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Note

This version procedure supports Release 10.x.

1- DESCRIPTION

The Service Browser tool provides a common web based service desktop for MR, CT and X-RAY. This tool will allow a CT or X-RAY trained Field Engineer the ability to provide first level support on a MR system with minimum training. The tool will also be used by the OnLine Center for remote troubleshooting. It will give the OnLine Engineers the same user interface to the tools that the Field Engineer sees.

2- TOOL START-UP

The tool is started by clicking the **[Service Desktop Icon]** and selecting **[Service Browser]** on the Service Desktop Manager window at the left side of the screen.

Note

The Service Browser will come up in one of two modes which depends if a Service Key is present on the system or not. If the Service Key is not present on the system, GEMS proprietary software/tool selections will not be present on the browser.

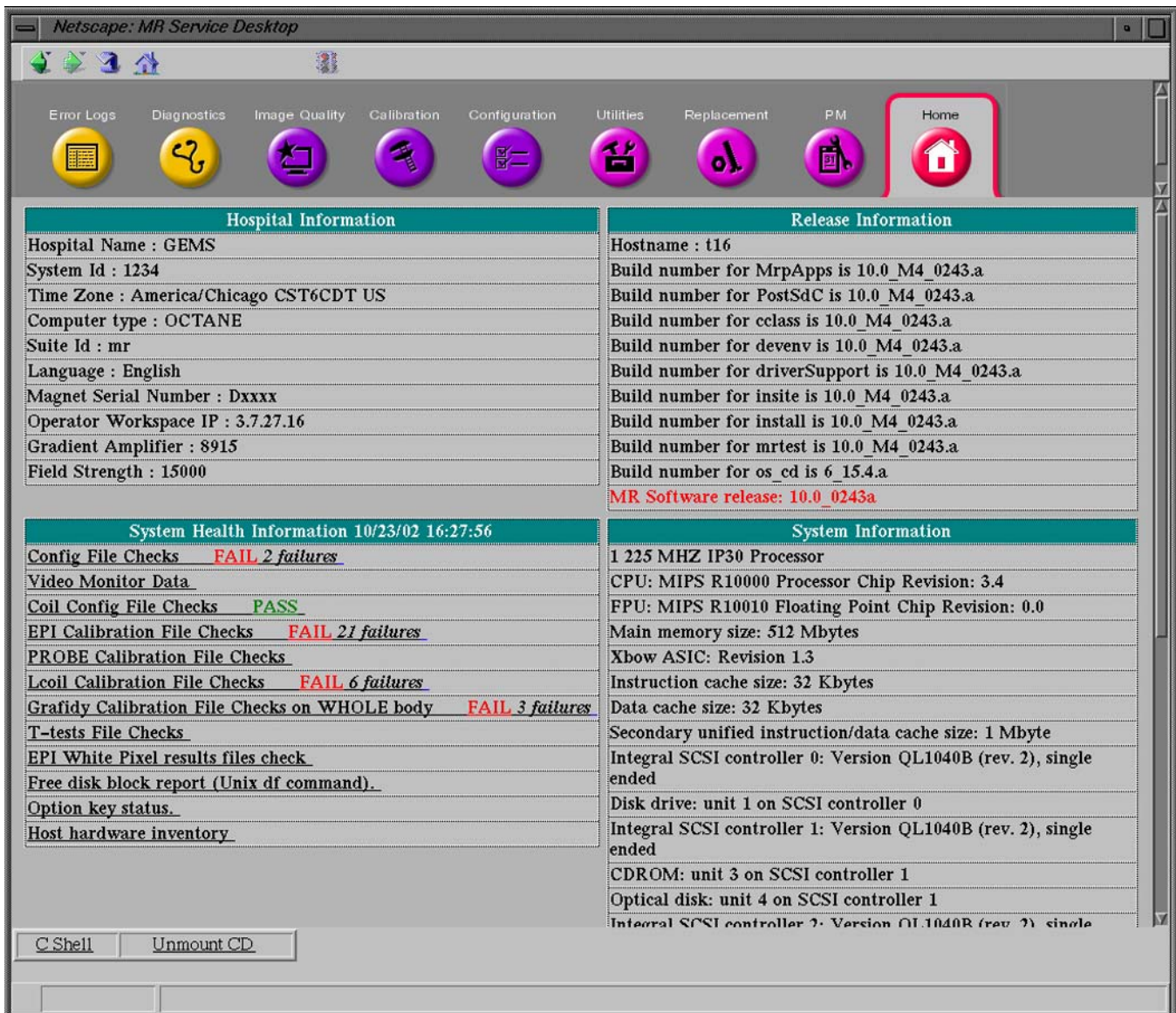
3- MAIN MENU

When the Service Browser tool is started, the Home page (refer to Illustration 3-1) appears on the screen. The Home Page contains the software rev, along with the hardware inventory and the results of the latest system_health report. The Navigation bar at the top of the screen allows the user to select from the following tools/applications:

- Error log viewer
- Diagnostic
- Image Quality
- Calibration
- Configuration
- Toolbox
- Parts
- Planned Maintenance
- Home Page

Note

When using the Service Browser, if you iconify any of the browser windows, they cannot be restored because they get iconified in the lower left-hand corner of the screen behind the Service Desktop Manager window. Do not iconify any of the Service Browser windows. Resize them with the mouse and then move them as needed to make room for other windows.



