

NCC Health Check:

cluster_services_down_check

Article # KB-1518 | Last modified on Apr 30th 2024

Summary: The NCC health check `cluster_services_down_check` verifies if the cluster services are running on all Controller VMs in the cluster. If any cluster service is not running on any of the Controller VMs in the cluster, this check fails.

Troubleshooting

NCC

Description:

The NCC health check `cluster_services_down_check` verifies if the cluster services are running on all Controller VMs in the cluster. If any cluster service is not running on any of the Controller VMs in the cluster, this check fails.

Running the NCC Check

You can run this check as part of the complete NCC Health Checks:

```
nutanix@cvm$ ncc health_checks run_all
```

Or you can run this check separately:

```
nutanix@cvm$ ncc health_checks system_checks  
cluster_services_down_check
```

You can also run the checks from the Prism web console Health page: select **Actions**

> **Run Checks.** Select All checks and click **Run**.

This check is scheduled to run every minute, by default.

Sample output

For status: **PASS**

```
Running : health_checks system_checks
cluster_services_down_check
[=====] 100%
/health_checks/system_checks/cluster_services_down_check
[ PASS ]
+-----+
| State | Count |
+-----+
| Pass  | 1      |
| Total | 1      |
+-----+
Plugin output written to /home/nutanix/data/logs/ncc-output-
latest.log
```

For status: **FAIL**

```
Detailed information for cluster_services_down_check:
Node x.x.x.x:
FAIL: Services are down:
curator
scavenger
Node x.x.x.x:
FAIL: Services are down:
cassandra
scavenger
```

For PC (Prism Central) Cluster

This check verifies whether all services are running on PC VM.

Note: If the Cluster Health service status is DOWN for more than 15 minutes, an alert email is sent by the AOS cluster to configured addresses and Nutanix Support (if selected). In this case, no alert is generated in the Prism web console. The email is sent once per 24 hours. You can run the NCC check `cluster_services_down_check` to see the service status.

Output messaging

Check ID	3032
Description	Check that no services are down in the cluster.
Causes of failure	One or more services in the cluster are down.
Resolutions	If this check occurs once or infrequently, no action is necessary.
Impact	Cluster performance may be significantly degraded. In the case of multiple services with the same condition, the cluster may become unable to serve I/O requests.
Alert ID	A3032
Alert Title	Cluster services are down
Alert Smart Title	Cluster services down on Controller VM <i>ip_address</i>
Alert Message	Cluster Service: <i>service_name</i> is down on the Controller VM <i>ip_address</i> .

Solution:

Run the following command to confirm if any service is currently down:

```
nutanix@cvm$ cluster status | grep -v UP
```

If any services are listed as DOWN, start those services by using the following command:

```
nutanix@cvm$ cluster start
```

If there are issues starting some services, check the following:

1. Check if the node is in maintenance mode by running the **ncli host ls** command on the CVM. Verify if the parameter **Under Maintenance Mode** is set to **False** for the node where the services are down. If the parameter **Under Maintenance Mode** is set to **True**, remove the node from maintenance mode by running the following command:

```
nutanix@cvm$ ncli host edit id=<host id> enable-  
maintenance-mode=false
```

You can determine the host ID by using **ncli host ls**.

2. See the troubleshooting topics related to failed cluster services in the *Advanced Administration Guide* available from the Nutanix Portal's [Software Documentation](#) page. (Use the filters to search for the guide for your AOS version). These topics have information about common and AOS-specific logs, such as Stargate, Cassandra, and other modules.
3. Check for any latest FATALs for the service that is down. The following command prints all the FATALs for a CVM. Run this command on all CVMs.

```
nutanix@cvm$ for i in `svnmips`; do echo "CVM: $i"; ssh $i  
"ls -ltr /home/nutanix/data/logs/*.FATAL"; done
```

If a service does not start, or if you see FATAL logs for the service that is down, collect the logs and contact [Nutanix Support](#) for assistance.

Collect logbay bundle for the timestamp when the alert was noticed. For more

information on logbay, see [KB 6691](#).

For PC VM

1. Check if any services are down using the below command:

```
nutanix@pcvm$ cluster status | grep -v UP
```

2. If any service is listed as DOWN, start that service using the below command:

```
nutanix@pcvm$ cluster start
```

3. Verify if all services are running using the command provided in step 1.

If the above commands do not help and you still see a service reported as DOWN, open a case to engage Nutanix Support at <https://portal.nutanix.com/>.

Collect logbay bundle for the timestamp when the alert was noticed. For more information on logbay, see [KB 6691](#).