

MSO Tools

Troubleshooting guide

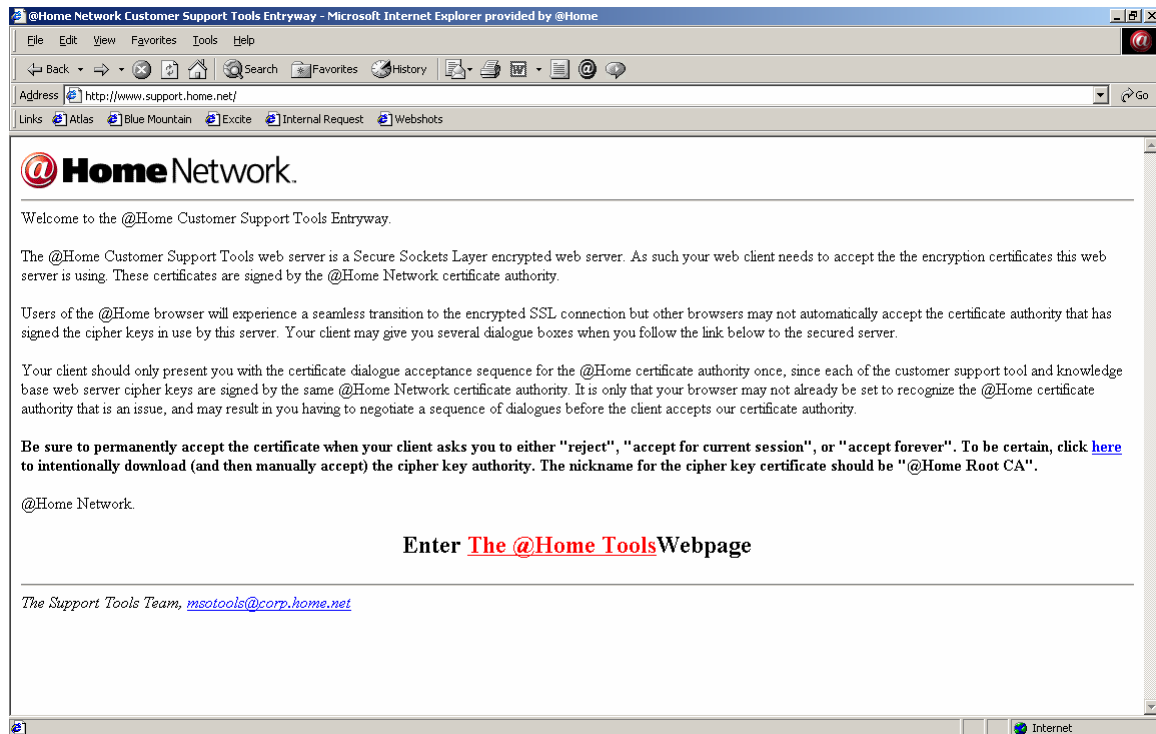
This document is intended as a guide for Second Tier Support in order to find the source of a network outage.

Take the following steps to determine the source of a network problem:

