



### All Instruments: E-mail Address Lists

Author	Date	Comment
Marc Kassis	5 June 2007	Original
Marc Kassis	3 July 2007	Added modification instructions and protocol
Jim Lyke	29 Jan 2009	Updated nirspec_info members

This document proposes adopting a suit of e-mail mailing lists for use in notifying various personnel about the status of instruments. The proposed mailing lists will be maintained by our computer system administrative staff. The new suite of mailing lists will have a common format across all instruments for ease of use. The personnel associated with each mailing list are easy to view using email software such as Microsoft Outlook, and system administrators will more easily update and track any changes to the lists.

The proposed new system would replace two methods currently used to send messages to support and technical staff: mailing lists known to a select few instrument specialists, and the use of .forwards files located on hapuna and instrument host machines. The current system is clumsy because not all support and technical staff are aware of all the mailing lists and .forward files, and they do not know how to access them. In addition, there is no commonality across the instruments, and there is no easy method for determining who will be forwarded a message unless you have access to the .forward files.

The proposed changes stem from discussion between a few Keck staff and UCO/Lick Observatory pertaining to DEIMOS specifically. It was proposed that there should be several mailing lists to which e-mail would be sent by cron jobs monitoring the status of the instruments. These mailing lists will have different alert levels. Three suggested levels of alarm and their usage are as follows:

1) instrument\_info

Usage: informational messages  
 Example: completion of cron jobs, etc.  
 Recipients: support astronomers who support the instrument  
 Key mainland instrument team member  
 key software person

2) instrument\_warning

Usage: non-critical error messages  
 Example: CCD crate not reporting valid temperatures  
 Recipients: All support astronomers  
 Instrument techs/engineers  
 Key mainland instrument team member  
 CARA software group members

3) instrument\_alarm

Usage: critical alarm messages  
 Example: CCD power toggle off while exposing.  
 Recipients: All support astronomers  
 instrument techs/engineers



CARA software group  
 telescope operators  
 Mainland instrument team members

The format of the mailing list will be all lower case with the instrument name followed by an underscore and the level of alert. For example: `lris_info`, `lris_warning`, and `lris_alarm`. The lowest level of alert will be the `"*_info"` mailing list. The second level of alert will include the first level of alert plus a few additional contacts. The messages requiring the highest level of alert should be sent to `"*_alarm"` mailing list which will expand to all personnel capable of responding.

Below is a table listing the personnel that should be contacted for each instrument. The owners

Instrument	info	warnings	alarms	Owners
LRIS	Marc Kassis Greg Wirth Grant Hill Liz Chock Bob Goodrich	<code>lris_info</code> sas Barbra Schaefer Instrument Techs	<code>lris_warnings</code> Bill Healy Bill Bates OAs Grant Tolleth software	Marc Kassis Greg Wirth
DEIMOS	Greg Wirth Marc Kassis Jim Lyke Liz Chock Bob Goodrich Grant Hill	<code>deimos_info</code> sas Barbra Schaefer Instrument Techs	<code>deimos_warnings</code> Bill Healy Bill Bates OAs Grant Tolleth software	Greg Wirth Jim Lyke
HIRES	Grant Hill Hien Tran Jeff Mader Bob Goodrich	<code>hires_info</code> sas Barbra Schaefer Instrument Techs	<code>hires_warnings</code> Bill Healy Bill Bates OAs Grant Tolleth software	Grant Hill Hien Tran
NIRES	Marc Kassis Grant Hill	<code>nires_info</code> sas Barbra Schaefer Instrument Techs	<code>nires_warnings</code> Bill Healy Bill Bates OAs Grant Tolleth software	Marc Kassis
MOSFIRE	Marc Kassis	<code>mosfire_info</code> sas Barbra Schaefer Instrument Techs	<code>mosfire_warnings</code> Bill Healy Bill Bates OAs Grant Tolleth software	Marc Kassis



NIRC2	Al Conrad Hien Tran Randy Campbell Jim Lyke Marc Kassis Bob Goodrich	Nirc2_info sas Barbra Schaefer Instrument Techs	Nirc2_warnings Bill Healy Bill Bates OAs Grant Tolleth software	Al Conrad Randy Campbell
OSIRIS	Al Conrad Hien Tran Randy Campbell Jim Lyke Bob Goodrich	osiris_info sas Barbra Schaefer Instrument Techs	osiris_warnings Bill Healy Bill Bates OAs Grant Tolleth software	Jim Lyke Randy Campbell
NIRSPEC	Jim Lyke Greg Wirth Grant Hill Hien Tran Randy Campbell Bob Goodrich Al Conrad Scott Dahm	nirspec_info sas Barbra Schaefer Instrument Techs	nirspec_warnings Bill Healy Bill Bates OAs Grant Tolleth software	Jim Lyke Grant Hill
ESI	Greg Wirth Bob Goodrich	esi_info sas Barbra Schaefer Instrument Techs	esi_warnings Bill Healy Bill Bates OAs Grant Tolleth software	Greg Wirth Bob Goodrich
NIRC	Will not be updated.			

As part of this effort, an “instrument\_techs” mailing address was created with the current instrument technicians, Mike Wagner and Dwight Chan, included in the list.

The domain for all the address lists will be keck.hawaii.edu.

**Modifying Address Lists:**

Owners of an address list are granted permission by the system administrator to maintain the address list. To modify an address, first open Outlook and select the address list that requires updating. Double click on the address list to display the address list properties dialog box. The properties dialog box displays the name of the address list, the owner, and the members in the list. To update the members, click the modify members button located below the members list. A second dialog box pops up that may be used to “Add” or “Remove” members.



In the event that a secondary or primary master is changes, it will be necessary to change the owner of the mailing address lists. To change the owner, request the change with the system administration staff.

***Protocol For Responding To Instrument E-mails:***

In responding to warnings and alarms, it is advised that first responders initially reply to indicate to the rest of the recipients that someone is following up on the e-mail. If an e-mail has not yet been sent, assume that no one addressing the problem and take appropriate action. Appropriate action may be simply to notify the instrument master or secondary master that there is an instrument related issue. Second take appropriate action as directed, and then when the task was handled, reply to the initial email notifying staff that the problem was handled and inform staff of the solution.