



STAGED ROLLOUT REPORT

The Early Adopter team should fill the “grey” areas

NGI	NGI_FI				
Site Name	CSC				
EA team names	Ulf Tigerstedt, Luís Alves				
EA team contacts	Ulf.tigerstedt@csc.fi , luis.alves@csc.fi				
Product	SAM	Version	1.19	RT ticket ID	4612

The “*outcome*” is one of: **OK**, **WARN**, **FAIL**, **NA** (Not Aplicable), **Nver** (Not verified/Not tested).

Copy/paste any results from your commands where you see fit.

Metric	<OK WARN FAIL NA NVer>	WEB URLs, Command used, other comments (please always fill this table with as much information as possible, and as you see fit)
Release notes and other documentation	OK	
Installation or upgrading (<i>specify which</i>)	OK	Upgrading from SAM 1.17 Command used: yum update --enablerepo=egi-sam-sr --exclude sam-gridmon
(RE-)configuration (<i>if using yaim, specify command used</i>)	OK	yaim -s site-info.def -c -n glite-UI -n glite-NAGIOS
Functionality (<i>including start stop of daemons, and which</i>)	OK	
SAM/Nagios/Gstat or any other monitoring framework (<i>specify the name of the machine</i>)	OK	
Interaction integration with other components (<i>specify which</i>)	OK	
Behaviour in production environment (after a few days). <i>Specify VO's using</i>	OK	ops



<i>the service when applicable</i>		
GGUS tickets opened: please insert the URLs of the tickets	NA	
Log files: usefulness, clarity, etc., any other comments on where/how to improve them.	OK	
Error messages: please specify or comment any issues with error messages, if they are not correct, not clear, useful, etc. .	OK	<p>After upgrade got message:</p> <p>CRITICAL: MrsCheckDBInserts CRITICAL - Number of inserted messages is critically low: 0 (per hour), 0 (per day)</p> <p>on nagios.log:</p> <pre>(...) [1352883060] Nagios 3.3.1 starting... (PID=16684) [1352883060] Local time is Wed Nov 14 10:51:00 EET 2012 [1352883060] LOG VERSION: 2.0 [1352883060] Finished daemonizing... (New PID=16685) [1352883590] SERVICE ALERT: rocks.csc.fi;org.nagiosexchange.NCGLogFiles;OK;HARD;1;OK - no errors or warnings [1352883970] SERVICE ALERT: rocks.csc.fi;ch.cern.sam.MrsCheckDBInserts;CRITICAL;SOFT;1;MrsChe ckDBInserts CRITICAL - Number of inserted messages is critically low: 0 (per hour), 0 (per day) [1352884270] SERVICE ALERT: rocks.csc.fi;ch.cern.sam.MrsCheckDBInserts;CRITICAL;SOFT;2;MrsChe ckDBInserts CRITICAL - Number of inserted messages is critically low: 0 (per hour), 0 (per day) [1352884570] SERVICE ALERT: rocks.csc.fi;ch.cern.sam.MrsCheckDBInserts;CRITICAL;HARD;3;MrsChe ckDBInserts CRITICAL - Number of inserted messages is critically low: 0 (per hour), 0 (per day) [1352884660] SERVICE ALERT: rocks.csc.fi;ch.cern.sam.MrsCheckSpool;WARNING;SOFT;1;MrsCheckSpo ol WARNING - Number of records in metricdata_spool is high 5941, number of records in metricdataforrecalculation is below threshold 0 [1352884960] SERVICE ALERT: rocks.csc.fi;ch.cern.sam.MrsCheckSpool;OK;SOFT;2;MrsCheckSpool OK - Number of records is below threshold: 3955 (metricdata_spool), 0 (metricdataforrecalculation) [1352885260] SERVICE ALERT: rocks.csc.fi;ch.cern.sam.MrsCheckSpool;WARNING;SOFT;1;MrsCheckSpo ol WARNING - Number of records in metricdata_spool is high 5242, number of records in metricdataforrecalculation is below threshold 203 [1352885414] Caught SIGHUP, restarting... [1352885414] Nagios 3.3.1 starting... (PID=16685)</pre>



```
[1352885414] Local time is Wed Nov 14 11:30:14 EET 2012
[1352885414] LOG VERSION: 2.0
[1352885554] SERVICE ALERT:
rocks.csc.fi;ch.cern.sam.MrsCheckSpool;OK;SOFT;2;MrsCheckSpool OK
- Number of records is below threshold: 4 (metricdata_spool), 0
(metricdataforrecalculation)
```

