

## **Dacq shows weird error messages. Dacq crashes.**

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Sometimes it happens that the MEG data acquisition halts due to a strange-looking error. First thing to do then is to capture the error message -- phone camera is great for this. Also try to write down what happened before the halt. We need these to track down the problem. Thereafter, you have two ways to deal with the error, the soft way and the hard way.

### 1. The soft way -- RAP

This is faster, but may not always help

- a) Quit Acquisition, saving settings if needed
- b) Open Menu / Neuromag / Maintenance / Restart Acquisition Programs
- c) A terminal opens and asks you if you want to restart -- answer "y" and hit Enter
- d) Wait until restart finishes and close the terminal
- e) Open Acquisition again. If there are still error messages, continue with option 2, below.
- f) Open Tools / Tuner and select File / Load tunings. Click "Load other"
- g) Among the tuning files (\*.tnp) starting with a date (format "yymmdd"), open the freshest one. Normally the "default" tunings should also be the most recent ones.
- h) After Tuner has finished applying the new tuning settings, exit Tuner
- i) Check signal quality. If not ok, continue with option 2, below.

### 2. The hard way -- SCC reset

- a) Quit Acquisition, saving settings if needed
- b) Go to the Electronics cabinet in the technical space and find the card called "System Control Card SCC"
- c) Press the reset button until red lights ("Fail") start appearing
- d) Wait until every card (SQC, SCC, FCC, SAM) shows steady green light ("Run") only.
- e) Close the door and get back to DACQ.
- f) Continue with RAP (option 1, above).

If this does not help: log out, do SCC (option 2), log in, do RAP (option 1).

If there's still no help, re-do.

If in doubt, contact the CIBR support before doing anything.