SERVICE BROWSER HOMEPAGE (EXAMPLE)

ILLUSTRATION 3-1

Illustration 3-1 show the Service Browsers home page. This page gives an overview of the system, software revisions and System Health. System Health is only shown when the service key is connected to the system. Illustration 3-1 shows problems in some of the system calibration files. Failures on this page indicate a serious problem with the system that will need to be addressed.

4- ERROR LOGS PAGE

The Error log Page (See Illustration 4-1) has several sub-menus. Select the log to view by clicking your selection on the left column. The log will open in a new window. See Illustration 4-2 for an example of a GE System Log.



ERRORLOG PAGE (EXAMPLE)
ILLUSTRATION 4-1

Filter Control		Date	Process Name	Error Code	Search Text
Show Log!	Filter On	today	all		

/usr/g/service/log/geSYS_t21.log : today

Date	Time	ErrorCode	Process	File	Line	Message
Apr 23 Tue	08:16:59	200002316	hostMonitor	sdInitFileProcessing.c	589	Application rirTest was prevented from running by environment variable NO_rirTest.
Apr 23 Tue	08:17:48	2223640	mam_rrf_rec	mrmMailpkt.c	476	Internal software error.
Apr 23 Tue	08:17:48	0	mam_rrf_rec	mrmMailmgr.c	214	Failed to get machine name from NSP
Apr 23 Tue	08:17:49	10180	arsjob	ArchiveDevice.c	4586	Resetting ARS MaxoptixT5-2600 - \$Id: @(#)ArchiveDevice.oH32 vobadm Wed Jan 16 01:34:23 CST 2002 /view/IRIX646.5_build_R2.9h3
Apr 23 Tue	08:17:50	5600	magView	magView.c	269	The magView process and the error log have been successfully initialized.
Apr 23 Tue	08:18:01	2126	imsrver	new_image_mgrt.c	897	Starting check at Tue Apr 23 08:18:01 2002
Apr 23 Tue	08:18:09	2127	imsrver	new_image_mgrt.c	900	Ending check at Tue Apr 23 08:18:09 2002
Apr 23 Tue	08:18:18	2223621	mam_rrf_rec	mrmMail_connect_mgr.c	232	Internal Software Error. Can't callback on undefined NMRID:SCT.
Apr 23 Tue	08:18:18	0	mam_rrf_rec	magFile.c	328	The message key 0 was not found.
Apr 23 Tue	08:18:18	0	mam_rrf_rec	mrmMailmgr.c	957	Ermes error. key: 0, error: 4009.
Apr 23 Tue	08:19:31	2223625	NSP	mrmMailmgr.c	819	Send packet opcode:3343 seqnum:3 rev:2 type:2 length:12 req:rec_003246 resp:NSP status:-17 failed.
Apr 23 Tue	08:19:32	2248388	NSP	SCPacp_rd_mgd_stage	164	Landmarking and all buttons on the magnet shroud have been disabled. The SRI is emulated in the mgd_stage file. Remove emulation flag and Reset TPS to enable.
Apr 23 Tue	08:19:36	2248198	NSP	APSIrfDriver::irfInit	4953	IrfDriver rrf link tx not ready error 1080 Please reset TPS
Apr 23 Tue	08:19:45	2240579	sdm	chkScrKey.c	258	sdm: Request failed. The request for the security key status failed. Make sure PC is powered up and running realtime program. Also check the connection to the PC is

ILLUSTRATION 4-2
 GE SYSTEM LOG

4-1 Filtering Entries In The System Log

Filtering is used to extract a particular kind of data from the errorlog. Filtering works best on the GE Syslog, but the **[Search Text]** section of filtering will work on all the logfiles. To turn on filtering, check the **[Filter On]** box in the filter control field with a left mouse click, then click on **[Show Log!]** to apply the filter. (See Illustration 4-3)

There are five different errorlog fields that can be filtered. They are Date, Process Name, Error Code, Search text, and Root Cause (See Illustration 4-3). Once the filter has been turned on, the user must click on **[Show Log!]** to apply the filter.



FILTERING LOG FILES (EXAMPLE)
ILLUSTRATION 4-3

On the Date pull-down filter menu, there are three options:

- all
- today (default)
- last 3 days
- last 10 days

On the Process Name pull-down, there are twenty options to filter on. The following is a list of the process name filters.

- all
- NSP
- UNKNOWN
- arserver
- arsjob
- autoview
- geSyslogd
- hostMonitor
- ifcc
- imserver
- lais
- msgView
- scn
- sdm
- psc
- hop_server
- RTPSIServer
- diags
- protocol
- dcserver

The Errorcode filter field is used by typing in a known errorcode, for example 2219886.

On the Search Text filter selection, the user can type in any text to filter on, however, it is a case sensitive field. This filter field works well for filtering the syslog file for the word "fail" (See Illustration 4-4).

