

SOS 4.1: SOS Diagnostic Utilities

SOS Diagnostic Utilities is a graphical menu that is intended to address some common support issues. To access it, either click on the "SOS Diagnostic Utilities" icon on your Desktop or click on "Run SOS Diagnostic Utilities..." in the "Utilities" menu in the SOS user interface.

Parts of SOS Diagnostic Utilities can be used while logged in as user sosdemo. However, full functionality is not available unless the program is opened while logged in as user sos.

Features

'Fix file permissions...'

- The program will attempt to change the access permissions on SOS files. Typically it is useful if you receive any errors about not having the required permissions or access to files. This can only be run as user sos.

'Make a diagnostics log file...'

- This will generate a sos_diagnostics.log file in your home directory that can then be emailed to the SOS support team at sos.gsd@noaa.gov. Please provide a description of your problem in the email. The log file aids in identifying the problem with your system.

'Start TeamViewer...'

- Launches the TeamViewer application so the SOS support team can work to fix your computer remotely.

'Change projector model...'

- Launches a program that lets you change the type of projector SOS is configured for. If SOS is open when this program is run it will crash. This can only be run as user sos.
- Note there are two options for each projector type - 'CRT' and 'DFP'. If your new projectors are connected to the computer with UXGA or VGA cables, choose the option ending in 'CRT', if your projectors are connected with DVI cables, choose the option ending in 'DFP'. If you choose the wrong option, nothing will display on the sphere.

'Reset video configuration...'

- This can be useful if you are having issues with your display such as blank projectors, projectors displaying incorrect colors or your monitor isn't showing up. It restarts the X server. (Your displays will all go dark for a bit before they restart, this is normal.) This can only be run as user sos.

'Stop SOS program...'

- If something goes wrong with your SOS program and you need to terminate it, select this option.