~2 hours after started to get CRITICAL in org.egee.ATPSync
=== ATP Synchronizer Execution ===

on nagios.log:

```
[1352891828] Auto-save of retention data completed successfully.
[1352893537] Caught SIGHUP, restarting...
[1352893537] Nagios 3.3.1 starting... (PID=3649)
[1352893537] Local time is Wed Nov 14 13:45:37 EET 2012
[1352893537] LOG VERSION: 2.0
[1352894327] SERVICE ALERT:
rocks.csc.fi;org.egee.ATPSync;CRITICAL;SOFT;1;=== ATP Synchronizer
Execution ===
[1352895194] Caught SIGHUP, restarting...
[1352895194] Nagios 3.3.1 starting... (PID=3649)
[1352895194] Local time is Wed Nov 14 14:13:14 EET 2012
[1352895194] LOG VERSION: 2.0
[1352895224] SERVICE ALERT:
rocks.csc.fi;org.egee.ATPSync;CRITICAL;SOFT;2;=== ATP Synchronizer
Execution ===
[1352896124] SERVICE ALERT:
rocks.csc.fi;org.egee.ATPSync;CRITICAL;SOFT;3;=== ATP Synchronizer
Execution ===
[1352897024] SERVICE ALERT:
rocks.csc.fi;org.egee.ATPSync;CRITICAL;HARD;4;=== ATP Synchronizer
Execution ===
```

The only error we find in the log is:

```
2012-11-14 15:54:02,069 - ATP - ERROR - Gstat CPU - Validation -
Exiting synchronizer due to invalid feed: http://gstat-
prod.cern.ch/gstat/summary/json/
```

After some questioning in RT system we got the following information:

“It's a problem with Gstat and has nothing to do with Update-19.
Gstat experts are working on this.”

Since 15.11.2012 22:14 EET this probe is OK!



After a "re-yaim" (/opt/glite/yaim/bin/yaim -s site-info.def -c -n glite-UI -n glite-NAGIOS) we got:

```
INFO: Executing function: config_sam_sync_setenv
INFO: Executing function: config_sam_sync
INFO: Enabling SAM reloading mechanism
Running                                     sam-sync:
[FAILED]
Enabling                                     sam-sync      cron:
[ OK ]
ERROR: Failed to enable SAM reloading
ERROR: Configuration error !
```

in /var/log/mrs-bootstrapper.log we had found:

```
2012-11-16 13:23:30 -- MRS bootstrapper -- Begin
2012-11-16 13:23:30 -- MRS bootstrapper -- Getting DB
info
2012-11-16 13:23:30 -- MRS bootstrapper -- Creating DB
connection
2012-11-16 13:23:30 -- MRS bootstrapper -- Getting
poem_sync info
2012-11-16 13:23:31 -- MRS bootstrapper -- Getting
entries in bootstrapper from DB
2012-11-16 13:23:31 -- MRS bootstrapper -- Processing
data
2012-11-16 13:23:33 -- MRS bootstrapper -- Removing old
data from bootstrapper
2012-11-16 13:23:33 -- MRS bootstrapper -- Closing DB
connection
2012-11-16 13:23:33 -- MRS bootstrapper -- ERROR: 1452
- Cannot add or update a child row: a foreign key
constraint fails (`mrs`.`metricdata_spool`, CONSTRAINT
`fk_metricdata_sp_nodes` FOREIGN KEY (`service_id`)
REFERENCES `service` (`id`) ON DELETE NO ACTION ON UPDATE
NO ACTION)
2012-11-16 13:23:33 -- MRS bootstrapper -- End
```

It turned out to be a local DB problem that have been solved by:

```
mysql> truncate          table          mrs_bootstrapper;

python /usr/sbin/mrs-bootstrapper --node=sam-nagios
--timeout=3600 >> /var/log/mrs-bootstrapper.log 2>&1
```

We have been also affected by MRS bug SAM-3098. After following



	<p>the fix suggested in: https://tomtools.cern.ch/confluence/display/SAMDOC/Update-19#Update-19-KnownIssues</p> <p>and minor fixes described in ticket #4612 (https://rt.egi.eu/rt/Ticket/Display.html?id=4612) all probes went OK.</p>
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