Product Bulletin 105

Product	Quantum StorNext® 6.2.x
Summary	Affected systems experience out of memory condition when running Cloud Based Analytics (CBA).
Systems Affected	Systems include: • Xcellis Workflow Director (Gen 2 and R630) • Artico (R630) • Xcellis Workflow Extender (Gen 2 and R630)
Date	August 2019

Problem

Quantum StorNext 6.2 included new cloud-based monitoring tools to simplify and streamline system management when combined with web services running on supported StorNext Appliances. In certain situations, CBA reporting can generate repetitive SNprobes that never complete, resulting in system memory being depleted.

- If this occurs, StorNext Appliance systems may unexpectedly reboot.

- For more information, refer to Contacting Quantum, Quantum Technical Assistance Center, and reference CR 74809.

Symptoms

Messages in node logs show:

```
Out of Memory, Process killed

System stuck in reboot loop, Service Ticket indicating:

Problem Summary: Quantum software OS component

Last_Boot : Reboot

Problem Code: 0110 : 106

Error Code: Reboot

Severity: 2

Notes: unclean shutdown detected after last boot which
started at yyyy-mm-dd, time
```

Solution

Fix will be available in StorNext 6.3. The change will prevent snprobe from looping on collecting quota information by continuing only when the previous request has succeeded.

Workaround

Note: This workaround allows CBA to continue to function. The workaround does not disable the CBA feature.

To resolve this issue, take the following two actions:

Action 1

Stop two of the CBA StorNext Agent cron jobs from running on the reporting system and terminate all running snprobe instances:

1 Log into the reporting StorNext Appliance command line:

 a Open an SSH connection to the server and use the IP address used to access the server on the Management (public) or LAN Client (private) network.

 b Log in to the command line using the following credentials:

 • User name: **stornext**

 • Password: <stornext user account password>

 Note: **password** is the password for the stornext user account. If the password has been changed, use the current password.

 c Enter **sudo rootsh** to gain root user access.

 d Enter the password for the stornext user account again.

2 Change to the /etc/cron.d directory. Enter:

```
cd /etc/cron.d
```

3 Create the cronsna directory. Enter:

```
mkdir ../cronsna
```

4 Copy sna_data_collect sna_data_upload into the directory you just created. Enter:

```
mv sna_data_collect sna_data_upload ../cronsna
```

5 Terminate all running snprobe instances. Enter:

```
killall snprobe
```

Action 2

Increase the timeout period for the NAS Agent uploads to a period higher than 10 seconds:

1 From the command line of your current ssh session, log in to the Appliance Controller console.

```
su - sysadmin
```

2 Enter the password for the sysadmin user account (default password is **password**).

3 Increase the autosupport timeout value to 60. Enter:

```
reg set autosupport.http_timeout = 60
```

The output should be:

```
Registry key 'autosupport.http_timeout' set to '60'.
```

4 Confirm the timeout setting has been changed. Enter:

```
reg show autosupport.http_timeout
```

The output should be:

```
autosupport.http_timeout = 60
```

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Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at www.quantum.com/ServiceandSupport. The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

United States	800-284-5101 Option 5 (toll free)
EMEA	00800 7826 8888 (toll free) 49 6131 3241 1164
Online Service and Support	www.quantum.com/OSR
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