

Troubleshooting - Locked QSS

Problem: When you need to modify quotas but the quota screen (QSS) is locked or inaccessible, this guide will help you diagnose the problem and resolve it.

Accessing the QSS

There are three ways to access the QSS, if one specific method doesn't work, try the others first before attempting to "correct" the issue:

1. **Survox Console** - Web interface under Manage > Manage Quotas > Named
2. **Super/Boss Command Line** - Type `qss <jobname>` from a super or boss session
3. **QuotaMod** - Direct access via the QuotaMod application in putty, by typing `quotamod` `<enter>` and providing the jobname

Why the QSS Gets Locked

The QSS becomes locked or inaccessible for three main reasons:

1. **Another user has it open** - Someone is viewing/editing the quota file in QuotaMod in Read/Write mode
2. **Server load failure** - Programming changes affecting quotas prevented the study server from loading the file properly (super/boss only)
3. **Active or hung surveys** - Interviewer sessions or stuck processes are keeping the quota file open on the study server

Diagnosing the Lock

Follow these steps to determine what's causing the lock:

Step 1: Check QuotaMod Access

Try opening the job in QuotaMod. Check if it opens in:

- **Read/Write mode (rw)** - You can edit (no lock)

- **Read-Only mode (ro)** - File is locked by another process

If the file shows a Read Only, someone else has it open, so skip to step 3 below, otherwise continue to step 2.

Step 2: Test Loading from Super/Boss

Open a super or boss session and try:

```
qss <jobname>
```

Look for specific error messages that indicate programming issues or file conflicts. You will typically see 2 different errors... "crc qff <-> quo mismatch" or "can't open quota file, failed to load jobname". If you get crc mismatch errors, this will require IT/DP to fix so contact them and await further instructions. if you get "Can't Open" messages then continue to step 3.

Step 3: Check File Ownership

From Survox CLI (PuTTY), run the following:

```
whylock jobname <enter>
```

It should return something similar to below:

```
Here are the files listed as open for Jobname
Anything besides STDYSRVR can be cleared without
risking crashing the server.
```

```
If NO programs are listed, you need to check with a
programmer to investigate the issue further
```

```
COMMAND  PID    USER  FILENAME
=====  =====
stdysrvr 4087502 cfmc /cfmc/phone10/active/data/jobname.tr
stdysrvr 4087502 cfmc /cfmc/phone10/active/fone/jobname.fon
survent  345139  cfmc /cfmc/phone10/active/quota/jobname.quo
survent  369242  cfmc /cfmc/phone10/active/quota/jobname.quo
stdysrvr 4087502 cfmc /cfmc/phone10/active/quota/jobname.quo
survent  345139  cfmc /cfmc/phone10/active/qff/jobname.qff
survent  369242  cfmc /cfmc/phone10/active/qff/jobname.qff
```

Those are all the files we found open...

This shows which processes or users have all study files open. "survent" are interviewer sessions and "stdysrvr" is the actual study server. If someone has the file open in QuotaMod, it will be shown there too... If nothing is shown, then the problem requires deeper investigation, and should be handled by IT/DP.

Fixing the Lock

Based on your diagnosis, use the appropriate fix:

If QuotaMod Has the File Open

1. Email the team to ask if anyone is actively using QuotaMod for this job
2. If no one is using it, the process is likely hung
3. Contact IT to issue a `kill` command to terminate the stuck QuotaMod process

If Study Server (stdysrvr) Owns the Lock

1. Confirm no active interviewing is happening on the study
2. From super/boss, run:

```
server:clearstudy (@sc for short) <jobname>
```

3. This releases the server's hold on the study and all of the associated files, including the quota file.
4. It is possible that hung survent processes do not release the files, even when the study clears them. If you issue a `server:clear` and the problem persists, you will need IT/DP to issue a `kill` command on them.

Retesting After Fix

After attempting a fix, verify the QSS is now accessible:

1. From super/boss, activate the job:

```
activate <jobname>  
qss <jobname>
```

2. If the QSS loads successfully, the problem is resolved
3. If it still fails to load, repeat the diagnosis and fix steps

Alternative: Modify Quotas While Locked

If the QSS is locked by the study server but the job must remain active (interviewing cannot stop), you can modify quotas directly from the command line:

1. From super/boss, type:

```
mq <jobname>
```

2. When prompted, enter the quota you want to change (example: `completes.t`)
3. Enter the adjustment using `+` or `-` followed by the amount:
 - `+5` adds 5 to the current value
 - `-10` subtracts 10 from the current value
4. The server will confirm the change was applied

Note: This method only works for adjusting existing quotas. You cannot add new quota cells or make structural changes using `mq`.

Revision #2

Created 2026-02-13 20:09:06 UTC by Admin

Updated 2026-02-13 21:02:38 UTC by Admin