CHIRON Quick software troubleshooting guide

IMPORTANT: **the Chiron acquisition software (Chiron GUI) and the guider software are totally unrelated**. Restarting (or operating in any form) one will not fix the errors / problems on the other.

> **Vncviewer does not opens or becomes unresponsive / gray:**
> never logout from inside the vncviewer.
>> 1) Close the vncviewer window
>> 2) using a terminal, ssh observer@ctioe1
>> (passwd: obs1rv1r)
>> 3) inside ctioe1, kill the vncserver typing: "vncserver -kill :9"
>> 4) inside ctioe1, start a new vncserver typing: "vncserver :9 -geometry 1600x1024 -depth 24"
>> 5) logout from ctioe1 typing "logout" in the ctioe1 terminal
>> 6) start the vncviewer on the mac normally ("chicken of the vnc")

> **The software starts, but not all the green lights (led's on top of the main gui) are turned ON**
> *-> if the TCS light is off:*
>> 1) open a terminal inside the vncviewer
>> 2) try to reconnect to the TCS, typing
>>> > CHIRON2 *TCS SHUTDOWN*
>>> > CHIRON2 *ENV START TCS*
>>> > CHIRON2 *TCS INIT*
>> 3) wait a bit to see if the TCS led turns ON. If it does not, restart the complete software
>> 4) if the problem persists, call the numbers at the end of this document
>
> *-> if the Temperatures light is off:*
>> *This could be that CHIRTEMP is not running or that it cannot connect to the Chiron software.*
>> 1) open a terminal inside the vncviewer
>> 2) See if you can talk to the CHIRTEMP application:
>>> > CHIRTEMP TPCTRL read CCDTEMP
>> 3) if you get a reading back, then try the following:
>>> > CHIRTEMP TPNT sample
>>> This should could the temperatures LED in the main GUI to turn green and the temperatures be displayed. If it does not happens, go to 4)
>> 4) if you did not get a reading back, the restart CHIRTEMP by either clicking in the shutdown_CHIRTEMP icon, or by typing "shutdown_CHIRTEMP"
>> 5) start CHIRTEMP again, clicking on the start_CHIRTEMP icon or typing "start_CHIRTEMP"
>> 6) wait a bit . After it is up and running, you may try 3) if you want.

7) if the problem persists, check the serial connection on the back of the chiron computer in the computer room, and the Lakeshore and RTD boxes on the coude room:
- power
- connections: Lakeshore -> serial cable
RTD box -> two connections to the network hub
5) if all seems fine but the light is still off, call the numbers at the end of the document

-> *if the Controller light is off:*
1) open a terminal inside the vncviewer
2) try to restart the monsoon controller
> *pan dhe close*
(wait 5 seconds)
> *pan dhe init*

3) The command will block the terminal. Wait quite a bit (maybe 30 seconds or more), watching, if you want, the black/green debug window that it is usually minimized ("Panview debug")
4) Look the response you get in the terminal. if you get an ERROR response, restart the complete software
5) if the problem persists, check the fiber connection on the back of the chiron computer on the computer room, and the monsoon gray controller on the coude room
6) if all seems fine, but the problem persists, it is time to panic. You may scream now.
7) if screaming did not help, call the numbers below

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