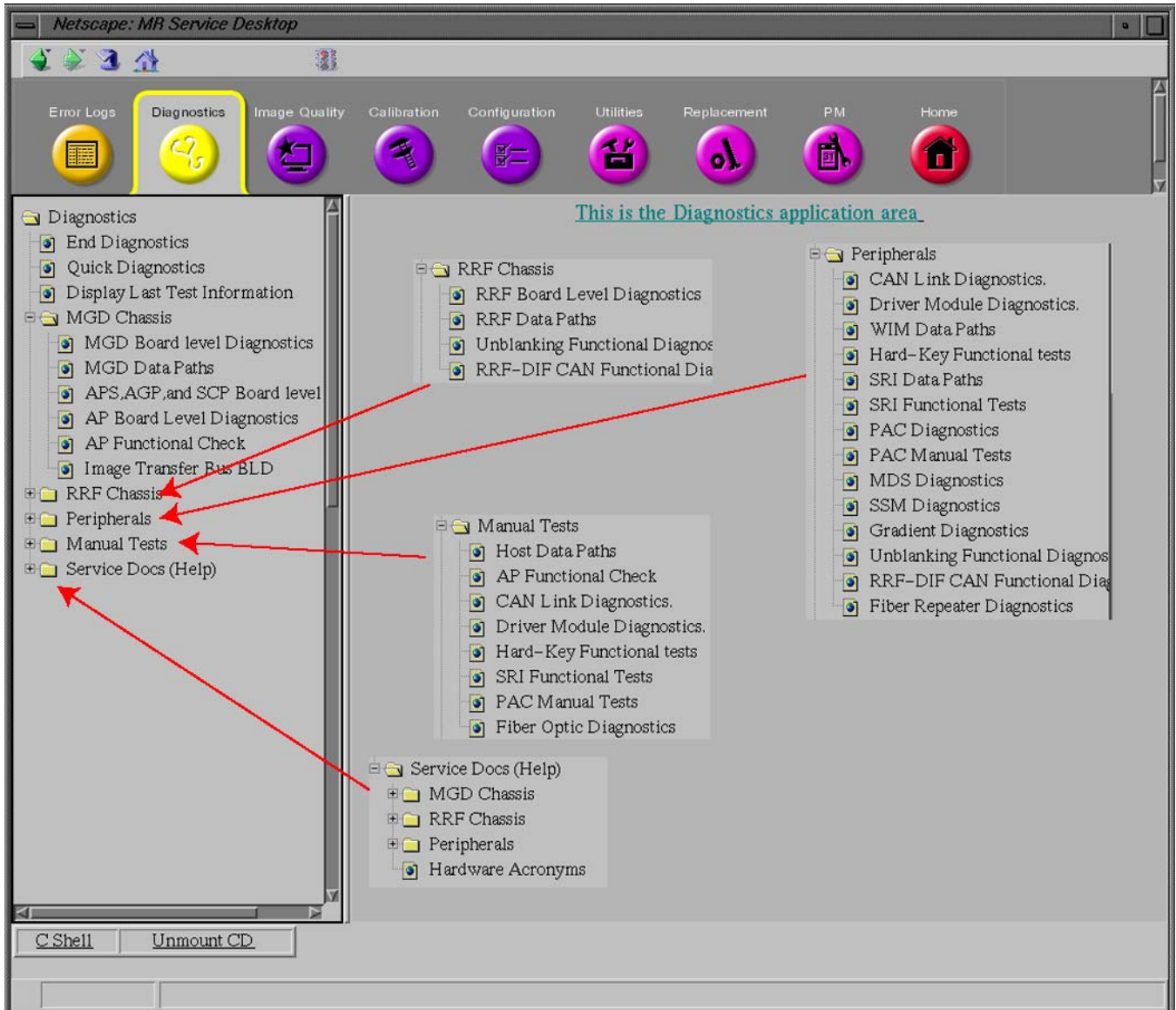
Filter Control		Date	Process Name	Error Code	Search Text
Show Log	<input checked="" type="checkbox"/> Filter On	last 3 days	all		fail

/usr/g/service/log/gesys_t21.log : 3days						
Date	Time	ErrorCode	Process	File	Line	Message
Apr 23 Tue	08:18:18	2223625	num_rrl_rec	mrmailingr.c	779	Send packet opcode:10161 seqnum:4 rev:2 type:1 length:4 req:rec_003246 resp:SCT status:0 failed.
Apr 23 Tue	08:19:31	2223625	NSP	mrmailingr.c	819	Send packet opcode:3343 seqnum:3 rev:2 type:2 length:12 req:rec_003246 resp:NSP status:-17 failed.
Apr 23 Tue	08:19:45	2240579	sdm	chtScrKey.c	258	sdm: Request failed. The request for the security key status failed. Make sure PC is powered up and running wavetime program. Also check the connection to the PC is functioning properly.
Apr 23 Tue	08:19:55	2240579	sdm	chtScrKey.c	258	sdm: Request failed. The request for the security key status failed. Make sure PC is powered up and running wavetime program. Also check the connection to the PC is functioning properly.
Apr 24 Wed	09:14:17	2223625	num_rrl_rec	mrmailingr.c	779	Send packet opcode:10161 seqnum:4 rev:2 type:1 length:4 req:rec_001724 resp:SCT status:0 failed.
Apr 24 Wed	09:14:31	2223625	NSP	mrmailingr.c	819	Send packet opcode:3343 seqnum:3 rev:2 type:2 length:12 req:rec_001724 resp:NSP status:-17 failed.
Apr 24 Wed	09:30:21	2223625	num_rrl_rec	mrmailingr.c	779	Send packet opcode:10161 seqnum:4 rev:2 type:1 length:4 req:rec_001738 resp:SCT status:0 failed.
Apr 24 Wed	09:30:28	2223625	NSP	mrmailingr.c	819	Send packet opcode:3343 seqnum:3 rev:2 type:2 length:12 req:rec_001738 resp:NSP status:-17 failed.
Apr 24 Wed	10:07:18	10207	arsjob	arsjob.c	712	Semaphore acquisition failed
Apr 24 Wed	10:07:20	10207	arsjob	arsjob.c	712	Semaphore acquisition failed
Apr 24 Wed	10:08:59	2223625	num_rrl_rec	mrmailingr.c	779	Send packet opcode:10161 seqnum:4 rev:2 type:1 length:4 req:rec_005373 resp:SCT status:0 failed.
Apr 24 Wed	10:09:09	2223625	NSP	mrmailingr.c	819	Send packet opcode:3343 seqnum:3 rev:2 type:2 length:12 req:rec_005373 resp:NSP status:-17 failed.
Apr 24 Wed	10:18:19	10207	arsjob	arsjob.c	712	Semaphore acquisition failed
Apr 24 Wed	10:18:21	10207	arsjob	arsjob.c	712	Semaphore acquisition failed

