

Service Permanently Stopped

Cloud Execution Environment

OPERATING INSTRUCTIONS

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Service Permanently Stopped



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued by the Managed Object (MO) Service.

The Service Permanently Stopped alarm is issued in the following cases:

- A service operating at a vCIC or compute node is stopped permanently.

The possible alarm cause and the corresponding fault reasons, fault locations, and impacts are described in Table 1. For the list of services monitored by the Service Supervision plugin, see Section 3 on page 3.

- The alarm can also appear as a result of maintenance activity.

The severity of the alarm is MAJOR.

Table 1 Alarm Causes

| Alarm Cause | Description | Fault Reason | Fault Location | Impact |
|--|---|---|---|--|
| The service indicated in the Service field of the Managed Object Instance attribute stopped permanently. | The service monitoring functionality has detected that the service indicated in the Service field of the Managed Object Instance attribute stopped permanently. | <ul style="list-style-type: none">• Misconfiguration• Other undetermined reasons | The vCIC or compute node indicated in the Node field of the Managed Object Instance attribute | <p>In case a service is running in active-active mode (for example, nova-api) on vCIC, the corresponding performance is lower and the impacted functions do not operate.</p> <p>In the case of a local service (for example, nova-compute service), the function does not work at all on the node.</p> |

The alarm attributes are listed in Table 2.



Table 2 Alarm Attributes

| Attribute Name | Attribute Value |
|-------------------------|--|
| Major Type | 193 |
| Minor Type | 2031715 |
| Managed Object Class | Service |
| Managed Object Instance | Region=<name_of_the_region>, CeeFunction=1, Node=<hostname_of_the_node>, Service=<service_name> |
| Specific Problem | Service Permanently Stopped |
| Event Type | processingErrorAlarm (4) |
| Probable Cause | softwareProgramAbnormallyTerminated (100545) |
| Additional Text | On node <hostname_of_the_node> <service_name> has been permanently stopped. |
| Severity | MAJOR (4) |

1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

Not applicable.

1.2.2 Tools

No tools are required.

1.2.3 Conditions

Before starting this procedure, ensure that the alarm was not issued due to ongoing planned maintenance. If the alarm was issued due to ongoing planned maintenance, no further actions are required.



2 Procedure

This section describes the procedure to follow when this alarm is received.

Do the following:

1. If the affected node is not a compute node, continue with Step 3.
2. If the fault is detected at a compute node, perform the relevant action:
 - a. If the alarm is not issued by the nova-compute service, try to move the virtual machines (VMs) by using the following command with the `<hostname_of_the_node>` reported in the alarm:

```
for VM in $(nova list --host <hostname_of_the_node>); do nova forcemove $VM; done
```

- b. If the alarm is issued by the nova-compute service, log on to the affected compute node as root and reboot it:

```
ssh root@<compute_node>  
reboot -f
```

3. Collect troubleshooting data as described in the [Data Collection Guideline](#).
4. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
5. The job is completed.

3 Additional Information

The Service Supervision plugin monitors the following services:



On compute nodes:

- `cron`
- `libvirt-bin`
- `ndevalarm`
- `nova-compute`
- `ntp`
- `ovs-vswitchd`
- `ovsdb-server`
- `rsyslog`
- `ssh`

If `arp_setup` is defined in `config.yaml`:

`arpmon`

If the deployment is not using Software Defined Networking (SDN):

`neutron-openvswitch-agent`

If the deployment is using SR-IOV:

`neutron-sriov-nic-agent`

Only in multi-server deployments:

`ceilometer-polling`



On vCICs:

- `apache-server(1)`
- `cinder-api`
- `cinder-scheduler`
- `cron`
- `glance-api`
- `glance-registry`
- `memcache`
- `mongodb`
- `mysql`
- `neutron-dhcp-agent`
- `nova-cert-server`
- `nova-api`
- `nova-conductor`
- `nova-consoleauth`
- `nova-novncproxy`
- `nova-scheduler`
- `ntp`
- `ovs-vswitchd`
- `ovsdb-server`
- `pmapi-serverpprocess`
- `rabbitmq-epmd`
- `rabbitmq-server`
- `rsyslog`
- `sheriff`
- `ssh`
- `swift-account`
- `swift-account-auditor`
- `swift-account-reaper`
- `swift-account-replicator`
- `swift-container`
- `swift-container-auditor`
- `swift-container-replicator`
- `swift-container-sync`
- `swift-object`
- `swift-object-auditor`
- `swift-object-replicator`
- `swift-object-updater`
- `swift-proxy`

If the deployment is using Software Defined Networking (SDN):

- `ntf_server`
- `qbgpd`
- `qthrift`
- `sdnc_service`
- `wm_server`



If `neutron_conf` in `config.yaml` is non-Extreme:

Only in multi-server deployments:

On Cinder:

If `arp_setup` is defined in `config.yaml`:

`neutron-server`

- `aodh-notifier`
- `ceilometer-agent-notification`
- `ceilometer-api`
- `ceilometer-collector`
- `mongodb`
- `cinder-volume`
- `cron`
- `ntp`
- `ovs-vswitchd`
- `rsyslog`
- `ssh`

`arpmon`

(1) The Zabbix web UI and Keystone are run as Web Server Gateway Interface (WSGI) services behind the Apache server.