

What to do when things go wrong: Tips and tricks, and the Gemini HelpDesk

Emma Hogan, Gemini Observatory

HelpDesk Introduction

- The Gemini HelpDesk was launched in 2000
- Gemini support staff distributed throughout:
 - National Gemini Offices (NGOs)
 - Gemini Observatory
- Automatic e-mail notifications
- Easy access via the web from around the world

Tiers

- Tier 1
 - NGO of the country where the request originated
- Tier 2
 - Organised purely by sub-category

Sub-categories for Tier 2

Instruments:

Altair	Gemini
bHROS	UK
CIRPASS	Gemini
GMOS	UK
GNIRS	US
Michelle	UK
NICI	US
NIFS	Aus
NIRI	US
OSCIR	Gemini
Phoenix	US
QUIRC/Hokupa'a	Gemini
T-ReCS	US
Other	Gemini

Telescope capabilities:

WFS/guide stars	Gemini
Acquisition	Gemini
Calibration	Gemini
Polarimetry	UK
Adaptive Optics	Gemini
Other	Gemini

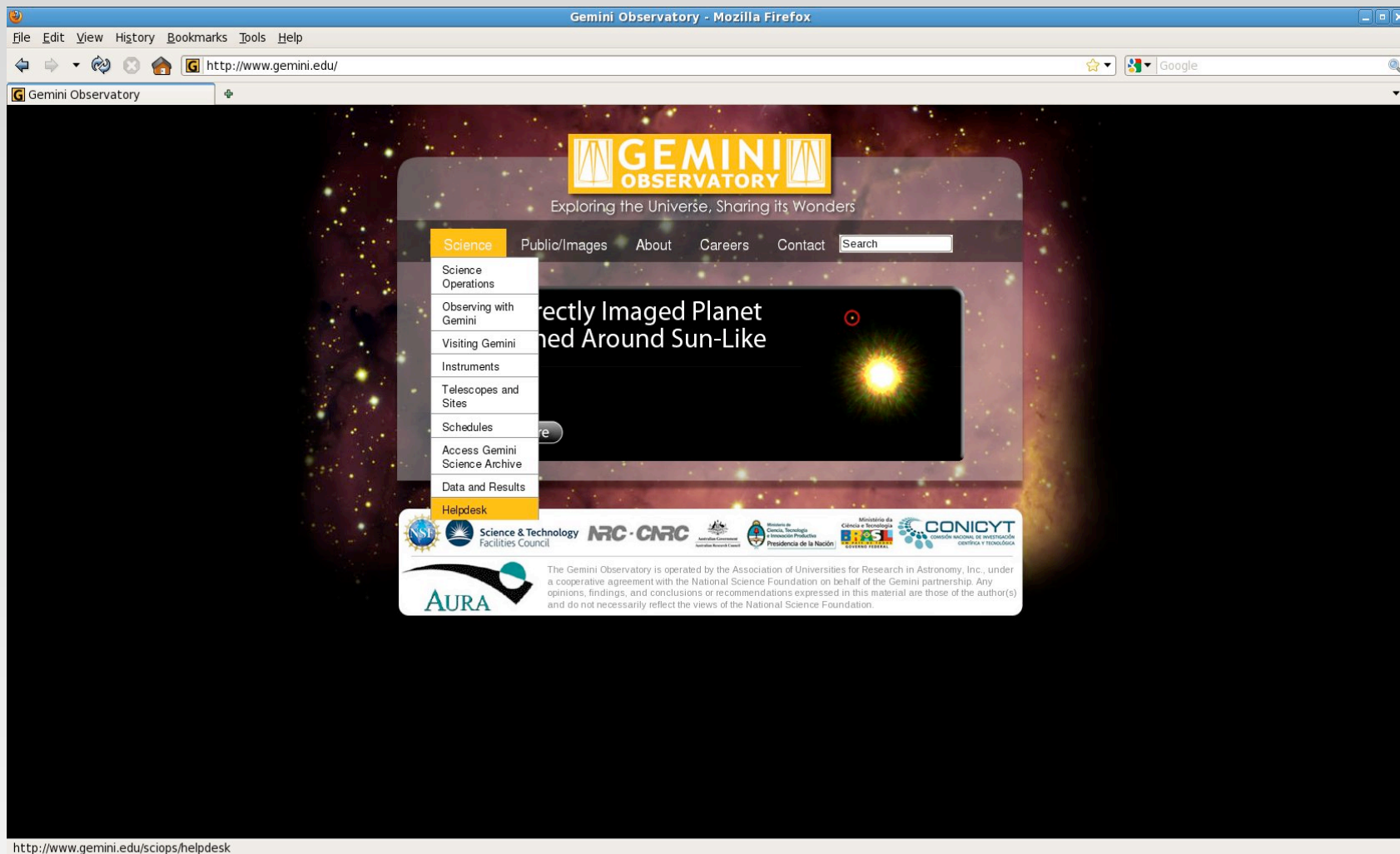
Proposal and observing process:

PIT or Phase I	Gemini
Observing Tool/Phase II	Gemini
Observing modes	Gemini
Astrometry	UK
Pipeline processing	Gemini
Gemini IRAF	Gemini
General IRAF	US
Data format/distribution	Gemini
Science archive	CADC
HelpDesk	Gemini
Web sites	Gemini
Gemini North visitors	Gemini
Gemini South visitors	Gemini
Gemini committees	Gemini
Partner Country Support	Gemini
Computers	Gemini
PR/outreach	Gemini
Other	Gemini

Tiers

- Tier 1
 - NGO of the country where the request originated
- Tier 2
 - Organised purely by sub-category
- Tier 3
 - Responsibility resides with Gemini Observatory

Using the HelpDesk



Gemini Observatory - Mozilla Firefox

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http://www.gemini.edu/

Gemini Observatory

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Data and Results

Helpdesk

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Science & Technology Facilities Council

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http://www.gemini.edu/sciops/helpdesk

Using the HelpDesk



Submit a General Helpdesk Request | Gemini Observatory - Mozilla Firefox

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http://www.gemini.edu/sciops/helpdesk/?q=node/10735

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Please fill in all the fields.

Email Address: (this address will be used to contact you when work is done on your request - please double-check that the email address is correct)

Gemini Partner Country: (of your home institution)

- Please select a Country -

Topic:

- Please select a Topic -

One line summary:

Details:

[Simon Chan](#)

Done

Details

- Version numbers:
 - IRAF
 - PyRAF
 - Gemini data reduction software
- Program ID
 - e.g., GN-2010A-Q-01
- Error message (copy and paste)
- Task parameters from `lpar`
- Original file names
 - e.g., N20100101S0001.fits

Using the HelpDesk

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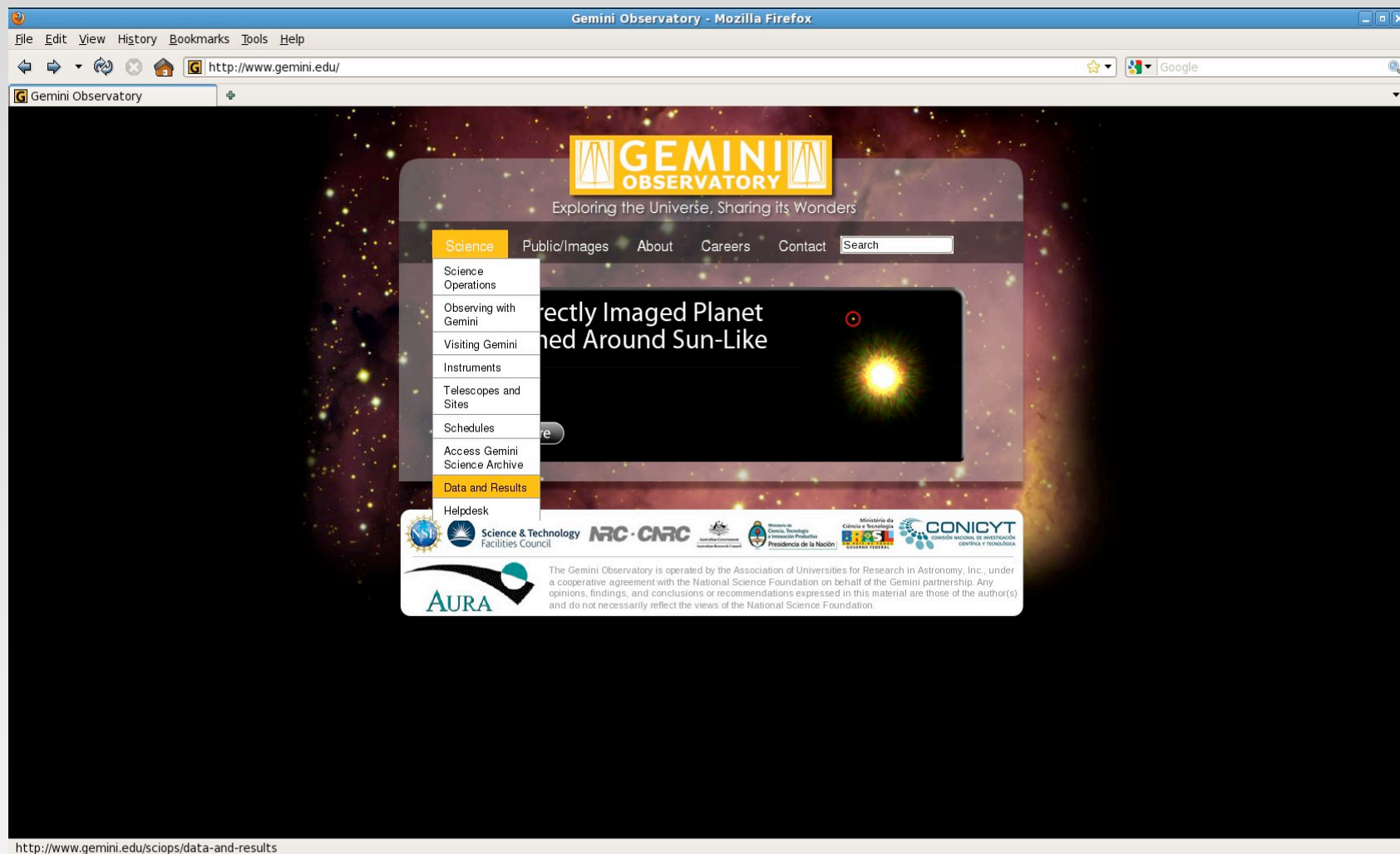
One line summary:

Details:

[Simon Chan](#)

Done

Tips and Tricks



Emma Hogan, Gemini Data Workshop, July 19-22, 2010

Tips and Tricks



Known Problems | Gemini Observatory - Mozilla Firefox

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http://www.gemini.edu/sciops/data-and-results/processing-software/data-reduction-support/known-problems

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Known Problems

Home » Sciops » Data and Results » Processing Software » Data Reduction Support

4 March 2010
Incorrect values of the Y offsets for the new B600 grating

The Y offsets for the new B600 grating for GMOS-N are incorrect in the version 1.10 release of the Gemini data reduction software. This will affect users who are reducing GMOS spectroscopic data taken with the new B600 grating. A new GMOSgrating.dat file is available below. The updated file will be included in the next release of the Gemini data reduction software. For more information about the new B600 grating, please see [this web page](#).

[GMOSgratings.dat](#)

To fix the problem, the user can either:

- 1) replace gmos\$data/GMOSgratings.dat in their Gemini installation with the above file; or
- 2) place the above file in any directory and change the default parameters referencing gmos\$data/GMOSgratings.dat in the GMOS tasks to point to the new version.

6 November 2006
FITCOORDS bug in IRAF 2.13beta2

There is a known bug in IRAF 2.13beta2 FITCOORDS. This will affect users of the Gemini package who are reducing spectroscopy data. At this time we know that the problem shows up during the reduction of NIFS data. It is likely to affect the reduction of the other spectroscopy data at the fitcoords/transform step.

We recommend that you upgrade your system to IRAF 2.14.

For the Mac Intel users who have to use IRAF 2.13beta2 for some reason, we suggest that you download and install the *unofficial* patch below. The fixed code was graciously provided by the IRAF group. The binaries were compiled at Gemini. If you encounter problems with it, contact Gemini.

[fitcoords213b2-macintel.tar.gz](#)
[fitcoords213b2.README](#)

20 February 2006
GNIRS - 2005B and on : two new database files are needed (Files included in version 1.9 and up)

Due to a change in the GNIRS cameras, two new database files are needed for reducing 2005B and on GNIRS short camera data with the Gemini/GNIRS IRAF package (v1.8.1). More information is available in an [email sent to the GNIRS PIs](#), and the two files are available below. The updated files will be included in the next IRAF release.

Done

Tips and Tricks: General

Error:

Warning: Attempt to delete a
nonexistent file (uparm\$pipe2180)

Cause:

Missing login.cl file and / or uparm directory

Solution:

```
cl> dir home$  
shell> mkiraf
```

Tips and Tricks: General

Error:

```
ERROR: task `foo' has no param file
```

Cause:

Error in the pathname to the `foo` package

Solution:

Check the installation of package `foo`

Check the package definition in `extern.pkg` (in `iraf$unix/hlib`) ... don't forget the trailing slash!

