

## D4Science Infrastructure - Incident #10372

### Authorization service: pgpool problem

Nov 20, 2017 10:18 AM - Roberto Cirillo

<b>Status:</b>	Closed	<b>Start date:</b>	Nov 20, 2017
<b>Priority:</b>	Immediate	<b>Due date:</b>	
<b>Assignee:</b>	Andrea Dell'Amico	<b>% Done:</b>	100%
<b>Category:</b>	System Application	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	UnSprintable		
<b>Infrastructure:</b>	Development, Pre-Production		
<b>Description</b> The pgpool cluster seems to be blocked. I've tried the restore procedure without success. Please, could you take a look?  postgres1-d-d4s postgres2-d-d4s			
<b>Related issues:</b> Related to D4Science Infrastructure - Task #10377: Disable SSL from the pgpool... <span style="float: right;">Closed    Nov 20, 2017    Nov 30, 2017</span>			

### History

#### #1 - Nov 20, 2017 10:22 AM - Lucio Lelii

the error from the authorization service is

```
Internal Exception: org.postgresql.util.PSQLException: ERROR: pgpool is not accepting any new connections
  Detail: all backend nodes are down, pgpool requires at least one valid node
  Hint: repair the backend nodes and restart pgpool
Error Code: 0
```

#### #2 - Nov 20, 2017 10:42 AM - Pasquale Pagano

- Priority changed from Urgent to Immediate

#### #3 - Nov 20, 2017 10:52 AM - Roberto Cirillo

I've tried to restart postgres and pgpool but nothing change. After that, I've tried to perform the procedure to failover the cluster but I've the following error:

```
ERROR: connection to host "localhost" failed with error "Connection refused"
```

#### #4 - Nov 20, 2017 11:23 AM - Andrea Dell'Amico

- Status changed from New to In Progress

#### #5 - Nov 20, 2017 11:46 AM - Massimiliano Assante

- Has duplicate Incident #10373: Authorisation service dev and preprod is broken added

#### #6 - Nov 20, 2017 11:54 AM - Andrea Dell'Amico

- Status changed from In Progress to Feedback

- % Done changed from 0 to 100

The auth service is connected to the pgpool service now. I still need to investigate what's happened. I've found that the auth service was down, I restarted it and it seems working.

On the pgpool cluster, one of the postgresql servers was marked as down but it's not a problem, it happened often in the past and it's harmless.

I'm trying to understand what happened.

#### #7 - Nov 20, 2017 02:59 PM - Andrea Dell'Amico

- Related to Task #10377: Disable SSL from the pgpool-clustered postgresql instances added

#### #8 - Nov 20, 2017 03:25 PM - Andrea Dell'Amico

I'm closing the incident. A permanent solution will be provided in [#10377](#)

**#9 - Nov 20, 2017 03:48 PM - Andrea Dell'Amico**

- *Status changed from Feedback to Closed*

**#10 - Nov 21, 2017 11:58 AM - Massimiliano Assante**

- *Has duplicate deleted (Incident #10373: Authorisation service dev and preprod is broken)*