

Vampires vs. Werewolves: Ending the War Between Developers and Sysadmins

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WE TOOK THE HOSTAGES, SECURED THE BUILDING, AND CUT THE COMMUNICATION LINES LIKE YOU SAID.



BUT THEN THIS GUY CLIMBED UP THE VENTILATION DUCTS AND WALKED ACROSS BROKEN GLASS, KILLING ANYONE WE SENT TO STOP HIM.



NO, HE IGNORED THEM. HE JUST RECONNECTED THE CABLES WE CUT, MUTTERING SOMETHING ABOUT "UPTIME".



<http://xkcd.com/705/>



VS





Innovation is about risk.

You don't take risks with people you don't trust.

Let go of the anger.
Really listen.

Testing!

Do you **KNOW** that your code works?

Hudson

Hudson



[People](#)



[Build History](#)

Build Queue

No builds in the queue.

Build Executor Status

#	Status
1	Idle
2	Idle

Automated build for project blacklight

All

S	W	Job ↓	Last Success	Last Failure
		blacklight-plugin	58 min (#612)	8 days 12 hr (#)
		solrmarc	5 days 6 hr (#29)	N/A










Icon: [S](#) [M](#) [L](#)





























[Legend](#)



What about after the system upgrade?

Service Status Details For Host 'libsvr05'

Service 	Status 	Last Check 	Duration 	Attempt 	Status Information
2008 Annual Report	OK	02-23-2010 23:30:53	2d 8h 13m 3s	1/5	HTTP OK HTTP/1.1 200 C
2009 Annual Report	OK	02-23-2010 23:28:39	2d 9h 35m 17s	1/5	HTTP OK HTTP/1.1 200 C
CCDB main page 	OK	02-23-2010 23:24:48	3d 19h 49m 8s	1/5	HTTP OK HTTP/1.1 200 C
CCDB search 	OK	02-23-2010 23:28:52	5d 8h 55m 18s	1/5	HTTP OK HTTP/1.1 200 C
Carmichael	OK	02-23-2010 23:26:48	0d 6h 17m 8s	1/5	HTTP OK HTTP/1.1 200 C
Etext redirect	OK	02-23-2010 23:30:48	0d 7h 33m 8s	1/5	HTTP OK HTTP/1.1 200 C
Flowerdew.org	OK	02-23-2010 23:26:48	1d 7h 47m 8s	1/5	HTTP OK HTTP/1.1 200 C
HTTP	OK	02-23-2010 23:32:52	0d 13h 11m 4s	1/5	HTTP OK - HTTP/1.1 302
HTTPS	OK	02-23-2010 23:28:53	16d 2h 55m 18s	1/5	HTTP OK - HTTP/1.1 302
Main page	OK	02-23-2010 23:30:54	0d 12h 13m 4s	1/5	2 regex(es) passed.
Ping	OK	02-23-2010 23:28:53	5d 10h 45m 11s	1/5	PING OK - Packet loss = 0
Religious Freedom	OK	02-23-2010 23:28:53	5d 10h 5m 8s	1/5	HTTP OK HTTP/1.1 200 C
Religious Movements	OK	02-23-2010 23:26:48	13d 16h 47m 8s	1/5	HTTP OK HTTP/1.1 200 C
Valley of the Shadow - Dossiers Search 	OK	02-23-2010 23:26:48	5d 10h 27m 8s	1/5	HTTP OK HTTP/1.1 200 C
VirgoBeta 	OK	02-23-2010 23:28:39	0d 0h 15m 17s	1/5	HTTP OK HTTP/1.1 200 C
jp2k.lib ping	OK	02-23-2010 23:28:53	5d 9h 55m 17s	1/5	PING OK - Packet loss = 0
metadata.lib ping	OK	02-23-2010 23:28:53	5d 13h 25m 17s	1/5	PING OK - Packet loss = 0
tomcat	OK	02-23-2010 23:24:38	1d 6h 19m 18s	1/5	HTTP OK HTTP/1.1 200 C
xtf.lib Check BOV	OK	02-23-2010 23:28:38	0d 12h 35m 18s	1/5	HTTP OK HTTP/1.1 200 C
xtf.lib Check Cavdaily	OK	02-23-2010 23:26:44	5d 10h 37m 12s	1/5	HTTP OK HTTP/1.1 200 C
xtf.lib Ping	OK	02-23-2010 23:32:38	48d 4h 20m 23s	1/5	PING OK - Packet loss = 0

