEED_SGD scan.cfg*
GradientConfig.vf scan.vf*
Host.cfg secureSystem.cfg
Host.cfg.old secureSystemMOD.cfg
IOConfigFileOC.cfg sgd_tolerances.cfg
MRconfig.cfg shim_max16c6.coeff
MRconfig.cfg% shim_max16c6.coils
MRconfig.cfg.0.5T shim_max18c6.coeff

MRconfig.cfg.1.0T shim_max18c6.coils
MRconfig.cfg.1.5T shim_s1c6.coeff
MRconfig.cfg.old shim_s1c6.coils
MRconfig.vf shim_s2c6.coeff
MRconfig.vf.0.5T shim_s2c6.coils
MRconfig.vf.1.0T shim_s3c6.coeff
MRconfig.vf.1.5T shim_s3c6.coils
MRsrv.def shim_s4c6.coeff
MrPatProtocols.cfg shim_s4c6.coils
PageConfig.cfg shim_sxc6.coeff
Resource.cfg shim_sxc6.coils
ResourceTable.cfg shim_v6c6.coeff
ShimConfig.cfg shim_v6c6.coils
Site.cfg sprFiles.3
Suite.cfg sprFiles.6
Suite.cfg.old sprFiles.7
TPS_config sprFiles.8
TPS_config.lfc spt_nesting
TPS_config.old storelog.cfg
asm.cfg tardis_stage
checkdisk.cfg watchswap.cfg
gasm0.cfg

crashdump:
README_FIRST minfree

sdc.info:
crashlog.Z logs.tar.Z sdc.conf

state:
Images.50001.1.1 SaveExamNum rxcoil
SaveDiagExamNum SaveExamNum.old
SaveDiagExamNum.old avStateFile

REVISION HISTORY

REV	DATE	AUTHOR	PRIMARY REASONS FOR CHANGE
0	May 15, 1999	J. Wolak	Initial release of procedure