

Troubleshooting

- Run control logs can be browsed in Kibana [↗](#), with the possibility to filter by partition, severity, etc.
- If an artdaq component is failing or taking long time to CONFIGURE or STOP, you can open the **Log tail** panel from the component's page. This will allow you to inspect the process's log.
- If the system goes into an **ERROR** state you can still issue the **STOP** and **SHUTDOWN** commands from the top node for a clean shutdown. If there is still some unresponsive node you can use **Force SHUTDOWN** from the **ProcessManager** panel.
- If one or more nodes are hanging on a command (grayed out node) it's possible to **AbortCommand** by clicking on the top grayed out node. This should make the nodes responsive again. In case the latter is not working you can **RestartFSM**.
- If the system is still in an inconsistent state, contact an expert (enrico.gamberini@cernNOSPAMPLEASE.ch 65133).

Include fails for a node

1. Show the additional actions:

The screenshot shows the Neutrino Platform interface. At the top, the system 'EventBuilders_3' is in an 'UNKNOWN' state. Below this is a table of sub-systems:

Sub-System	State	Sub-System	State
EventBuilder1	UNKNOWN	EventBuilder10	UNKNOWN
EventBuilder2	UNKNOWN	EventBuilder11	UNKNOWN
EventBuilder3	UNKNOWN	EventBuilder12	UNKNOWN
EventBuilder4	UNKNOWN	EventBuilder13	UNKNOWN
EventBuilder5	UNKNOWN	EventBuilder14	UNKNOWN
EventBuilder6	UNKNOWN	EventBuilder15	UNKNOWN
EventBuilder7	UNKNOWN	EventBuilder16	UNKNOWN
EventBuilder8	UNKNOWN		
EventBuilder9	UNKNOWN		

A 'Modes' dialog box is open for 'ArtDAQ/EventBuilder11::ArtDAQ/E'. It shows 'Is Excluded' and buttons for 'Include', 'LockOut', and 'Exclude'. A blue arrow points from the 'Exclude' button in the dialog to the 'EventBuilder11' entry in the table.

2. Click on Exclude:

This screenshot is identical to the previous one, but the 'Exclude' button in the 'Modes' dialog box is now highlighted with a blue arrow, indicating it has been clicked.

3. The Include action will be now successful.

-- EnricoGamberini - 2018-09-10

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