Tips and Tricks: General

Error:

```
ERROR: Cannot open connected subprocess  
(pkg$x_pkg.e)
```

Cause:

Missing executable

Solution:

```
Check pkg$bin.<arch>/  
cl> show pkg
```

Tips and Tricks: General

Error:

```
ERROR: parameter `foo' not found
```

Cause:

Gemini data reduction software package updated

Solution:

```
cl> unlearn gemini  
shell> rm -rf uparm/*
```

Tips and Tricks: GMOS

Error:

```
ERROR: Attempt to access undefined  
local variable `mdfrow'
```

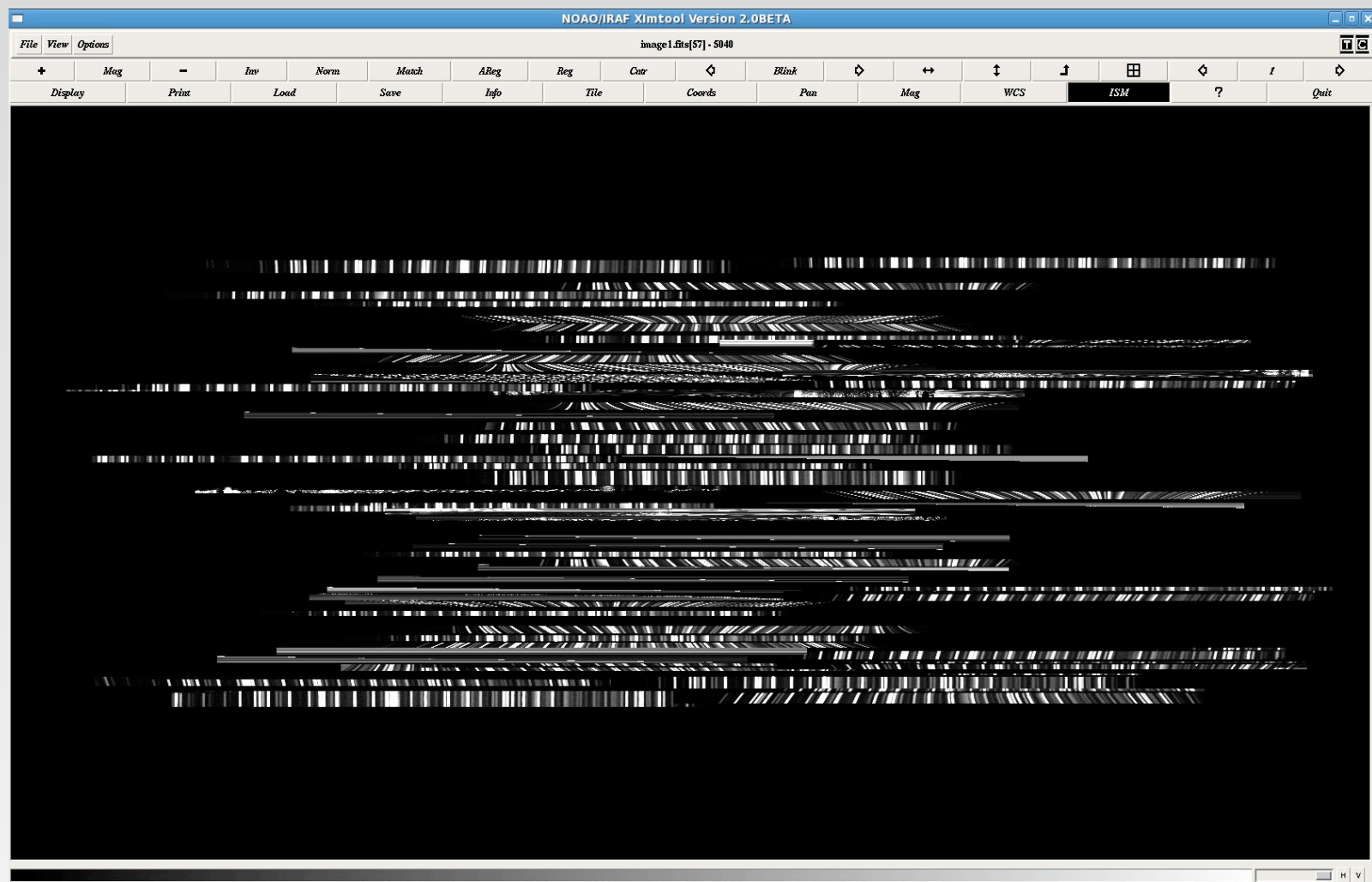
Cause:

MDFROW keyword is written to the header by gscut
gscut has not been run on the data

Solution:

Run gscut

Tips and Tricks: GMOS



Emma Hogan, Gemini Data Workshop, July 19-22, 2010

Tips and Tricks: GMOS

Error:

Lines in MOS arc spectra look weird

Cause:

Distortion correction along the spatial axis is poor

Solution:

`set gswavelength.step = 2` for MOS data

Tips and Tricks: GMOS

Error:

Negative / mismatched values in the data after running `gsreduce` with `fl_over=yes`

Cause:

Use of processed biases from the archive (which are created using `fl_over=no`)

Solution:

Create biases with `gbias` using `fl_over=yes`

Still have problems?

Submit a HelpDesk request!

<http://www.gemini.edu/sciops/helpdesk/>