

BRTT SUPPORT REQUESTS: THE GOOD, THE BAD, AND WHAT THE ??

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AUG WORKSHOP

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If debugging is the process of removing bugs, than programming must be the process of putting them in.

- unknown

Any sufficiently advanced bug is indistinguishable from a feature.

- Kulawiec

***A clever person solves a problem.
A wise person avoids it.***

- A. Einstein

HOW TO SUBMIT A SUPPORT REQUEST

- NEVER (AND WE REALLY MEAN IT) SEND A SUPPORT REQUEST TO PERSONAL EMAIL ADDRESSES AT BRTT. PLEASE USE:
SUPPORT@BRTT.COM
- READ THE MAN PAGE BUGS(1)
- READ THE MAN PAGE FOR THE PROGRAM/LIBRARY/SCRIPT
- MAKE SURE IT IS A SUPPORTED PROGRAM

BRTT SOFTWARE SUPPORT LEVEL

- SUPPORT - CORE BRTT PROGRAMS
- NO SUPPORT - DEPRECATED
- NO SUPPORT - CONTRIBUTED

Antelope Contrib SW Last change: 2008/04/22

BRTT SOFTWARE SUPPORT LEVEL

- NEW SECTION OF MAN PAGES WILL EXPLICITLY STATE SUPPORT LEVEL

CHK_MINISEED(1)

User Commands

CHK_MINISEED(1)

NAME

chk_miniseed - inspect miniseed for data blocks from different channels (deprecated)

SYNOPSIS

chk_miniseed [-v] miniseed ...

SUPPORT

Deprecated software: NO BRTT support -- please use the designated alternative

DESCRIPTION

BEFORE YOU SEND A REQUEST

- PATCHED?
- SYSTEM PROBLEM?
- ENVIRONMENT PROBLEM?
- DID IT WORK BEFORE...?
- WHAT CHANGED (SYSTEM, USER, ENV, ETC.)?

INFORMATION NEEDED

- COMMAND LINE USED
- INPUT DATA/FILES
- ACTIONS TAKEN (I.E. BUTTONS PUSHED IF GUI)
- OUTPUT (LOGS, GUI SNAPSHOT, CORE, ETC.)

INFORMATION NEEDED

- DBSNAPSHOT
- DBLOC_SNAPSHOT
- RTSNAPSHOT
- INFORMATION IN ADDITION TO THE OUTPUT FROM ABOVE (WHAT YOU DID, WHAT YOU EXPECTED, WHAT ACTUALLY HAPPENED, WHAT YOU THINK IS WRONG WITH WHAT HAPPENED).

PRETTY GOOD EXAMPLE

D/D

This may be a known issue. I am running 'Release 4.9 Linux SuSE 9.3 (i586) 2.6.11.4 2007-05-31'.

I have a large database (~100G), BH? channels are large (not much less than 2 G).

e.g.

1.4G ./S01/Data/C20060416000000_S01.BDH
1.6G ./S01/Data/C20060416000000_S01.BH1
1.6G ./S01/Data/C20060416000000_S01.BH2
1.5G ./S01/Data/C20060416000000_S01.BHZ

1.5G ./S06/Data/C20060413000000_S06.BDH
1.7G ./S06/Data/C20060413000000_S06.BH1
1.7G ./S06/Data/C20060413000000_S06.BH2
1.5G ./S06/Data/C20060413000000_S06.BHZ

I execute dbversdwf as follows.

```
% dbversdwf -dtuv PLUME2 &> dbversdwf.log &
```

The logfile shows lots of "Can't memory map"/"Cannot allocate memory" errors.

I chose one of the stations/channels that dbversdwf complained about (S01:BH1) and tried the "-s subset" option.

```
dbversdwf -s 'chan =~ /BH1/ && sta =~ /S01/' -dtuv PLUME2 &> dbversdwf_S01.log &
```

This job completed with no errors.

I attach the two logfiles.



[dbversdwf_S01.log \(22.8 KB\)](#) [dbversdwf.log \(11.2 MB\)](#)

ALMOST GOOD, NOT COMPLETE

Dear Support:

May you help us in the following issue:

When we reviewing the events in dbloc2 program, it doesn't provide magnitudes. Despite, it gives the magnitude for the automatic solutions. I attached the dbloc2 parameter file. Please advice.

Looking forward to hearing from you.

- NEED A DBSNAPSHOT (WITH WAVEFORMS) TO REPRODUCE.

THE BAD

- SUPPORT REQUESTS SENT TO DANQ@BRTT OR DANNY@BRTT.
- ONE LINE EMAILS: “PROGRAM X DOES NOT WORK”.
- UNCLEAR, RAMBLING MESSAGES THAT DO NOT DEFINE THE SPECIFIC PROBLEM.
- REQUESTS FOR CONTRIB SUPPORT.

WHAT THE ???

To: support@brtt.com

Hi,

I have a problem with the magnitudes that Antelope is producing they are to bigs. How can I solve that?

Here is an example of what I mean:

DATE	TIME-UTC	LAT.	LON.	DEPTH	MAG	Q	REGION
yy/mm/dd	hh:mm:ss	deg.	deg.	km			
08/04/03	18:45:03			125.0	20.2ml*	automatic	1
08/04/03	15:07:37			11.0	20.1ml*	automatic	1