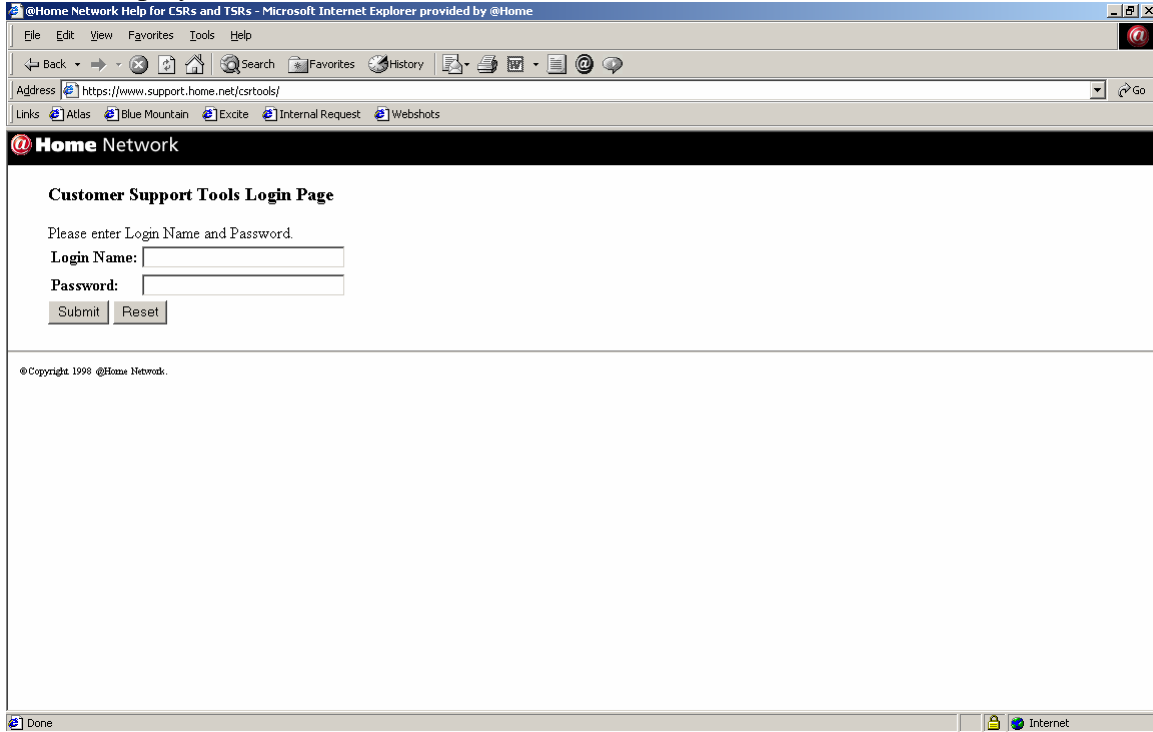
1. Check the trouble ticket for the subscriber's logins. If there are not subscriber logins, then return (deescalate) the noc ticket back to Tier 1, as you cannot proceed without a subscriber login.
2. Run CSR tools in order to find the error.

To run CSR tools:

1. SSH in to Fulcrum (www.support.home.net). You will see the page below.



2. Click the link “Enter [The@Home](#) Tools Web page”. The following screen displays:



3. Login as MSO controller user.
4. Login as CSR user.
5. In Fulcrum, type the command: **priv msocctl chroot**
6. In chroot, type the following command at the \$ prompt: **cd/temp**
7. Press Enter.
8. Type the following command: **grep <user name> *www***
9. A list is generated of tools run by that agent, and all tools run.
10. The log list has two entries: username and submission line, and directory line and perl script.
11. Type the information from the log list into the command line.
12. Press Enter and run manually (vi a test file).
13. Look for any errors.
14. If no errors, the server will return information.
15. If the ping fails, then the server is down.

Steps to take when the server is down:

1. From the \$ command line, drop to the SSH prompt.
2. Run the remote script manually with full parameters.
3. If the script return is OK, then SSH out and run the script on a remote machine.

For any Fulcrum script with remote scripts, run the script locally.

To run a script locally:

1. SSH to the RDC.
2. Run the script on RDC.
3. Check for any errors on the local machine.
4. Check for any errors on the remote machine.
5. If no errors, then escalate the noc ticket to the next tier.

To run a remote script:

1. Type the command **cd/tools/current** to enter the current tools directory.
2. The directory displays.
3. Type **ls** to see the tools directory.
4. Use the command **cd** to change directories.
5. Find the tools named `<toolname>_check` and `<remoter>_check`
6. Tail the local script or mor it.
7. Look for the full SSH call to the remote script variables which are mapped to the tools used in the original call in.
8. The user is always represented as the MSO tool.
9. You must be able to SSH a MSO tool unchallenged to determine the problem.
10. At the prompt (which?), type: `ssh/l/msotool`
`$host/.tools/chroot/hostspace/webpace_chempl $ login`
11. Paste in an example for each command line/
12. If no errors are found, do the SSH again `/l_/msotool` to the machine.
13. If unable to SSH, then the problem is not a tools issue, but a machine problem.
14. Notify the appropriate people of a machine problem.

Questions to ask:

Is the web server running? Are all the mid files in place? Are the daemons there?