

## D4Science Infrastructure - Incident #12363

### Openaire, SmartArea, SoBigData: collector down

Aug 31, 2018 10:05 AM - Roberto Cirillo

<b>Status:</b>	Closed	<b>Start date:</b>	Aug 31, 2018
<b>Priority:</b>	Immediate	<b>Due date:</b>	
<b>Assignee:</b>	Roberto Cirillo	<b>% Done:</b>	100%
<b>Category:</b>	Application	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	UnSprintable		
<b>Infrastructure:</b>	Production		
<b>Description</b> The IS-collector service instances of the VO above are down since this night. I'm going to check and restart them			
<b>Related issues:</b> Related to D4Science Infrastructure - Task #12413: Nagios check: Provide a fu... <span style="float: right;"><b>Closed</b>    <b>Sep 07, 2018</b></span>			

#### History

##### #1 - Aug 31, 2018 10:06 AM - Roberto Cirillo

- Status changed from New to In Progress

##### #2 - Aug 31, 2018 10:24 AM - Roberto Cirillo

- % Done changed from 0 to 30

The OpenAIRE collector db was corrupted. I've executed a restore procedure and now I'm going to check if it works properly

##### #3 - Aug 31, 2018 10:46 AM - Roberto Cirillo

- % Done changed from 30 to 50

OpenAIRE is back

##### #4 - Aug 31, 2018 11:01 AM - Roberto Cirillo

- % Done changed from 50 to 100

After a db restore, SmartArea is back.

##### #5 - Aug 31, 2018 11:01 AM - Roberto Cirillo

- Status changed from In Progress to Closed

##### #6 - Aug 31, 2018 04:56 PM - Tommaso Piccioli

I fixed timezone and clock sync on

collector-sa-d4s.smart-applications.area.pi.cnr.it  
registry-sa-d4s.smart-applications.area.pi.cnr.it  
n039.smart-applications.area.pi.cnr.it

##### #7 - Sep 03, 2018 10:10 AM - Roberto Cirillo

- Status changed from Closed to In Progress

- % Done changed from 100 to 30

collector-sbd is down for too many open file exception. It'e needed a db restore.

##### #8 - Sep 03, 2018 10:16 AM - Roberto Cirillo

- Subject changed from Openaire, SmartArea: collector down to Openaire, SmartArea, SoBigData: collector down

##### #9 - Sep 03, 2018 10:17 AM - Roberto Cirillo

- *Status changed from In Progress to Closed*
- *% Done changed from 30 to 100*

SoBigData collector restored successfully.

**#10 - Sep 07, 2018 10:21 AM - Roberto Cirillo**

- *Status changed from Closed to In Progress*
- *% Done changed from 100 to 90*

Openaire collector is down. A db restore is needed

**#11 - Sep 07, 2018 10:34 AM - Roberto Cirillo**

- *Status changed from In Progress to Closed*
- *% Done changed from 90 to 100*

After the db restore, the OpenAIRE collector is up and running. The last two exist backup were not present on local state. I'm going to investigate.

**#12 - Sep 07, 2018 11:33 AM - Roberto Cirillo**

- *Related to Task #12413: Nagios check: Provide a functional check for checking the IS-Collector instances added*