SEARCH TEXT (EXAMPLE)
ILLUSTRATION 4-4

5- DIAGNOSTIC PAGE

The diagnostic page includes diagnostics and troubleshooting flowcharts with links to service documents. The MR Service Methods CD must be in the Operator Workspace CD ROM in order for the documentation links to be functional. Illustration 5-1 gives a preview of the Diagnostic Page as well as a breakout of lower level options.



DIAGNOSTIC PAGE (EXAMPLE)
ILLUSTRATION 5-1

6- IMAGE QUALITY PAGE

The Image Quality page contains the tools for troubleshooting image quality issues. There are links to tools like SPT, CTL SNR, and also Image Quality Troubleshooting flowcharts. The 8X Service Methods CD must be in the Operator Workspace CD ROM drive for the documentation and the Image Quality Troubleshooting flowcharts to be functional. See illustration 6-1 for a view of the Image Quality page.

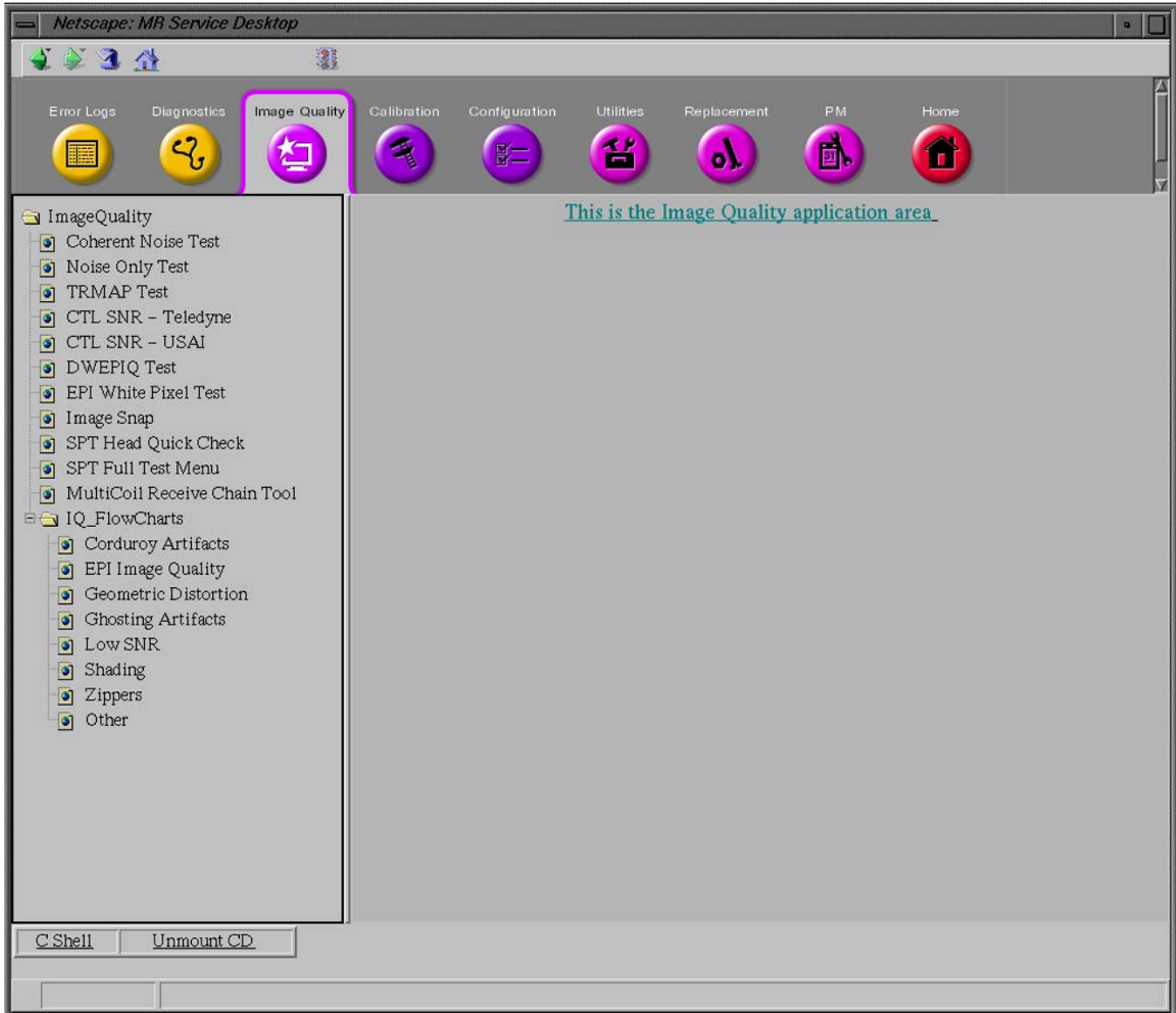
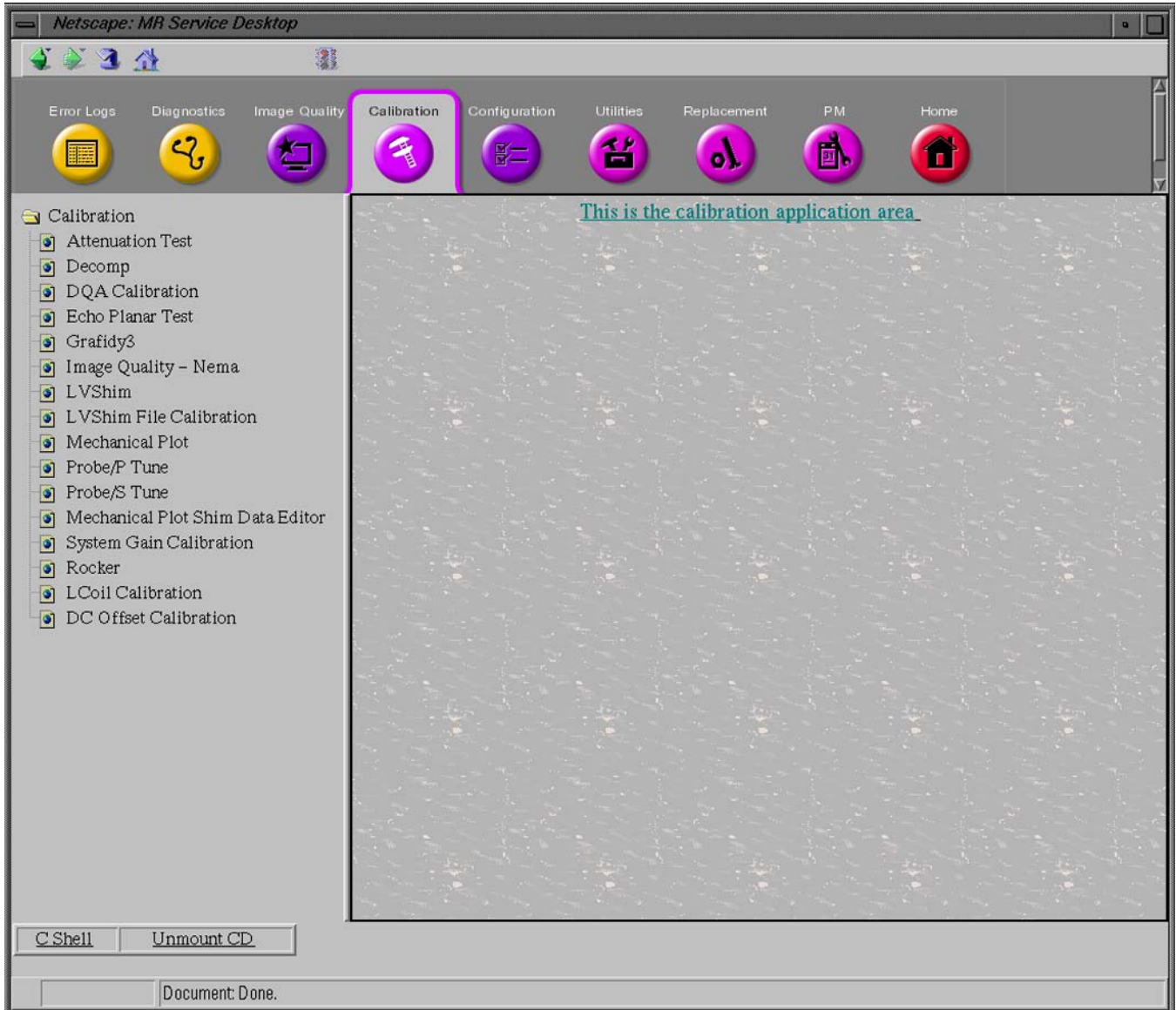