Service 	Status 	Last Check 	Duration 	Attempt 	Status Information
2008 Annual Report 	OK	02-23-2010 23:33:54	1d 11h 11m 27s	1/3	HTTP OK HTTP/1.1 200 C
2009 Annual Report 	OK	02-23-2010 23:33:54	1d 11h 11m 27s	1/3	HTTP OK HTTP/1.1 200 C
CCDB main page  	WARNING	02-23-2010 23:25:53	4d 14h 29m 28s	3/3	HTTP WARNING: HTTP/
CCDB search  	WARNING	02-23-2010 23:25:53	4d 14h 29m 28s	3/3	HTTP WARNING: HTTP/
Carmichael 	WARNING	02-23-2010 23:25:53	4d 14h 29m 28s	3/3	HTTP WARNING: HTTP/
Etext redirect 	OK	02-23-2010 23:25:53	4d 14h 29m 28s	1/3	HTTP OK HTTP/1.1 200 C
Flowerdew.org 	OK	02-23-2010 23:29:53	2d 1h 25m 28s	1/3	HTTP OK HTTP/1.1 200 C
HTTP 	OK	02-23-2010 23:33:54	1d 11h 11m 27s	1/3	HTTP OK HTTP/1.1 200 C
HTTPS 	OK	02-23-2010 23:29:53	2d 1h 25m 28s	1/3	HTTP OK HTTP/1.1 200 C
Main page 	OK	02-23-2010 23:29:53	2d 1h 25m 28s	1/3	2 regex(es) passed.
Ping 	OK	02-23-2010 23:25:53	5d 8h 29m 28s	1/3	PING OK - Packet loss =
Religious Freedom 	WARNING	02-23-2010 23:25:53	4d 14h 29m 28s	3/3	HTTP WARNING: HTTP/
Religious Movements 	OK	02-23-2010 23:25:53	4d 14h 29m 28s	1/3	HTTP OK HTTP/1.1 200 C
Valley of the Shadow - Dossiers Search  	OK	02-23-2010 23:29:53	2d 1h 25m 28s	1/3	HTTP OK - HTTP/1.1 302
VirgoBeta  	OK	02-23-2010 23:29:53	2d 1h 25m 28s	1/3	HTTP OK - HTTP/1.1 302
bltest.lib 	CRITICAL	02-23-2010 23:25:53	28d 6h 50m 18s	3/3	HTTP CRITICAL - pattern
jp2k.lib ping	OK	02-23-2010 23:25:53	5d 8h 29m 28s	1/5	PING OK - Packet loss =
metadata.lib ping	OK	02-23-2010 23:31:53	5d 8h 33m 28s	1/5	PING OK - Packet loss =
tomcat 	WARNING	02-23-2010 23:33:53	1d 2h 31m 28s	3/3	HTTP WARNING: HTTP/
xtf.lib Check BOV 	OK	02-23-2010 23:29:53	2d 1h 25m 28s	1/3	HTTP OK - HTTP/1.1 302
xtf.lib Check Cavdaily 	OK	02-23-2010 23:29:53	2d 1h 25m 28s	1/3	HTTP OK - HTTP/1.1 302
xtf.lib Ping	OK	02-23-2010 23:31:53	48d 4h 13m 4s	1/5	PING OK - Packet loss =

TFM!

You can't RTFM if TFM doesn't exist.
Do your sysadmins know what your software does?

County and City Data Books

What is this?

The County and City Data Books is a web interface to a database containing the 1944–2000 County and City Data Books information is provided indirectly by the [US Census Bureau](#), and is a massive statistical repository filled with lots of goodies.

The production site is <http://www2.lib.virginia.edu/ccdb>.

Who to contact?

1. [Ethan Gruber](#)
2. [Joe Gilbert](#)
3. [Wayne Graham](#)

Emergency Troubleshooting

- Is httpd running?
- Is mysql server running?
- Does it work in a local development environment?
- Do the rake tests pass?
- Is the code at it's latest revision?
- Do the Rails log give anything useful?

Technical Specs

Th CCDB application is a Ruby on Rails application which provides a front-end for querying a fairly large MySQL database.

Puppet!

Or your system configuration tool of choice.

Everyone's favourite
question





Keep at it!

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