IMAGE QUALITY PAGE (EXAMPLE)
ILLUSTRATION 6-1

7- CALIBRATION PAGE

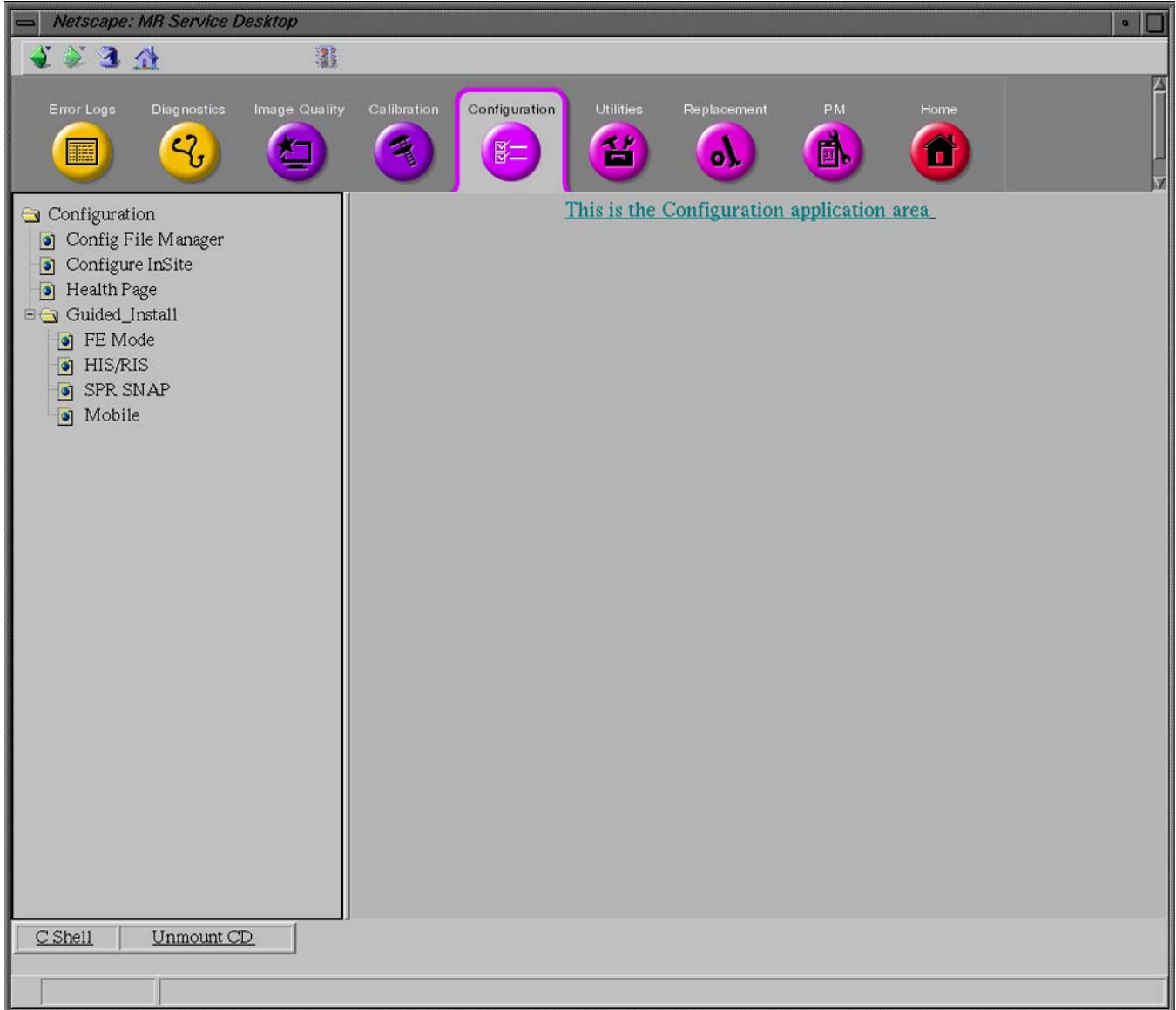
The Calibration page contains the tools used to calibrate the system. There are also links to the service documentation provided the MR Service Methods CD is in the Operator Workspace CD ROM drive. See Illustration 7-1 for the Diagnostic page.



CALIBRATION PAGE (EXAMPLE)
ILLUSTRATION 7-1

8- CONFIGURATION PAGE

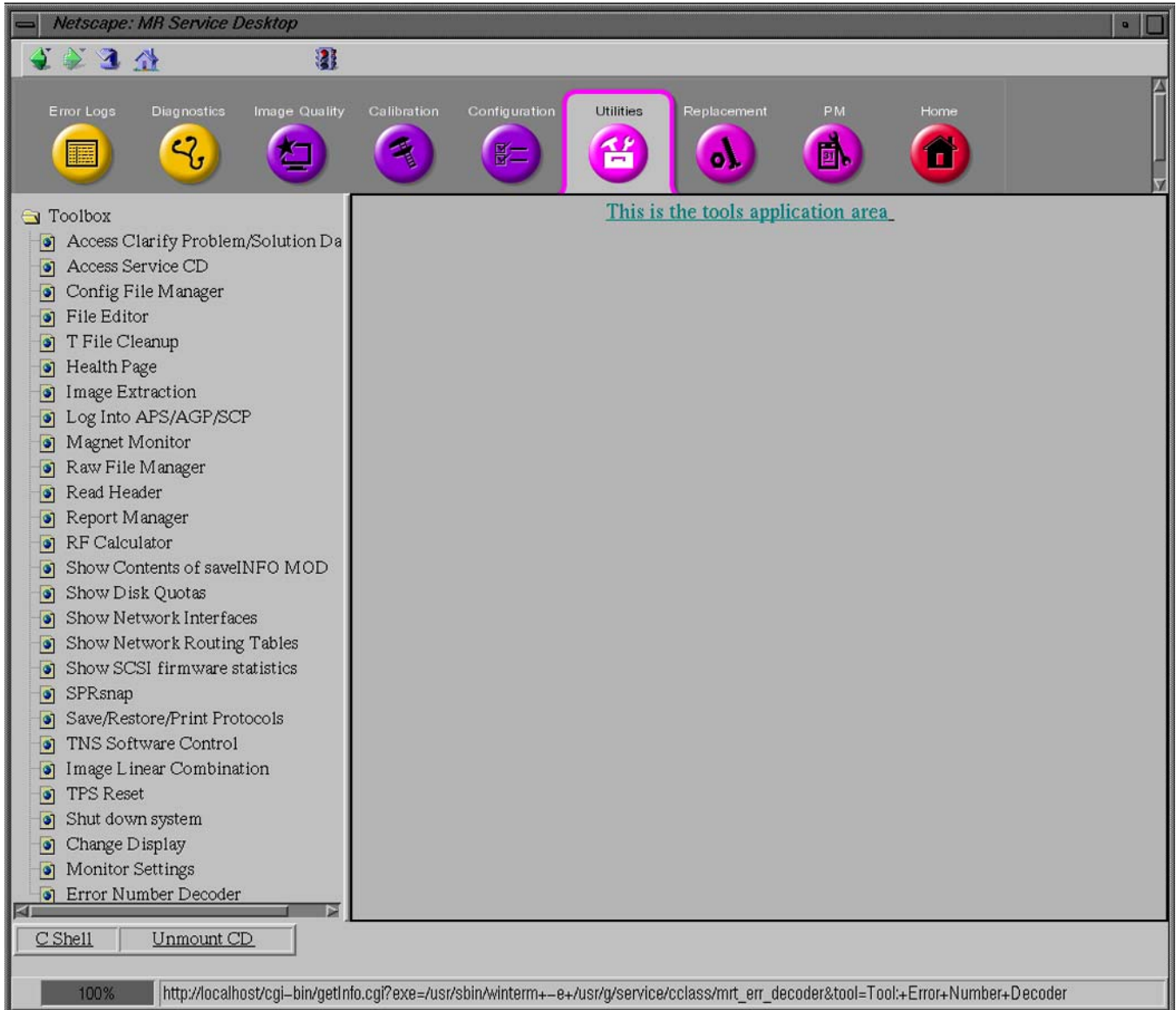
The Configuration page is used to setup the various configuration files on the system, including the MR config file, the Gradient config file, and the Coilconfig file. HealthPage and InSite can also be configured from this page. See Illustration 8-1 for the Configuration page.



CONFIGURATION PAGE (EXAMPLE)
ILLUSTRATION 8-1

9- UTILITIES

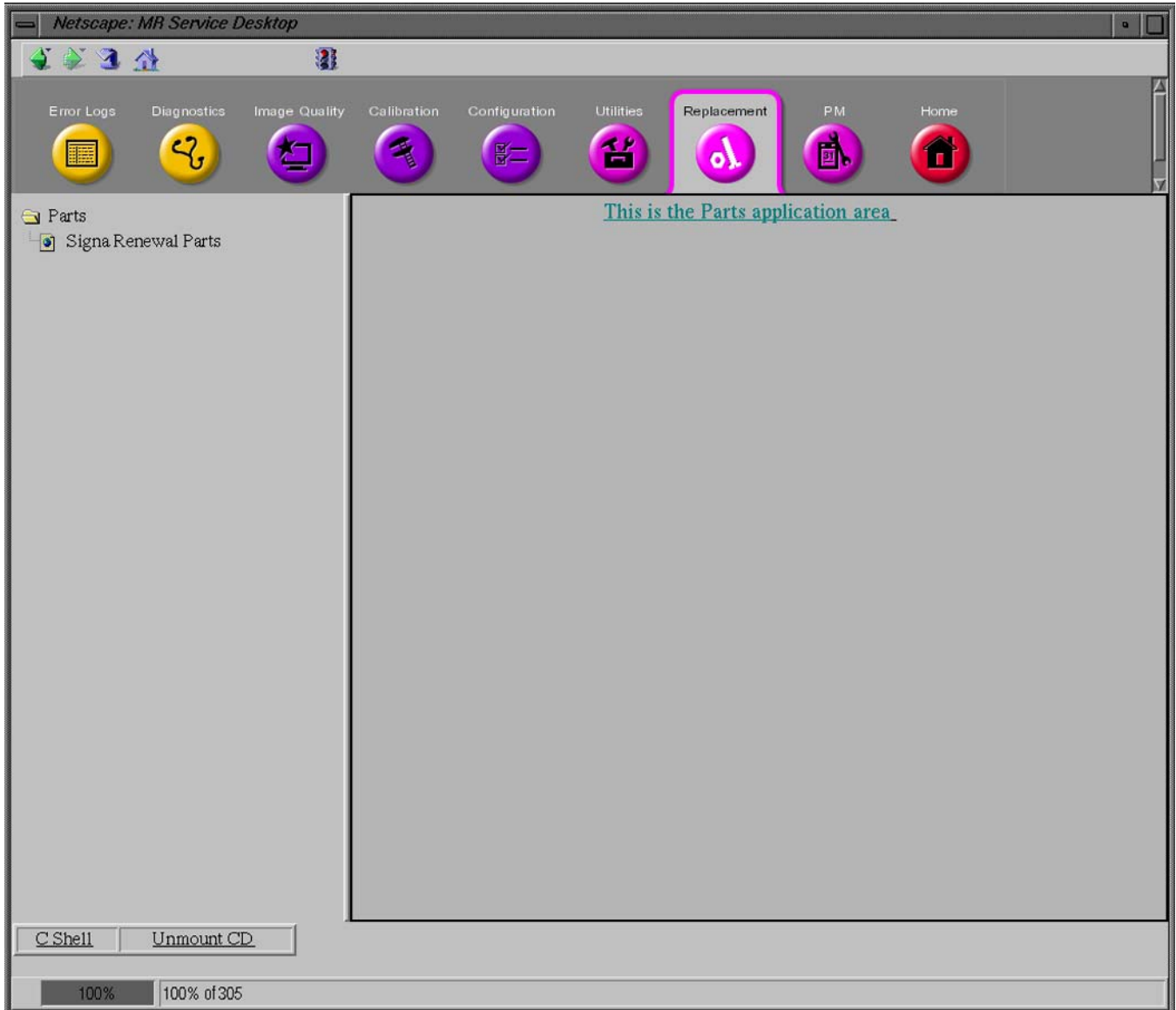
The Utilities page contains several miscellaneous tools that can be run including access to the Problem/Solution database at the OnLine Center as well as access to the MR Service Methods CD home page. See Illustration 9-1 for the Toolbox Page.



TOOLBOX PAGE (EXAMPLE)
ILLUSTRATION 9-1

10- REPLACEMENTS

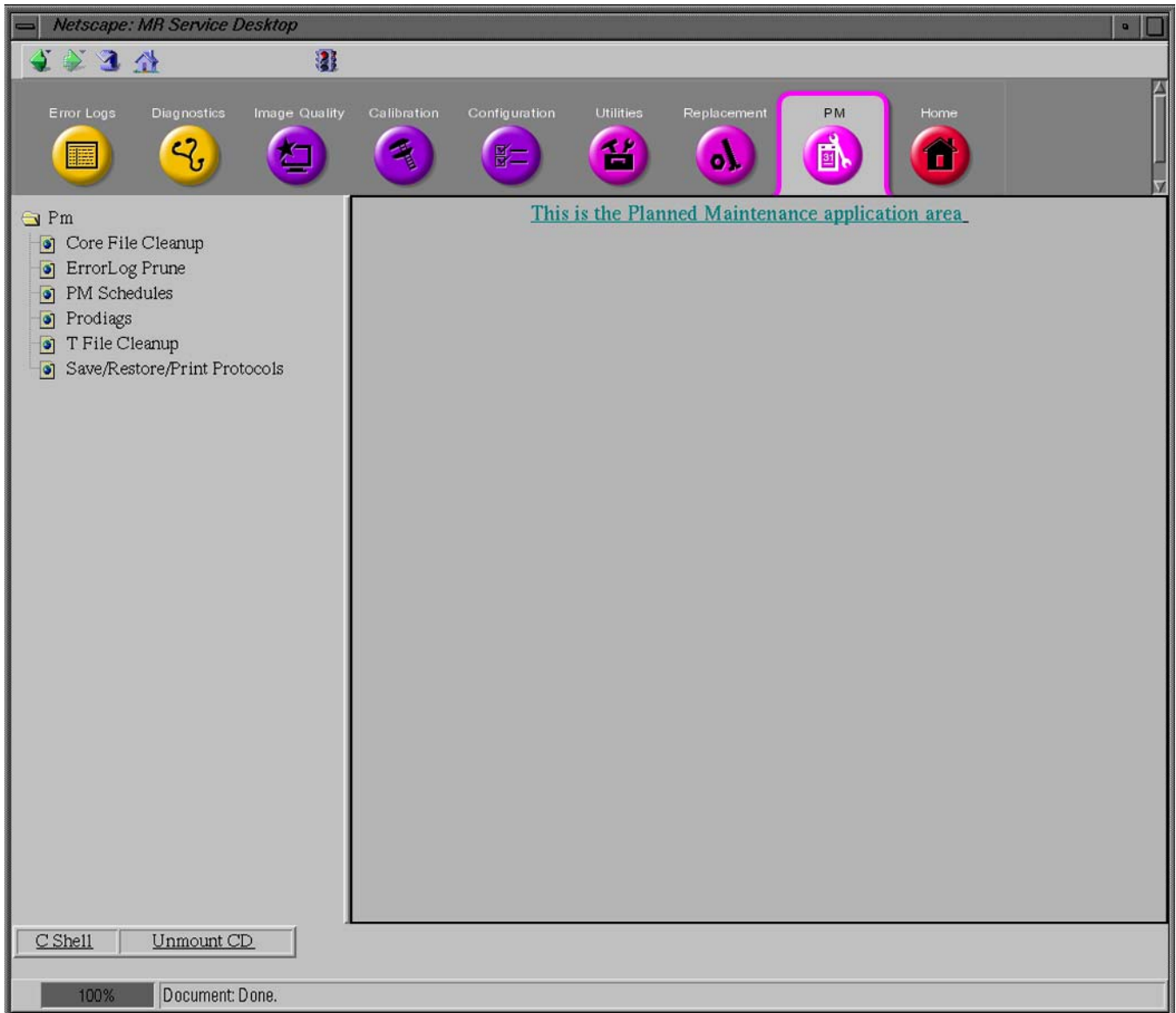
The Replacements page brings up the Renewal Parts found on the MR Service Methods CD. The CD must be inserted in the CD ROM on the Operator Workspace. See Illustration 10-1 for the Renewal Parts page.



RENEWAL PARTS PAGE (EXAMPLE)
ILLUSTRATION 3-10

11- PLANNED MAINTENANCE PAGE (PM)

The PM page contains tools that should be run during a PM visit such as pruning error logs and deleting old T-Test files. See Illustration 11-1 for the PM page.



PM PAGE (EXAMPLE)
ILLUSTRATION 11-1

REVISION HISTORY

REV	DATE	AUTHOR	PRIMARY REASONS FOR CHANGE
0	Apr 28, 2002	Hawthorne	Preliminary release
1	Oct 28, 2002	Hawthorne	Updated screen images to reflect 10.0 M4 Screens